

**Evaluation of the Quality Bonus Payment Demonstration
Script for Reminder Calls**

STUDY CONTACT: [NAME]

1. Hello, this is [INTERVIEWER'S FULL NAME] calling from Mathematica Policy Research. May I speak to [RESPONDENT NAME]?

YES, PROCEED WITH REMINDER..... 1 GO TO Q2
NOT A GOOD TIME..... 2 GO TO Q3

WHEN RESPONDENT COMES ON THE LINE:

2. Hello this is [INTERVIEWER'S FULL NAME] from Mathematica Policy Research. I'm calling about an important evaluation of the Quality Bonus Payment demonstration that we are conducting for the Centers for Medicare & Medicaid Services. You should have received a letter about the survey we are conducting as part of this evaluation. Do you recall receiving this information?

YES..... 1 GO TO Q5
NO..... 2 GO TO Q4

3. We are conducting an important research study for the Centers for Medicare & Medicaid Services that includes a survey of health plans. We sent a letter to [RESPONDENT NAME] recently and wanted to follow-up to make sure the materials were received. When is a better time for me to call back?

RECORD RESPONSE. COPY ONTO CONTACT SHEET.

THANK RESPONDENT. END CALL.

4. The survey asks about your organization's quality improvement programs takes about 25 minutes to complete.. We can resend the survey to you in the mail, or by fax or email, or we can complete the survey on the phone now. Which do you prefer?

MAIL..... 1 GO TO Q5
FAX..... 2 GO TO Q5
EMAIL..... 3 GO TO Q5

PHONE..... 4 GO TO Q6
NEEDS MORE INFORMATION..... 5 GO TO Q7
REFUSAL..... 6 GO TO Q8

5. R WANTS Q'AIRE RESENT

CONFIRM MAILING ADDRESS, E-MAIL OR FAX NUMBER.

THANK RESPONDENT, END CALL AND UPDATE CONTACT SHEET.

6. R WANTS TO DO SURVEY BY PHONE

PROCEED WITH INTERVIEW OR SCHEDULE APPOINTMENT FOR INTERVIEW.

THANK RESPONDENT, END CALL AND UPDATE CONTACT SHEET.

7. R NEEDS MORE INFORMATION

GO TO FAQ SHEET AND ANSWER QUESTIONS.

IF CANNOT ANSWER QUESTIONS, REFER R TO STUDY CONTACT NAME. CONFIRM ADDRESS, E-MAIL ADDRESS OR PHONE NUMBER.

THANK RESPONDENT, END CALL AND UPDATE CONTACT SHEET.

8. R REFUSES

THANK RESPONDENT, END CALL, AND UPDATE CONTACT SHEET.

NOTE REASON FOR REFUSAL IF R GAVE ONE.