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March 6, 2025

CAHPS Survey and Results

Dear provider,

Every year starting in January, randomly chosen Health Plan of San Mateo (HPSM) Medi-Cal and CareAdvantage members are mailed the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. This survey is administered by the Agency for Healthcare Research and Quality (AHRQ).

This survey asks members about their experiences with health care services they've received from both HPSM and out-of-network providers in the past six months. The survey results are used to improve care for our members.

If a member calls your office asking about the survey, please direct them to our survey vendor, SPH Analytics, rather than calling HPSM. They can find the number to SPH Analytics in their survey packet.

Once we have the results from the survey, we may contact you to help improve your CAHPS scores. If your contact information has changed since contracting with HPSM, please visit this page to update any changes: <https://providers.hpsm.org/ChangeRequestProvider/>

To learn more about CAHPS and patient experience, please visit the HPSM webpage on the subject: <https://www.hpsm.org/provider/patient-experience>.

If you have any questions, please contact the HPSM Member Experience Team at MemberExperience@hpsm.org.

Thank you,
The Health Plan of San Mateo