

Attachment 10

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Round 1 Advance Letter

Dear [Name],

Your household has been selected to participate in an important national healthcare study – the Medical Expenditure Panel Survey – also known as MEPS. The study is conducted by the Agency for Healthcare Research and Quality (AHRQ), a part of the Department of Health and Human Services.

Since it began in 1996, MEPS has become the most complete source of information on the cost and use of health care and health insurance in America. By participating in MEPS, you will be helping private researchers as well as state and national policy makers understand the health care needs of people in your community and across the nation.

A MEPS interviewer will visit participating households five times over a two-year period. At each visit, the interviewer will ask about the health care services used by your family members and payments for those services. At the end of each interview, you will receive a gift of \$50.

Referring to records about your family's health care can make it easier to answer many of the survey questions. A calendar (in paper or electronic format), bills, payment records, or insurance statements can all be helpful. The enclosed Monthly Planner lists the kinds of healthcare information the interviewer will ask about you and your family. In addition to other records you may have, it can be used to record information about your family's healthcare.

Participation in MEPS is voluntary, but accurate results depend on the willing cooperation of households like yours. Information you give will be protected throughout the study. By law, any information collected in the study that would identify individual participants must be kept confidential¹.

The enclosed brochure has more information about the study. You can also go to the study's website to learn more (www.meps.ahrq.gov). An interviewer from Westat, a nationally known research company, will be contacting you in the next few weeks to answer your questions about MEPS. To speak to someone right away, please call Alex Scott toll free at 1-800-945-6377.

Thank you for your time. We look forward to having you join us in this important effort to better understand healthcare in America.

Sincerely,



Richard Kronick, Ph.D.
Director
Agency for Healthcare Research and
Quality



Charles J. Rothwell, MBA, MS
Director
National Center for Health Statistics
Centers for Disease Control and Prevention

¹ This survey is authorized under 42 U.S.C. 299a. The confidentiality of your responses to this survey is protected by Sections 944(c) and 308(d) of the Public Health Service Act [42 U.S.C. 299c-3(c) and 42 U.S.C. 242m(d)]. Information that could identify you will not be disclosed unless you have consented to that disclosure.

Round 3 Advance Letter

Dear [Name],

We are writing to thank you for your continuing participation in the Medical Expenditure Panel Survey and to let you know that your MEPS interviewer will be contacting you soon for your third interview. To request an appointment before your interviewer calls, you can contact Alex Scott, toll free at 1-800-945-6377 or by email at AlexScott@westat.com. If your address or telephone number has changed since the last interview, please let us know by completing and returning the enclosed change of address card.

As you may remember from before, having records available to look at during the interview can help in answering the survey questions. The enclosed "Tip Sheet" provides some additional reminders about the kinds of questions the interviewer will ask and the kinds of records that may be helpful during the interview. A Monthly Planner for 2016 is enclosed as well. In addition to other records you may have, it can be used to record information about your family's healthcare.

As before, to show our appreciation, the interviewer will give you \$50 at the end of the interview.

Your privacy continues to be a MEPS priority. The confidentiality of information given to the study is protected by lawⁱⁱ.

Analysts are already combining the information you gave in earlier interviews with information from thousands of other MEPS households to produce up-to-date study results. You can see recent findings from the study on the MEPS Participants' Corner at <http://www.meps.ahrq.gov>.

On behalf of the Agency for Healthcare Research and Quality and the Centers for Disease Control and Prevention, we thank you again for continuing to take part in the Medical Expenditure Panel Survey.

Sincerely,



Richard Kronick, Ph.D.
Director
Agency for Healthcare Research and
Quality



Charles J. Rothwell, MBA, MS
Director
National Center for Health Statistics
Centers for Disease Control and Prevention

ⁱⁱ This survey is authorized under 42 U.S.C. 299a. The confidentiality of your responses to this survey is protected by Sections 944(c) and 308(d) of the Public Health Service Act [42 U.S.C. 299c-3(c) and 42 U.S.C. 242m(d)]. Information that could identify you will not be disclosed unless you have consented to that disclosure.

Round 5 Advance Letter

Dear [Name],

We appreciate your efforts in this important national study and thank you for your participation. It's just about time for your final Medical Expenditure Panel Survey interview, which will ask only about healthcare visits that occurred through December 31, 2015.

