

**CMS 10393 Supporting Statement – Attachment H**  
**Beneficiary and Family Centered Data Collection**

**General Feedback Web Survey Instructions**  
**(Combined Appeals/Complaints/Immediate Advocacy)**

*A URL will be printed on all final letters sent to beneficiaries/representatives. Individual URLs will be established for each service area to track/report responses and to establish appropriate survey skips/fills.*

**Invitation Letter inclusion**

*The following text will be included on determination letters that each QIO sends to beneficiaries with their final appeal/complaint determination.*

We would like to hear about your experience with the {*appeal/complaint*} process. Please take 2 minutes to tell us about your experience at [www.xxxxxxx.xxx](http://www.xxxxxxx.xxx).

**Instructions Included on the Web Survey Web Page**

Thank you for taking the time to tell us about your experiences with filing {a complaint/an appeal}. Please respond to the following 8 questions.

The questions should take you about 2 minutes to complete. Your participation is completely voluntary. Any feedback you provide will be treated as confidential.