

Appendix C.2 Voicemail and Email Messages for Outpatient Clinicians

Email on Day of Opening the Survey

On behalf of the Centers for Medicare & Medicaid Services (CMS), we kindly ask you to help the CMS Quality Improvement Program for physicians and healthcare clinicians by completing a brief online survey. It will take no more than 15 minutes to respond, and your feedback will help CMS support the healthcare services you provide to Medicare beneficiaries.

You recently received a letter from CMS about this national survey explaining that all responses will be securely managed for privacy. While your participation in this survey is voluntary, your responses directly contribute to the choices that CMS leadership makes on services that impact you, your work, and Medicare beneficiaries.

Click here to take the survey [Link Survey].

Please contact us at CMS.Clinician_QIsurvey@bah.com or 877-934-2354 if you have questions or problems accessing the survey.

Thanks for your participation.

Best regards,

(Signature to be decided upon)

Voicemail Script Sent to Non-Respondents After Launch

Hello. We're calling you on behalf of the Centers for Medicare & Medicaid Services, or CMS, regarding an important **15**-minute survey on CMS support services for healthcare providers to improve services for Medicare beneficiaries.

You were sent a letter from CMS and email sent by [insert email address] with a link to the survey. Please check your junk mail folder if you do not recall seeing this email.

We hope you will participate in the survey and provide information that will directly contribute to the choices that CMS leadership makes on services that impact you, your work, and Medicare beneficiaries

Please call us back at 877-934-2354 if you have questions or can't locate the survey.

This survey has been approved by the Office of Management and Budget (OMB), as required by the Paperwork Reduction Act. The OMB approval number for this survey is **0938-1424**.

Thank you.

Email Reminder Sent to Non-Respondents Up to 3 Times After Launch

Dear **[Name of Respondent]**,

Hello, we're emailing you on behalf of the Centers for Medicare & Medicaid Services (CMS) about an important **15**-minute survey on CMS support provided by the Quality Improvement Program for physicians and clinicians.

You recently received a letter from CMS about this national survey, explaining that all responses will be securely managed for privacy. While your participation in this survey is voluntary, please know that you were carefully chosen to ensure that our findings represent different types of physicians and clinicians across the nation.

Click here to take the survey [Link Survey].

Please contact us at CMS.Clinician_QIsurvey@bah.com or 877-934-2354 if you have questions or problems accessing the survey.

Thank you for your participation in this study.

Best regards,

(Signature to be decided upon)