As before, your interviewer will be contacting you in the coming weeks to schedule the interview. If you prefer, you can request an appointment by calling Alex Scott toll-free at 1-800-945-6377 or by sending an email to AlexScott@westat.com. If your address or telephone number has changed since the last interview, please let us know by completing and returning the enclosed change of address card.

As with the earlier interviews, having records (paper or electronic) such as a calendar, healthcare bills, receipts, or insurance statements to look at during the interview can be very helpful in answering the survey questions. The enclosed "Tip Sheet" has additional reminders about the kinds of questions the interviewer will ask and the kinds of records that may be helpful during the interview.

The information from your earlier interviews has already been combined with information from thousands of other MEPS households across the country. You can read about recent findings from the study at the MEPS website: <http://www.meps.ahrq.gov>.

Your participation in MEPS has been vital in our efforts to obtain complete and accurate information about our healthcare system. On behalf of the Agency for Healthcare Research and Quality and the Centers for Disease Control and Prevention, we thank you for your valuable contribution to this important research effort

iii.

Sincerely,



Richard Kronick, Ph.D.
Director
Agency for Healthcare Research and
Quality



Charles J. Rothwell, MBA, MS
Director
National Center for Health Statistics
Centers for Disease Control and Prevention

ⁱⁱⁱ This survey is authorized under 42 U.S.C. 299a. The confidentiality of your responses to this survey is protected by Sections 944(c) and 308(d) of the Public Health Service Act [42 U.S.C. 299c-3(c) and 42 U.S.C. 242m(d)]. Information that could identify you will not be disclosed unless you have consented to that disclosure.

Rounds 2 and 4 Advance Letter

Dear [Name],

Soon it will be time for your next Medical Expenditure Panel Survey (MEPS) interview. An interviewer will contact you to schedule an appointment. To request an appointment before your interviewer calls, you can contact Alex Scott toll free at 1-800-945-6377 or by email at AlexScott@westat.com. If your address or telephone number has changed since the last interview, please let us know by completing and returning the enclosed change of address card.

If you remember from your prior interview(s), looking at health care records during the interview, or even getting help from other household members can make it easier to answer the survey questions. The enclosed "Tip Sheet" provides a few reminders about the kinds of questions the interviewer will ask and the kinds of records that can help. As before, when you complete the interview your household will receive a gift of \$50 to show our appreciation.

As part of our on-going study of health care, MEPS is particularly interested in how people feel about the quality of the care that they receive. To find out, we are requesting that select adults in your household answer the questions in the enclosed opinion booklet(s). Each booklet is labeled with the name of the person who should complete it. All opinions are confidential and will be used to enhance the information collected by MEPS.¹

Use the provided labels to seal each completed booklet. Please keep the completed and sealed booklet(s) in the enclosed envelope for your interviewer to collect at your next interview.

We updated the MEPS Participants' corner at <http://www.meps.ahrq.gov>. On the website, you can find more information about the study, how to prepare for your upcoming interview, access on-line record keeping tools, or see examples of how MEPS data are used.

On behalf of the Agency for Healthcare Research and Quality and the Centers for Disease Control and Prevention, we would like to express our sincere appreciation for your continuing participation in the Medical Expenditure Panel Survey.

Sincerely,



Richard Kronick, Ph.D.
Director
Agency for Healthcare Research and
Quality



Charles J. Rothwell, MBA, MS
Director
National Center for Health Statistics
Centers for Disease Control and
Prevention

¹ This survey is authorized under 42 U.S.C. 299a. The confidentiality of your responses to this survey is protected by Sections 944(c) and 308(d) of the Public Health Service Act [42 U.S.C. 299c-3(c) and 42 U.S.C. 242m(d)]. Information that could identify you will not be disclosed unless you have consented to that disclosure.

Change of Address Postcard (Business Reply Mail)

Has your address or phone number changed? Please let us know by completing this card and putting it in the mail. If you prefer, contact Alex Scott at 1-800-945-MEPS (6377) or AlexScott@westat.com.

Your New Contact Information:

Name
Address
City State Zip
Phone Number

What was your previous city and state (if different from above):
City State

Round 1 Reminder Postcard

Hello,

You may remember getting a letter a little while ago about the Medical Expenditure Panel Survey (MEPS). We just wanted to let you know that we haven't forgotten about you!

Your MEPS interviewer will be in touch soon to set up your interview. You can also call Alex Scott toll-free at 1-800-945-6377 or send an email to AlexScott@westat.com to ask for a time that works best for you.

Thank you for taking part in this important research effort!

