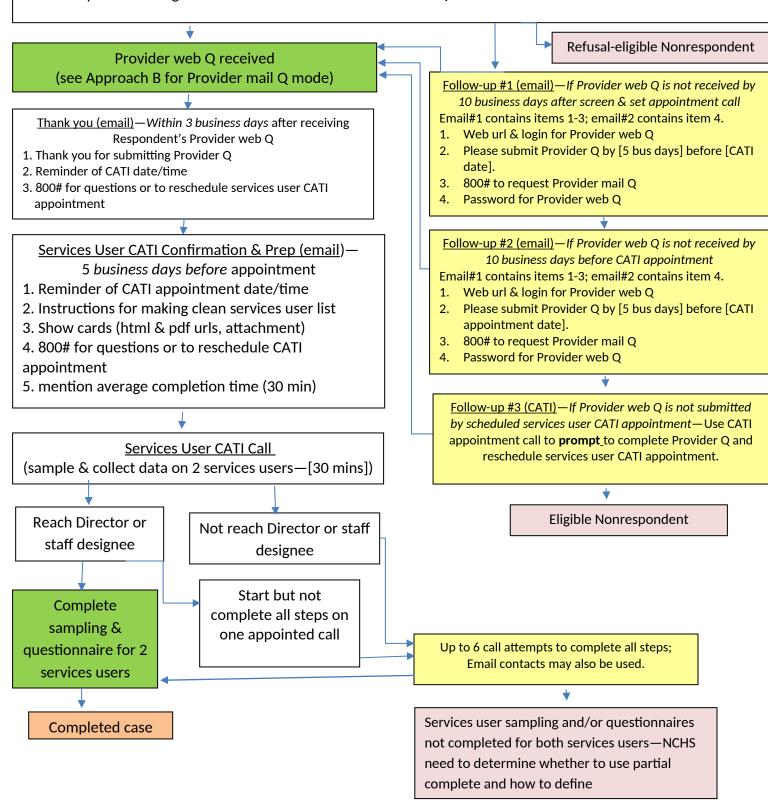


APPROACH A: FOR RESPONDENTS WHO AGREE AT SCREEN & SET APPOINTMENT CALL TO COMPLETE PROVIDER WEB Q

Respondent agrees to do Provider web Q [30 mins] and gives/confirms email -> Provider web Q email

- While on call, email url and login, and give password by telephone and in separate email for Provider web Q
- Set services user CATI appointment 4-10 weeks away (allow time to submit Provider Q & follow-up for non-response)
- Stress need to submit Provider Q before conducting services user CATI appointment
- Tell respondent will get reminder if not submit Provider web Q within 2 weeks



Only if Respondent does not agree to do Provider web Q

- While on call, offer Provider mail Q [30 mins]; Confirm mailing address and get/confirm email
- Set services user CATI appointment 8-10 weeks away (allow time to mail out/back Provider Q & follow-up for non-response)
- Stress need to submit Provider Q before conducting services user CATI appointment
- Tell respondent will get reminder if not submit Provider web Q within 4 weeks

