

«FirstName» «LastName»
«Address1» «Address2»
«City_Name», «State_Code» «Zip_Zip4»

«MailDate»

Dear «FirstName» «LastName»:

This is an important survey from Medicare for people who get home health care. Please take a few minutes to share your experiences with «HHA». **Your feedback will help others choose a home health care agency and will help Medicare improve the overall quality of home health care.**

To take this brief survey, visit the website below and enter the access code to ensure privacy.

Survey: <https://HomeHealthSurvey.rti.org>
Access Code: «AccessCode»

Your voice matters. We want your answers to reflect your own views and not anyone from the agency named above. If you need help with the survey, please ask a family member or a friend.

Participation is voluntary, and your information is kept private by law. No one can connect your name to your answers.

If you have questions about this survey, please call (toll-free) 1-866-662-8174, send an email to HHCAHPSmode@rti.org, or see **helpful tips** on the back of this letter.

Thank you for helping improve home health care.

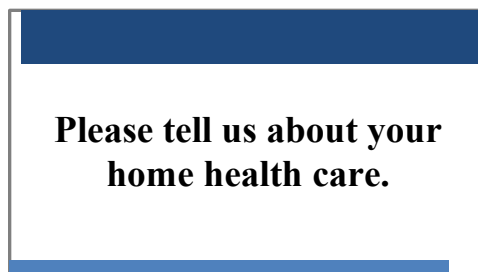
Sincerely,



Anne Kenyon
RTI Project Director
<https://hhcahpsmode.rti.org/>

«CaseID»

Si tiene preguntas o desea recibir la versión de la encuesta en español, por favor llámenos al número que aparece arriba o envíenos un correo electrónico.



Helpful Tips

I don't have a computer. Can I use another device to complete this survey?

Yes! You can use any device that connects to the Internet to complete this survey, including a computer, smartphone, tablet or other device.

Is the survey's web link case sensitive?

The website link isn't case sensitive, but you must include "https://"

For example, you can type <https://homehealthsurvey.rti.org> or <https://HomeHealthSurvey.rti.org> and it will work.

I'm having trouble getting to the survey. How do I access the survey?

To access the survey, follow these steps:

1. Type <https://HomeHealthSurvey.rti.org> into the address bar at the top of your web browser (Internet Explorer, Google Chrome, Firefox, Safari, etc.), as shown below.



2. Press "Enter" on your keyboard to open the survey login page.
3. On the survey login page, enter the 6-digit access code listed on the front of this letter and click "Take the Survey."

NOTE: Typing the survey web link into a search engine (Google, Bing, etc.) will not take you to the Home Health Survey.