

## **The CAHPS Survey**

At UnitedHealthcare, we care about your health. Our goal is to improve the health of our members by providing high quality services. What our members think and tell us helps us to do this. Each year, we survey some of our members and ask what you think about the services we provide to you or your child; our member(s). The survey that we use is called the Consumer Assessment of Healthcare Providers and Systems (CAHPS®). If you receive this survey, please take the time to fill out and return. Your response is confidential and will not affect your benefits in any way. The information provided helps us learn where we need to improve. With your help we can make health care better for you and all our members!