

February 13, 2017

### **Presbyterian Member Survey Initiative**

Presbyterian Health Plan, Inc. and Presbyterian Insurance Company, Inc. (Presbyterian) are committed to providing you with information and initiatives that may affect your practice. This communication contains information regarding a telephone survey of your Presbyterian patients.

Presbyterian has partnered with Eliza Corporation, a healthcare engagement and communications solutions company, to provide an automated telephone survey targeting Presbyterian Medicare members throughout February 2017. The questions asked are based on questions from the annual Health Outcomes Survey (HOS) and Consumer Assessment of Healthcare Providers & Systems (CAHPS) Survey.

These surveys will cover many areas of care and are used to measure quality of care and service. The results from these surveys reflect your Presbyterian patients' perception of the quality of care and service you provide, and they will also reflect on Presbyterian as a Medicare Advantage managed care organization (MCO).

Based on the type of responses we receive from your current Presbyterian patients, we will reach out to you so appropriate follow-up care can be determined. We will also send a final report to your office at the end of the survey initiative showing you any responses received from patients in your panel. Please also be advised the attached brochure will be distributed to members.

The Presbyterian Quality Department is committed to supporting the relationship you have with our members. If you have questions or require additional information related to the survey, please contact Malissa Lyons at [mlyons2@phs.org](mailto:mlyons2@phs.org) or by phone at (505) 923-5514.

Thank you for your continued partnership.

A handwritten signature in black ink, appearing to read "Tom Rothfeld", is written over a light gray signature line.

Dr. Tom Rothfeld  
Chief Medical Officer  
Presbyterian Health Plan

Enclosure: Medicare Health Aging & Wellness brochure