

Appendix C1.
Introductory Letter
English



DEPARTMENT OF HEALTH AND HUMAN SERVICES

Office of the Secretary

Office of Medicare Hearings and Appeals
Office of the Chief Judge
5201 Leesburg Pike, Suite 1300
Falls Church, VA 22041
(703) 235-0635 Main Line
(703) 308-0222 Facsimile

May 1, 2018

Dear OMHA Hearing Participant:

You recently attended a hearing conducted by the Office of Medicare Hearings and Appeals (OMHA), which administers nationwide hearings for Medicare claims appeals. OMHA is committed to resolving cases efficiently and fairly. To measure the satisfaction of the appellant experience, OMHA has received authority to collect data from a randomly selected set of appellants about their experience with the OMHA appeals process.

You have been randomly selected to complete this survey. If you would prefer to answer an internet version of this survey, please access the internet address below and input the username and password provided.

Internet address: www.OMHASurvey.com

Username: 1234

Password: 1234


If you do not answer the survey using the internet, you will be contacted by a 2M Research Services survey administrator, and given an opportunity to complete the survey by phone. The survey should take about 15 minutes to complete, and all your responses will be anonymous.

OMHA has taken several steps to ensure your privacy is protected. Your survey responses will be separated from your name and specific appeal information to keep your responses anonymous. In addition, 2M Research Services will not share individual responses with OMHA, but rather will only provide statistical summaries of results. I assure you that your communication with 2M Research Services, as well as your participation in this survey project, will not be shared with anyone on the administrative law judge teams or anyone outside of OMHA.

Your feedback is valuable to us. Past survey results have been used to improve the quality of our services. OMHA promotes continuous improvement efforts and, based on feedback received from prior hearing participants, has taken steps to improve interactions during scheduling and hearing appeals. Additionally, OMHA received recommendations to standardize the exhibiting process, and subsequently, initiated steps to review and enhance the process.

If you have any questions about this survey or our efforts to maintain your privacy, please contact the OMHA Survey Team at 1-866-207-4466. We value your input. We appreciate your interest in this public service effort, and we look forward to your input in the upcoming weeks.

Sincerely,


Nancy J. Griswold
Chief Administrative Law Judge