



What should you do if you are sent a MassHealth Primary Care Member Experience Survey?

Let your voice be heard and complete it!

MassHealth is conducting a survey of member experience in primary care. Your feedback is important to improving the care that all MassHealth members receive. MassHealth is partnering with Massachusetts Health Quality Partners (MHQP) to conduct this survey.

MassHealth members and their children who used primary care services in the last year are eligible to be randomly selected for participation. While your participation is voluntary, it would be awesome if you complete the survey if you receive an invitation to do so!

Why?

Your opinions matter! And your responses will provide information we need to improve our ability to provide quality healthcare for all of you! The survey is available in English and Spanish, and other languages if conducted on line.

Is it hard to finish?

No! The majority of the questions have multiple-choice answers. It takes about 10 minutes to finish! And if you need any help, a staff member at your health center will be happy to answer any of your questions!

What is the deadline?

MassHealth started sending the surveys to its members in May. The survey ends in August 2025. So please be on the lookout for your invitation to take part in your email and/or mail in the days and weeks to come!

