



<<Name>>
<<Address>> <<Suite>>
<<City>>, <<ST>> <<Zip>>

Dear <<Name>>:

How can CountyCare Health Plan serve you better? How can people choose the health care plan that is best for them?

This survey gives you the chance to tell us what you think about the services we provide at CountyCare Health Plan. It will take less than 20 minutes to complete.

The survey is part of a national project by the National Committee for Quality Assurance (NCQA), a non-profit group that helps people learn more about health care plans.

SPH Analytics, a Press Ganey Solution is an independent research firm that is helping us conduct the survey. No one but the staff at SPH Analytics and NCQA will see your answers. Your answers will not have your name on them and will be part of a pool of information from others like you. Please call SPH Analytics at the toll-free number 1-888-797-3605 if you have any questions.

If you like, you can complete this survey on the internet. To complete the survey on the internet, log on to www.sphsurvey.com/plan and enter the user name and password. You can also complete this survey on the internet by using your phone's camera to scan the QR code below.

Username: <<Username>>
Password: <<Password>>

or



Because we are asking only a few people to take the survey, **it is very important that you complete the survey right away.**

Thank you for helping to make health care better.

Sincerely,

A handwritten signature in black ink, appearing to read 'Aaron Galeener'.

Aaron Galeener
Chief Administrative Officer
CountyCare Health Plan, CCH

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