

[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, other Medicare beneficiaries with complex health needs and serious chronic illness, and persons enrolled in the Program of All-Inclusive Care for the Elderly (PACE). 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, and to two PACE programs, to better understand the landscape and range of health care delivery systems nationwide.

We are interested in hearing about your program, including the challenges you face operating in your region and the success factors you believe are associated with delivering quality and cost-effective care to your membership. For your reference, we have attached a more comprehensive description of this project and its aims. What we learn from you during this visit will prove vital to our understanding of care delivery patterns at P.A.CE programs across the country.

In the next week or so, you will receive a call from one of our team members to schedule a date and time for a [half-day or full day and a half] site visit. We hope to meet with staff, including your chief medical and operating officers, key nurse and program managers, as well as front line workers, and would also appreciate the opportunity to have a tour of your facilities. We would be happy to work with you in developing an agenda that is respectful of your time and accommodates your organization's needs as it provides important services to Medicare and Medicaid beneficiaries.

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