

[Date]  
«MPRID»

«Title» «First\_Name» «Middle\_Initial» «Last\_Name»  
«Address»  
«City», «State» «Zip»

Dear «Title» «Last\_Name»:

Health Plan of Nevada, Inc. (HPN) is one of very few Health Maintenance Organizations (HMOs) in the country selected by The Centers for Medicare & Medicaid Services (CMS), the federal agency that administers the Medicare program, to participate in a Social HMO (SHMO) demonstration. The SHMO program adds expanded care coordination services to your existing Senior Dimensions Plan.

To assist us in coordinating your health care needs, a representative of HPN will be contacting you in the future to conduct an annual interview about your health and other characteristics. You may recall the interview we conducted with you about one year ago. The information you provide will become part of your medical record and will be used to help us plan for your needs and improve the quality of our program.

If you prefer to call at your convenience to complete the interview, dial the toll-free number 1-888-633-8325 between 8am and 9pm Pacific time, Monday through Friday, and ask for the SHMO survey. If you have any questions, please call Member Services at 702-242-7301 or 1-800-650-6232 (for the hearing impaired, TTY 702-242-9214 or 1-800-349-3538), 8am to 5pm, Monday through Friday. Thank you in advance for your cooperation.

Sincerely,



Jonathon W. Bunker  
President