Community Authority Letter

Dear Community Authority Representative,

In response to the need for accurate figures about the use, cost, and quality of medical care in this country, the U.S. Department of Health and Human Services is conducting the Medical Expenditure Panel Survey (MEPS). This large-scale national survey will be conducted in your community and approximately 150 others across the nation. During the next two and a half years, survey representatives will interview participants from selected households in your area. The purpose of the study is to understand how changes in the way Americans receive and pay for health care have affected health care use, and to use that information to help guide future changes in health care policy.

Because the entire U.S. population cannot be interviewed, we have chosen a sample of communities and households that represent the nation. This statistically reliable sample selection process ensures that the households selected represent thousands of other similar households across the country, as well as themselves. Their participation is very important if the survey is to provide a true picture of the health care experiences of people living in the United States in the 21st century.

All answers to the survey are confidential and will be kept private to the extent permitted by law; no identifying information is ever used in reports. Individual answers are summarized to give an overall picture of the health care use and expenses of people in this country.

Westat, a national research organization, is carrying out the Medical Expenditure Panel Survey. Every interviewer is professionally trained and carries an identification card certifying that the interviewer is an authorized survey representative.

We would greatly appreciate your help in reassuring persons who make inquiries as to both the importance and legitimacy of this undertaking. If you would like additional information about the study, please ask the survey representative. You also may visit the study website at: <http://www.meps.ahrq.gov>.

If you have any other questions about the survey, please contact Alex Scott, toll free, at 1-800-945-MEPS (6377).

Sincerely,



Richard Kronick, Ph.D.
Director
Agency for Healthcare Research and Quality



Charles J. Rothwell, MBA, MS
Director
National Center for Health Statistics
Centers for Disease Control and Prevention

Other Language Introduction Card

Pardon, but I do not speak (specific language).

I came to visit because I work for a survey conducted by the Department of Health and Human Services. The survey is about the health and related costs of people in the United States. Any information collected during this survey is considered strictly confidential.

Is there someone here that speaks English? Could you please ask that person to come to the door?

~Thank You.

Other Language Contact Sheet

A co – worker that speaks (specific language) will contact you to talk about this very important study.

Please tell me the days and times that are best for contacting you by circling the days and times you prefer.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
[9AM – 12PM]	[12PM – 3PM]	[3PM – 5PM]	[5PM – 7PM]	[7PM – 9PM]		

Please provide us your telephone number: (____) _____

Sorry I Missed You (SIMY) Note

Outside:

Sorry I Missed You

Inside:

Sorry I missed you today. I will try again soon. Your participation in the Medical Expenditure Panel Survey is so very important. Thank you, in advance, for your cooperation.

Thank You Note

Outside:

Thank You

Inside:

Thank you for your participation in the Medical Expenditure Panel Survey.
The U.S. Department of Health and Human Services

Appointment Reminder Card

Outside:

A Reminder from Your Friends at MEPS

Inside:

Dear:

This card is to confirm our appointment for the Medical Expenditure Panel Survey on

Date:

Time: (a.m./p.m.)

I'm looking forward to seeing you!

If you need to reschedule your appointment, please call.

ID:

General Refusal letter

Dear «RTitle» «RLastName»,

We recently contacted you about participating in the Medical Expenditure Panel Survey (MEPS), sponsored by the Agency for Healthcare Research and Quality (AHRQ) and the Centers for Disease Control and Prevention. At that time you indicated that you were reluctant to take part in this study. I am writing to you to tell you more about the survey and why your participation is so important.

MEPS collects information from families and individuals about the health services they use, how frequently they use them, the cost of these services, and how they are paid for. This information is used to guide health policies and services that affect the future of health care throughout the United States. Your household was scientifically selected to represent thousands of other similar households and your participation helps to ensure that the healthcare needs of all segments of our population are represented.

Your privacy is protected throughout the study. By law, any information collected in the study that would identify individual participants must be kept confidential. At the conclusion of each interview, you will receive a gift of \$ to show our appreciation.

I have asked our field representative to contact you again in the hope that you will reconsider participating in this important study. The interview will be scheduled at your convenience and every effort will be made to accommodate your time.

If you would like to speak to someone before you are contacted, please call «Field_Contact_Name» at («Contact_Area_Code») «Contact_Exchange»-«Contact_Phone», or our coordinator, Alex Scott at 1-800-945-MEPS (6377).

Your participation can make a difference. Thank you for your time and consideration.

