

## **Appendix H**

### **HEALTH CARE PROVIDER RECRUITMENT LETTERS**

**H.1: HEALTH CARE PROVIDER SURVEY**

**H.2: HEALTH CARE PROVIDER INTERVIEW**

## Appendix H.1

### HEALTH CARE PROVIDER SURVEY RECRUITMENT LETTER

Dear Health Care Provider,

As you are well aware, access to timely health care is critical to health. The Centers for Medicare and Medicaid Services (CMS) is currently conducting a study to assess the effect of transportation barriers on American Indian and Alaska Native Medicare beneficiaries' access to Medicare services.

On behalf of CMS, Kauffman & Associates, Inc. (KAI) is conducting an on-line survey (that can also be completed in paper copy if Internet access is unavailable) with health care providers as part of the extensive national study. KAI is an American Indian, woman-owned company based in Spokane, WA, specializing in the health, well-being, and education of Native communities. The survey will take you no longer than 30 minutes to complete

The purpose of the study is to identify and analyze transportation barriers associated with the utilization of Medicare services by American Indian and Alaska Native (AI/AN) beneficiaries, to identify and analyze the health outcomes resulting from those barriers, and ultimately to identify potential solutions that could help mitigate this problem and produce meaningful improvements in health care use and health outcomes for this population. The survey will give you the opportunity to provide input on this important health care access issue. Should you choose to participate, and if selected, you will receive a small gift as a token of appreciation for your time and effort.

If you are willing to participate in this aspect of the study, please respond by sending an email with your name, the name of the health care center where you work, position, and contact phone number to Dr. Jeanette Hassin at [jeanette.hassin@kauffmaninc.com](mailto:jeanette.hassin@kauffmaninc.com). Feel free to call Dr. Hassin at (301) 588-6800 should you have any questions related to this project or what your participation would entail. We hope that you will be able to participate.

Sincerely,

## HEALTH CARE PROVIDER INTERVIEW RECRUITMENT LETTER

Dear Health Care Provider,

As you may know, The Centers for Medicare and Medicaid Services (CMS) is currently conducting a study to assess the effects of transportation barriers on American Indian and Alaska Native Medicare beneficiaries' access to Medicare services. Some of you may have participated in our on-line survey as part of this project.

As part of the second phase of this study we are conducting open-ended interviews with health care providers. These interviews will be conducted face-to-face or over the telephone with a trained interviewer from Kauffman & Associates, Inc., who has been contracted by CMS to conduct this study. KAI is an American Indian, woman-owned company based in Spokane, WA, specializing in the health, well-being, and education of Native communities. The interview will take no longer than 30 minutes of your time.

The purpose of the study is to identify and analyze transportation barriers associated with the utilization of Medicare services by American Indian and Alaska Native (AI/AN) beneficiaries, to identify and analyze the health outcomes resulting from those barriers, and ultimately to identify potential solutions that could help mitigate this problem and produce meaningful improvements in health care use and health outcomes for this population. The survey will give you the opportunity to provide input on this important health care access issue. Should you choose to participate, and if selected, you will receive a small gift as a token of appreciation for your time and effort.

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