Your 2019 ACO or CAHPS for MIPS survey results may be used by CMS to determine your 2021 compensation rates.

Are you prepared?

The *Association of Northern California Oncologists (ANCO)* has partnered with SullivanLuallin *Group* (SLG) to offer your practice the opportunity to participate in an Oncology-based *patient satisfaction survey*. This survey is designed to assess your organization's performance in key areas associated with the ACO and CAHPS for MIPS surveys. SullivanLuallin *Group's* **eSurv®: Online Patient Satisfaction Survey** platform allows you to efficiently and cost-effectively capture how your patients feel about your systems, services and performance.

Features of the **eSurv: Online Patient Satisfaction Survey** program include:

- **Real-time** feedback
- An easy-to-administer survey with tablet-compatible **Point-of-Service** options
- **Follow-Up Invitations** to non-responders
- Continuous reporting with **Trend Data**
- A **Service Recovery Feature** to quickly address patient concerns and improve quality outcomes
- A way to meet **Meaningful Use Standards** by exiting the survey to your patient portal
- **Easy-To-Read** reports with no need for an interpretation guide
- Best practice tips to **Improve Your Scores**
- **Benchmarking** your scores with our national Oncology database

ANCO has negotiated a discounted member rate so you can participate in one of two ways:

- ✓ *One-time* email survey wave, looking back at the past 90 days of patient visits for **$195** per provider

- ✓ *Ongoing* survey with weekly email waves for **$395** per provider for an <u>entire year</u>

ANCO believes that value-added services are part of an association's responsibility to its members. We're confident that SullivanLuallin *Group's* **eSurv: Online Patient Satisfaction Survey** program will be a valuable practice-building tool for you, and we invite your participation.

For more information about either participation option, please contact SullivanLuallin *Group* at <u>Answers@SullivanLuallinGroup.com</u>.