

Sandy Wood, Interim Manager  
Research, Education and Development  
Section

**Authorized Signature**

**Number:** DMAP-IM-07-128

**Issue Date:** 09/05/2007

**Topic:** Medical Benefits

**Subject:** OHP client satisfaction survey begins in September

**Applies to (check all that apply):**

- |  |   |
|--|---|
| <input type="checkbox"/> All DHS employees             | <input type="checkbox"/> County Mental Health Directors   |
| <input type="checkbox"/> Area Agencies on Aging        | <input type="checkbox"/> Health Services  |
| <input type="checkbox"/> Children, Adults and Families | <input type="checkbox"/> Seniors and People with Disabilities   |
| <input type="checkbox"/> County DD Program Managers    | <input checked="" type="checkbox"/> Other (please specify):<br>DHS staff--SPD, CAF, AMH, DMAP + Plans |

**Message:**

In September 2007 the DMAP Analysis and Research Unit will once again be surveying OHP clients to assess their satisfaction with OHP managed care plans. The standardized test instrument we use is the Consumer Assessment of Health Plans and Systems Survey or CAHPS<sup>®</sup>. A random sampling of plan members from each managed care organization will receive surveys.

If clients call staff about the survey, encourage them to complete and return the forms. Also, assure people that their answers will not affect their OHP eligibility or benefits.

Results of the CAHPS study will appear in a published report next year.

*If you have any questions about this information, contact:*

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