Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop C1-25-05
Baltimore, Maryland 21244-1850

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

«MailDate»

Dear «FirstName» «LastName»:

In a few days, you will get an important survey from Medicare about your experiences with your dialysis center. You will be contacted by mail, phone, or email by *RTI International*, the survey organization working with Medicare. **We are very interested in learning about your experiences.**

Your feedback helps Medicare improve the quality of dialysis care and helps other patients choose a dialysis center. Survey ratings for in-center hemodialysis centers and staff are posted online at www.medicare.gov/care-compare under the provider type "Dialysis facilities."

Your voice matters. We hope that you will take the time to complete the survey. Your information is kept private by law, and participation is voluntary. No one can connect your name to your answers.

If you have questions about this survey, please call RTI International (toll-free) at 1-866-245-8083 or send an email to ichcahpsmode@rti.org.

Thank you in advance for helping to improve dialysis care.

We care about your dialysis experience!

Sincerely,

Center of Medicare

«SID»