



DAVID MAXWELL-JOLLY  
Director

State of California—Health and Human Services Agency  
Department of Health Care Services



ARNOLD SCHWARZENEGGER  
Governor

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«ncity», «nstate» «nzip10»

**Si usted prefiere leer esta carta en español, por favor lea la parte de atrás de la misma.**

Date

Dear «fname» «lname»:

How can the California Department of Health Care Services' Medi-Cal Managed Care Program better serve you?

The survey in this package gives you the chance to tell us what you think about the care and service we provide at [Health Plan Name]. It will take less than 20 minutes to complete.

The survey is part of a national project created by the National Committee for Quality Assurance (NCQA), a non-profit group that helps consumers learn more about health care plans around the country. The results will help consumers like you learn more about health care plans.

DataStat, Inc. is an independent research firm that is helping us conduct the survey. No one but the staff at DataStat will see your answers. Please call the toll-free number (1-800-[Number]) if you have any questions.

You are among only a few [Health Plan Name] members I am asking to help us. **It is very important that you fill out the survey and return it right away.** We have enclosed a pre-paid envelope.

The survey will be useful only if everyone who gets the survey sends it in. Thank you for helping to make health care better for everyone.

Sincerely,

Rita Marowitz  
Chief, Program Data & Performance Measure Section