



Dear Health First Colorado Member, [Member Name]:

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

If you participate in the survey called *National Core Indicators - Intellectual and Developmental Disabilities (NCI-IDD)*, 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. We will use your opinion to help make 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. We will not share your answers with your providers, case manager, or others.



Surveys are 45 to 60 minutes long.



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 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

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COLORADO
Department of Health Care
Policy & Financing

