



**CHOICE**<sup>SM</sup>  
Health Plans

*Provider News*

## Your VNSNY CHOICE Total Clients May Need Help with Surveys This Spring

This spring—from March through July—The Centers for Medicare and Medicaid Services (CMS) is mailing out two surveys to members of Medicare plans like VNSNY CHOICE Total (HMO D-SNP).

The first—the **Consumer Assessment of Health Providers and Systems** or CAHPS survey—is a consumer satisfaction survey asking questions about the member’s Medicare health care and prescription drug plans.

The other—the **Medicare Health Outcome Survey** (HOS)—asks about the member’s mental and physical health in the last two years.

Here’s how your home health aides can help their clients. Please share this information with them:

- Answering a survey gives your client a chance to say how well their care is working for them.
- Watch for the surveys. If your client is selected, the surveys will come in the mail from **Symphony Performance Health** (SPH).
- If your client needs assistance, offer to help them fill out the survey and mail it back.
- Remember that not every CHOICE Total member will receive these surveys. Your client may receive one, both, or none.

The links below take you to notes you can print and share with your workers to let them know about these surveys. **We would appreciate your sharing this information with them.** The notes are in English with either Spanish or Chinese translations included.

[Download English/Spanish Note to Home Health Aides](#)

VNSNY CHOICE truly appreciates all you do to help keep our members safe, independent and happy with their care.

## CHOICE Provider Services

Please call toll free: 1-866-783-0222

TTY for the hearing impaired: 711

Monday – Friday, 9 am – 5 pm

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Thank you for being part of the  
VNSNY CHOICE Provider network!

We want to make this publication useful to you. Please let us know what you think! Write to us at [CHOICEProviderNews@vnsny.org](mailto:CHOICEProviderNews@vnsny.org).

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