Dear Health First Colorado Member, [Member Name]:

You're invited to participate in a Member Satisfaction Survey!

By participating in the survey called *National Core Indicators – Aging and Disabilities (NCI-AD),* you will have an exciting and important opportunity to tell us how you feel and share your ideas about your Home and Community Based (HCBS) waiver services and supports. Your opinion will be used to help make your Colorado HCBS waiver services and supports better.

You do **NOT** have to take the survey if you do **NOT** want to. **The services you get will not be changed in any way if you do not take the survey.**

What to expect if you choose to participate:

All the information you tell us will be kept private. Your answers to questions will not be shared with your providers, case manager, or others.

Surveys are 30 to 45 minutes in length.

An interviewer from Vital Research may call you between September 2024 and May 2025 to do the survey. All survey interviewers are trained in Colorado mandated reporting.

Say yes, and the interviewer will schedule a meeting with you in-person, via phone, or through Zoom video. You get to choose!

During the interview, you will be asked to share opinions, give feedback, and talk about your experiences with your services.

Opt-in or Opt-Out of Your Survey!

To schedule your survey or opt-out, scan the QR Code, and enter your survey access code: [VRID].

By selecting "yes," you'll be on your way to sharing your thoughts!

By selecting "no," you will be removed from our contact list, and will not be contacted.

To learn more about this project, please visit:

https://hcpf.colorado.gov/nci-survey
https://vitalresearch.com/colorado/nci/

If you have any questions or would like additional information, please call Vital Research toll-free at 1-888-833-9956 or call the state relay at 711.

Sincerely,

Rachel Newton

Rachel Newton
Quality Policy Specialist
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