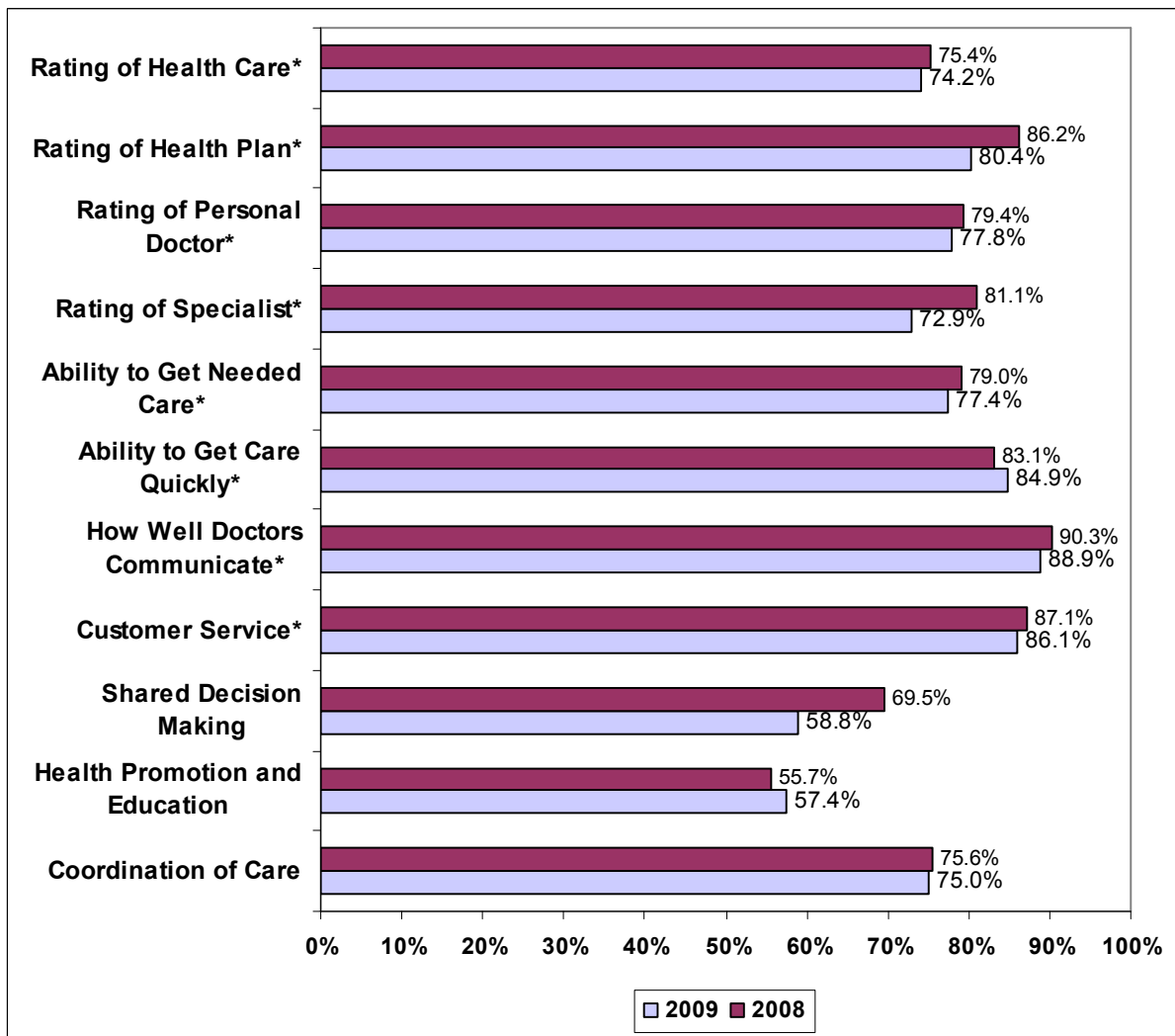


**Neighborhood Health Plan of Rhode Island  
Consumer Assessment of Healthcare Providers and Systems (CAHPS®)  
Survey Results**

All managed care organizations (MCOs) seeking accreditation from the National Committee for Quality Assurance (NCQA) are required to survey their members annually about the service and care provided. Furthermore all MCOs are required to use the same survey questions – NCQA’s CAHPS® 4.0H. NCQA uses the information from the CAHPS survey, along with other information, to determine a health plan’s accreditation status. NCQA accreditation takes into account scores from eight of the eleven CAHPS measures that are in the graph below. For comparison purposes, we have displayed both the 2008 and 2009 performance results.

**Neighborhood Health Plan of Rhode Island  
CAHPS® Adult Medicaid Survey Results**



For an overview of health plan surveys access the CAHPS® web site:  
<https://www.cahps.ahrq.gov/default.asp>

\*CAHPS measures NCQA takes into account, along with other information, for health plan accreditation.

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).