Subject Line: Reminder: Medicare would like your feedback about «FacilityName»

PLEASE TELL US ABOUT YOUR DIALYSIS CARE

(Vaya hacia abajo de la pantalla para ver este mensaje de correo electrónico en español)

Dear «FirstName» «LastName»:

You recently received an invitation from Medicare to take an online survey about your experiences at «FacilityName». **This is a friendly reminder that we are very interested in learning about those experiences!** Your responses will help others choose a dialysis center that is right for them and will help Medicare improve the overall quality of dialysis care you and others like you receive.

If you have already completed the survey, thank you! You don't need to do anything else.

If you haven't completed the survey yet, there are three ways to complete this survey on the web:

1. **Click here to begin your survey.** «EMBED UNIQUE WEB SURVEY URL»

2. Type https://Dialysis-Survey.rti.org into the URL search bar at the top of your web browser. You will then be asked to enter the following access code: «AccessCode».

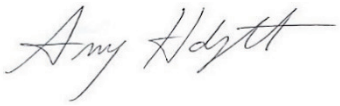
3. Use your smartphone or tablet's camera to scan this QR code to access the survey.

Your voice matters. Participation is voluntary, and your information is kept private by law. No one can connect your name to your answers. You can learn more about the survey and see ratings of in-center hemodialysis centers and staff online at www.medicare.gov/care-compare under the provider type "Dialysis Facilities."

Please do not ask anyone from «facility name» for help with this survey. We are interested in your own opinions about your dialysis care.

If you have questions about this survey, please call RTI International, the organization working with Medicare, (toll-free) at 1-866-245-8083 or send an email to ichcahpsmode@rti.org.
Thank you for helping to improve dialysis care.

Sincerely,



Amy Hendershott
RTI International Project Director

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-0926. This information collection produces comparable data from dialysis facilities to help individuals choose a facility and improve care. The time required to complete this information collection is estimated to average less than 11 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, to review and complete the information collection. This information collection is mandatory for qualifying dialysis facilities under 42 CFR §413.178(c)(iii) to meet program requirements and voluntary for survey respondents. Confidentiality is assured under 5 U.S.C. 552a (Privacy Act of 1974). If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C1-25-05, Baltimore, Maryland 21244-1850. ******CMS Disclosure**** Please do not send applications, claims, payments, medical records or any documents containing sensitive information to the PRA Reports Clearance Office. Please note that any correspondence not pertaining to the information collection burden approved under the associated OMB control number listed on this form will not be reviewed, forwarded, or retained. If you have questions or concerns regarding where to submit your documents, please contact ICHCAHPS@cms.hhs.gov.**