Sincerely,

Susan D. Connor
Westat Project Director
Medical Expenditure Panel Survey

Unable to Contact

Dear «RTitle» «RLastName»,

We recently tried to contact you about participating in the Medical Expenditure Panel Survey (MEPS), sponsored by the Agency for Healthcare Research and Quality (AHRQ) and the Centers for Disease Control and Prevention. Unfortunately, we were unable to speak with you at that time. I am writing to tell you about the survey and why your participation is so important.

MEPS collects information from families and individuals about the health services they use, how frequently they use them, the cost of these services, and how they are paid for. This information is used to guide health policies and services that affect the future of health care throughout the United States. Your household was scientifically selected to represent thousands of other similar households and your participation helps to ensure that the healthcare needs of all segments of our population are represented.

Your privacy is protected throughout the study. By law, any information collected in the study that would identify individual participants must be kept confidential. At the conclusion of each interview, you will receive a gift of \$ to show our appreciation.

I have asked our field representative to try to contact you again. In the meantime, please call «Field_Contact_Name» at («Contact_Area_Code») «Contact_Exchange»-«Contact_Phone», or our coordinator, Alex Scott at 1-800-945-MEPS (6377) so that we may answer any questions that you have and schedule an appointment.

Your participation can make a difference. Thank you for your time and consideration.

Sincerely,

Susan D. Connor
Westat Project Director
Medical Expenditure Panel Survey

Your Chance to Help

Dear «RTitle» «RLastName»,

Many of us are concerned about the cost and quality of today's medical care, but there doesn't seem to be much we can do about it. You, however, have a chance to make an important contribution to the research on health care and health care costs by participating in the Medical Expenditure Panel Survey (MEPS).

MEPS is sponsored by the Agency for Healthcare Research and Quality (AHRQ) and the Centers for Disease Control and Prevention and was established to find out how families and individuals use and pay for health services. Your household was scientifically selected to represent thousands of other similar households and your participation helps to ensure that the healthcare needs of all segments of our population are represented.

Your privacy is protected throughout the study. By law, any information collected in the study that would identify individual participants must be kept confidential. At the conclusion of each interview, you will receive a gift of \$ to show our appreciation.

By participating in this survey, you will be performing a valuable public service. I have asked our field representative to contact you again to answer any questions that you may have and to schedule a convenient time for an interview.

If you would like to speak to someone before you are contacted, please call «Field_Contact_Name» at («Contact_Area_Code») «Contact_Exchange»-«Contact_Phone» or our coordinator, Alex Scott at 1-800-945-MEPS (6377).

Your participation can make a difference. Thank you for your time and consideration.

Sincerely,

Susan D. Connor
Westat Project Director
Medical Expenditure Panel Survey

Continued Participation

Dear «RTitle» «RLastName»,

Thank you for your earlier participation in the Medical Expenditure Panel Survey (MEPS). The information you have given us so far is already being combined with information from thousands of other participating households to show how families and individuals use and pay for health care, but we encourage you to continue to participate. Each interview you complete builds on the previous interview to provide a more comprehensive and continuous picture of your health care experiences.

Your household represents thousands of other similar households and your continued participation helps to ensure that the healthcare needs of all segments of our population are represented.

Remember, your privacy is protected throughout the study. By law, any information collected in the study that would identify individual participants must be kept confidential. And, at the conclusion of each interview you will receive a gift of \$ to show our appreciation.

I have asked our field representative to contact you again to address any concerns that you may have and to schedule a convenient time for an interview. If you would like to speak to someone before you are contacted, please call «Field_Contact_Name» at («Contact_Area_Code») «Contact_Exchange»-«Contact_Phone», or our coordinator, Alex Scott at 1-800-945-MEPS (6377).

Your participation can make a difference. Thank you for your time and consideration.

Sincerely,

Susan D. Connor
Westat Project Director
Medical Expenditure Panel Survey

Too III

Dear «RTitle» «RLastName»,

We recently contacted you about participating in the Medical Expenditure Panel Survey (MEPS), sponsored by the Agency for Healthcare Research and Quality (AHRQ) and the Centers for Disease Control and Prevention. At that time you indicated that you were reluctant to take part in this study due to your current health situation. I am sorry to hear that you are not feeling well. I would not ask for your help at this difficult time if there were any other way to collect this information, but your experiences with the health care system could be a particularly valuable contribution to the study.

MEPS is important because it captures how families and individuals use the health care system and pay for their care. Your participation ensures that households similar to yours are represented.

