

[Date]

[Name]

[Organization]

[Address]

Dear [Insert Name]:

The Centers for Medicare & Medicaid Services (CMS) Office of Policy (OP) has engaged L&M Policy Research, LLC (L&M), to explore patterns of care and care management provided to those dually eligible for Medicare and Medicaid coverage, and Medicare beneficiaries with complex health needs and serious chronic illness. As part of this study, L&M, a Washington D.C.-based health policy research firm, and our partner, Thomson Reuters, are conducting field visits to a diverse set of hospital referral regions (HRRs) across the country, to better understand the landscape and range of health care delivery systems nationwide as well as possible causes for variations in health care patterns.

We are interested in hearing how organizations, programs, and initiatives serving these special populations operate in your region and the challenges as well as success factors associated with delivering quality and cost-effective care within your HRR. We have attached a map of your HRR for your reference. Learning about your experiences and efforts will prove vital to our understanding of variations in care delivery patterns in your region and across the country. For your reference, we have attached a more comprehensive description of this project and its aims.

Within the next week or so, you will receive a call from one of our team members to schedule a date and time for an in-person interview [or series of interviews with you and your staff]. We anticipate each interview[s] will take an hour to an hour-and-a-half.

For specific questions about the interview process, please feel free to contact me at XXX XXX-XXXX or name@e-mail.com. We look forward to meeting you and hearing about your experiences. Thank you in advance for your time and input.

Sincerely,

[Team member contact]

Enclosure: Project description