

Emails to Plan Sponsors

1. Email from DHPO Deputy Director to Plan Sponsors via Survey Monkey

Greetings,

I am Erin Sutton, the Division of Health Plan and Operations Deputy Director. As in years past, we look to your organization for insight on how we continue and better our collaborative partnership in order to provide an exceptional customer experience.

Today you will receive a link to an account manager customer service survey which will remain active until *<insert date>*. The survey is anonymous and offers the opportunity to reflect on the experience with your account manager and share ideas for continuous improvement. We will continue to utilize the valuable data to gain actionable insights to continuously build effective relationships with you as our plan sponsors, and improve both industry performance and beneficiary outcomes.

We value your input and hope you take a few minutes to complete the survey.

Thank you,

Erin Sutton

2. Email from Account Manager to Plan Sponsor via STOP READ and THINK

<Insert Greeting>

CMS continues to focus on the customer experience we provide to our stakeholders which includes *<insert ACA, Medicare or PACE>* plan sponsors.

Similar to years past, you will receive an email with a survey link inviting you to provide anonymous feedback. The purpose of the survey is to gather your feedback on our collaboration efforts and engagement in supporting your needs and guiding you to the appropriate resources within CMS. Completing the survey provides an opportunity to offer feedback on ways to enhance the overall account manager/plan sponsor relationship and interface with CMS.