We will do everything possible to accommodate your needs during the interview. If you would prefer, someone close to you may help you answer the questions. At the conclusion of each interview you will receive a gift of \$ to show our appreciation. Also, your privacy will be protected throughout the study. By law, any information collected in the study that would identify individual participants must be kept confidential.

I have asked our field representative to contact you again to answer any questions that you may have and to schedule a convenient time for an interview. If you would like to speak to someone before you are contacted, please call «Field_Contact_Name» at («Contact_Area_Code») «Contact_Exchange»-«Contact_Phone», or our coordinator, Alex Scott at 1-800-945-MEPS (6377).

Your participation can make a difference. Thank you for your time and consideration.

Sincerely,

Susan D. Connor
Westat Project Director
Medical Expenditure Panel Survey

Confidentiality Concerns-from AHRQ

Dear «RTitle» «RLastName»,

When you were contacted recently by an interviewer from Westat, you voiced concern about the confidentiality of your answers to the Medical Expenditure Panel Survey (MEPS). MEPS is sponsored by the Agency for Healthcare Research and Quality (AHRQ) and the Centers for Disease Control and Prevention.

I am writing to address your concerns and to encourage you to participate in this study. Your privacy is very important to us, and any information you give us will be held in strict confidence.

The information you provide will be used for research purposes only and cannot be used for any other purpose. No other government agency will have access to this information. Access to the information will be limited to the staff who collect, process, and analyze the data. All employees who come in contact with information from the interview must sign an oath of confidentiality. In addition, the results of the survey are reported in summary form, with no mention of names or other identifying information. The law strictly prohibits access to this information by any other person(s) or government agency.

You may be aware of public concerns raised by recent changes in our nation's health care system. Rising health care costs and the availability of quality health care are the two fundamental issues that now affect this system. MEPS collects information from individuals and families about their health care needs and their use of and experiences with health care. Data from this study will help policymakers develop strategies to improve our current health care system.

Respondents in MEPS represent the many diverse groups of people who make up our nation. Your household was scientifically selected to represent thousands of other similar households. Without your participation, others like you might be under-represented in the survey data. At the conclusion of your interview, you will receive a gift of \$ to show our appreciation.

I have asked a Westat interviewer to contact you again. By participating in this important study, you will be performing a valuable public service.

Sincerely,



Steven B. Cohen, Ph.D.
Director, Center for Cost and Financing Studies
Agency for Healthcare Research and Quality

Breakoff Letter

Dear MEPS Participant,

Your household recently started the Medical Expenditure Panel Survey (MEPS) interview. Unfortunately, you were unable to complete it at that time.

We really appreciate your help so far, and hope you will be able to give us a little more of your time. The field representative is ready to give you a \$50 gift once you complete the interview.

Your participation is extremely important as you represent other people like yourself who live in your community and state. To set up an appointment, please contact the field representative listed below or Alex Scott (toll-free: 1-800-945-6377, email: AlexScott@westat.com).

Cordially,

Pamela Ficca
MEPS Field Director

Field Representative:

Telephone:

Broken Appointment Letter

Dear MEPS Participant,

I noticed that you were unable to keep your appointment for the Medical Expenditure Panel Survey (MEPS) interview.

The field representative is ready to give you a \$50 gift once you complete the interview. All you need to do is get in touch by calling the number below to reschedule.

Your participation is extremely important to us as you represent other people like yourself who live in your community and state. To set up an appointment, please contact the field representative listed below or Alex Scott (toll-free: 1-800-945-6377, email: AlexScott@westat.com).

Cordially,

Pamela Ficca
MEPS Field Director

Field Representative:

Telephone:

End of Round Letter

Dear MEPS Participant,

We are close to finishing up the spring phase of the Medical Expenditure Panel Survey (MEPS), which is sponsored by the Agency for Healthcare Research and Quality (AHRQ) and the Centers for Disease Control and Prevention (CDC).

I noticed that we have not completed your interview. Your participation is extremely important to us as you represent other people like yourself who live in your community and state.

You will receive a \$50 gift at the conclusion of the interview. To set up an appointment, please contact the field representative listed below or Alex Scott (toll-free: 1-800-945-6377, email: AlexScott@westat.com).

Cordially,

Pamela Ficca
MEPS Field Director

Field Representative:

Telephone:

Telephone Letter

Dear MEPS Participant,

We are close to finishing up the spring phase of the Medical Expenditure Panel Survey (MEPS), which is sponsored by the Agency for Healthcare Research and Quality (AHRQ) and the Centers for Disease Control and Prevention (CDC).

