



Provider communication

General information and system updates

March 15, 2024

Understanding the CAHPS® Survey

Applicable to: Mercy Care Complete Care, Mercy Care Long Term Care, Mercy Care DD, Mercy Care DCS CHP, Mercy Care ACC-RBHA, and Mercy Care Advantage

Mercy Care would like to announce “Understanding the CAHPS® survey” is now available on the Mercy Care website.

CAHPS® stands for the Consumer Assessment of Healthcare Providers and Systems and is a survey tool. It collects standardized information to help advance our understanding of patient experience with health care. Providers are in a unique position to encourage members to take part in the survey if they are chosen to participate. The survey results provide an opportunity to see the health care experience through the members’ eyes.

Learn more about what CAHPS® measures, why it matters, why is it important to providers, and what the survey asks.

Go to <https://www.mercycareaz.org/providers/cahps.html> to review.

As always, don't hesitate to contact your [Mercy Care Network Management Representative](#) with any questions or comments. You can find this [Notice](#) and all other provider notices on our Mercy Care website.

Thanks for all you do!

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