



CONSUMER QUALITY SURVEY

Here at ODS, our goal is to help you get well sooner and live well longer by providing high quality services. The more we know about your experiences with healthcare — such as the service you receive from your ODS health plan or your doctor — the harder we can work to improve them.

Soon, you may receive, in the mail, a Consumer Assessment of Healthcare Providers and System (CAHPS) survey. It will ask what you think about the services ODS provides. It's a wonderful opportunity for you to help improve the health of your family, your friends and your community. Please take time to fill it out. It should take less than 20 minutes to complete.

ODS has partnered with DSS Research to conduct the survey. We do that to assure your response remains confidential and will not affect your benefits in any way. Only staff at DSS Research will see your answers.

By completing this survey, you will help us deliver better care and services. If you receive a survey, please complete it and return it in the pre-paid envelope to DSS Research.

Thank you for helping us serve you better. If you have any questions, please feel free to call ODS Customer Service at 877-605-3229. To learn more about the CAHPS survey, please visit www.cahps.ahrq.gov.