Your field representative will be able to complete the interview over the telephone, rather than in-person, to better accommodate your busy schedule.

You will receive a \$50 gift at the conclusion of the interview.

Using different records, such as those listed on the next page, makes it easier to answer the survey questions.

Your participation is extremely important as you represent other people like yourself who live in your community and state. Please call!

Cordially,

Pamela Ficca
MEPS Field Director

Field Representative:

Telephone:

Split Intro Letter-Round 1

Dear «RTitle» «RLastName»:

Last year, the household where you previously resided was interviewed by the Census Bureau for a United States Public Health Service study about medical care and general health. Some of the households that participated in that survey have been selected for inclusion in the Medical Expenditure Panel Survey (MEPS).

When our field representative completed the MEPS interview at your previous address, we learned that you no longer live there. I am contacting you to tell you about MEPS and to ask you to become a participant.

MEPS is the source of the most comprehensive and reliable information about health care availability, usage, and cost in the country. Because MEPS collects data from participating families over an extended period of time, it is able to provide the most up-to-date facts on the rapidly occurring changes in our health care system and their effects on the ways we receive and pay for health care. In order for this important study to be statistically reliable, we need the participation of the selected households. You cannot be replaced by another person or family.

All information collected in the study is strictly confidential as required by law.¹

Our interviewer will be contacting you in the near future. The interview will take less time if you have on hand information about recent medical appointments and their costs. You will receive a \$50 gift at the conclusion of the interview.

If you have questions about MEPS, please call «Field_Contact_Name» at («Contact_Area_Code») «Contact_Exchange»-«Contact_Phone»

Sincerely,



Susan D. Connor
Westat Project Director
Medical Expenditure Panel Survey

«Region»-«RUID»

This survey is authorized under 42 U.S.C. 299a. The confidentiality of your responses to this survey is protected by Sections 944(c) and 308(d) of the Public Health Service Act [42 U.S.C. 299c-3(c) and 42 U.S.C. 242m(d)]. Information that could identify you will not be disclosed unless you have consented to that disclosure.

Split Intro Letter-Rounds 2 through 5

Dear «RTitle» «RLastName»:

Recently, the household where you previously resided was interviewed for the Medical Expenditure Panel Survey (MEPS) being conducted for the Agency for Healthcare Research and Quality (AHRQ) and the Centers for Disease Control and Prevention.

When our field representative completed the MEPS interview at your previous address, we learned that you no longer live there. I am contacting you to tell you about MEPS and to ask you to become a participant.

MEPS is the source of the most comprehensive and reliable information about health care availability, usage, and cost in the country. Because MEPS collects data from participating families over an extended period of time, it is able to provide the most up-to-date facts on the rapidly occurring changes in our health care system and their effects on the ways we receive and pay for health care. In order for this important study to be statistically reliable, we need the participation of the selected households. You cannot be replaced by another person or family.

All information collected in the study is strictly confidential as required by law.¹

Our interviewer will be contacting you in the near future. The interview will take less time if you have on hand information about recent medical appointments and their costs. You will receive a \$50 gift at the conclusion of the interview.

If you have questions about MEPS, please call «Field_Contact_Name» at («Contact_Area_Code») «Contact_Exchange»-«Contact_Phone».

Sincerely,



Susan D. Connor
Westat Project Director
Medical Expenditure Panel Survey

«Region»-«RUID»

¹This survey is authorized under 42 U.S.C. 299a. The confidentiality of your responses to this survey is protected by Sections 944(c) and 308(d) of the Public Health Service Act [42 U.S.C. 299c-3(c) and 42 U.S.C. 242m(d)]. Information that could identify you will not be disclosed unless you have consented to that disclosure.

Respondent E-mail 1 – set an appointment

Dear [Respondent name],
It's time for your MEPS interview. I'm ready to meet with you at your earliest convenience. Please reply to this email to set up an appointment or call my supervisor at [FS 800 number] if you prefer.
Thank you for taking part in this important research effort!
Sincerely,
[MEPS FI Name]

Respondent E-mail 2 – unable to reach respondent

Dear [Respondent name],
It's time for your MEPS interview. I'm sorry I have been unable to reach you. Please reply to this email to set up an appointment or call my supervisor at [FS 800 number] if you prefer.
Thank you for taking part in this important research effort!
Sincerely,
[MEPS FI Name]