

You may get a CAHPS® Survey. Your voice matters!



We want to hear from you about your care and your health plan. Your feedback helps us make real changes to improve services for you and your family.

Why give feedback?

- We listen to every comment.
- Changes happen because of member input—from better appointment scheduling to easier ways to get information.
- You help make the health plan better for everyone!

Ways to share your thoughts

- **Surveys in the mail:** You may get a CAHPS Survey* from Press Ganey once a year. Please fill it out and send it back.
- **Text or email surveys:** These are short and quick to answer.
- **Member Advisory Council (MAC):** Join other members to share ideas and solutions. molinahealthcare.com/members/tx/mem/memberadvisory
- **Call Member Services:** We're here to listen and help!

*What is the CAHPS® Survey?

- This is a survey some members get in the mail each year.
- It asks about your doctors, your care and your health plan.
- Your answers help us see what's working and what needs to improve.
- There are no right or wrong answers. We want your honest opinion!

Remember:

Your opinion shapes the care and services you get. When you speak up, you help us make changes that matter.

Questions?

Call Member Services: (866) 449-6849

Visit: MolinaHealthcare.com/TX