



## 2024 HCBS CAHPS Survey Toolkit: Statement of Purpose

NC Medicaid is dedicated to ensuring its beneficiaries receive timely, quality and effective care. As a part of these efforts, NC Medicaid's Evaluation Team tracks and analyzes the care beneficiaries receive. The annual administration of the Home and Community Based Services Consumer Assessment of Healthcare Providers and Systems (HCBS CAHPS) Survey is one of the tools the team uses. The survey is designed to gather direct feedback from Medicaid beneficiaries receiving HCBS regarding their experiences and the quality of the services and supports they receive.

While the 2023 survey yielded many insightful results, it had low response rates. **To increase response rates and survey engagement for the 2024 survey administration, NC Medicaid is asking for the support of providers, health plans, care managers and community partners to share information about this survey with their relevant adult (18 years of age or older) Medicaid beneficiaries.**

This toolkit is designed to familiarize providers, health plans, care managers and community partners with the survey process and results so they can encourage beneficiaries to complete the survey. The toolkit includes a flyer for distribution to beneficiaries, a list of the qualifying home and community-based services and this statement of purpose. Additionally, a copy of the [2023 HCBS CAHPS report](#) and corresponding [two-page summary](#) are provided for reference.

The toolkit can be shared broadly with all providers, health plans, care managers and community partners who may be serving beneficiaries receiving HCBS. NC Medicaid hopes this will familiarize beneficiaries with the upcoming survey, answer any questions they may have and increase comfort with completing the survey. It does not survey individuals itself or collect any information.

If providers and other community partners have questions about this Toolkit or the survey, they can call the NC Medicaid Contact Center at 888-245-0179.

Sincerely,

NC Medicaid's Program Evaluation Team