



**Aetna Better Health[®]
of Kentucky**

Your Voice Matters!

Get ready for the CAHPS Survey

At Aetna Better Health of Kentucky, member satisfaction is our top priority. Every spring, some members of Aetna Better Health will get the Consumer Assessment of Health Providers and Systems (CAHPS) survey in the mail. The goal of the survey is for you to help us find our strengths and weaknesses, so we know where we need to improve. It tells us how we are doing, as well as how your doctors are doing. The survey looks at the many ways you have had contact with the health care system. Some of the questions are:

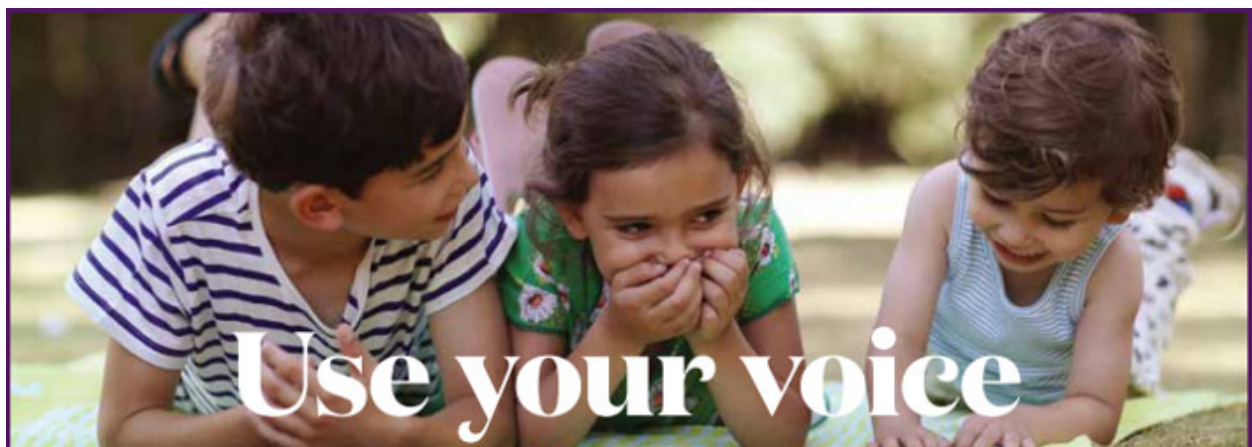
- Did you have good communication with health care providers?
- Were you able to schedule appointments in a timely manner?
- How easy was it for you to get care from a specialist?
- What was your experience with your health plans customer service?

The results from the survey help us to:

- Get feedback from members
- Learn more about our members' needs
- Compare our service to other health care plans
- Find ways to improve

We would like to hear from you!

If you get the survey in the mail, we would like to hear from you. Please fill it out and mail back to the sender. The survey packet will include an envelope with pre-paid postage that you can use to send the survey back.



If you have questions or need extra help in filling out the survey, please contact our HEDIS Department at 855-737-0872.

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