

Attachment C – Informational Letter for Participants.

Dear (Participant):

You have been selected to help us better understand whether individuals can provide key pieces of health insurance benefits and coverage information and to understand the level of effort necessary to provide this information. This study is being conducted for the Agency for Healthcare Research and Quality (AHRQ) by Econometrica, Inc., a research company located in Bethesda, MD.

Please review and complete the checklist in this packet. It is important that you gather these records and bring them with you to the (focus group/interview).

We ask that before our (focus group/interview), you gather together in one place your health insurance coverage and benefits information—things like health policy booklets, a summary of benefits and coverage provided by your plan, and any other relevant plan coverage information that might be available electronically or provided to you by your current insurance plan over the past 12 months.

Remember, some of these records might be paper or electronic. You may need to access them online either through the insurance site or through a portal at work, if your employer posts benefit information online. If you are able to print electronic records, this will make it easier for us to review the information; however, you can also download them to a flash drive on your computer or write down the web address if you are unable to print. Printing the materials or downloading them to a folder on your computer so that you can access them easily during the interview will make the interview go faster.

The records storage folder, also located in this kit, will help you keep track of your household's records. Inside the folder, you will see that there is a separate section for each type of record on this list. When you find a record, just place it into the folder. Keeping the records organized will help us during our interview. When you find records for a category on the checklist, check the box on the checklist; we will use this list to help us move through the sections of the interview.

We ask that you bring these materials in the records storage folder and your health insurance card when you come to your session.

An interviewer will contact you to verify an appointment date and time for your interview. Following the interview, you will receive a \$70 check in the mail to thank you for your participation.

Please be assured that privacy is a priority for this study. The confidentiality of information given to the study is protected by law.

Your participation is important to us. The interviewer who contacts you will be happy to answer your questions and to arrange the interview at a time convenient for you. We greatly appreciate your help.

Sincerely,

Kristen Corey
Project Director
Econometrica, Inc.