From: [VENDOR NAME]
To: [ENROLLEE EMAIL ADDRESS]
Subject: How do you like your health plan?

Dear [ENROLLEE FIRST AND LAST NAME],

Please tell us how you felt about your recent health care experiences with [QHP ISSUER NAME]. Your experiences with your health plan are unique and this information can only come from you. This survey is sponsored by the Department of Health and Human Services and asks about the care you received through your health plan from July through December 2023, such as:

* How easy was it to get care when you needed it?
* Did your doctor spend enough time with you and treat you with respect?
* Did you get the information you needed, such as how much you would have to pay for your health care?

[QHP ISSUER NAME] will use the combined survey data to provide better service and care for their enrollees. By completing this survey, you will help them achieve that goal. This survey information will also be used to inform health plan quality ratings that people can use to compare plans on HealthCare.gov or their state’s Marketplace website.

**Take Survey Now**

Your participation is voluntary, and your answers will be kept private. This survey should take about 10 minutes to complete. Your health plan hired [VENDOR NAME] to conduct this survey. If you have any questions about the survey, call [VENDOR NAME] at (XXX) [XXX-XXXX], between [XX:XX] a.m. and [XX:XX] p.m. [VENDOR LOCAL TIME], Monday through Friday (excluding federal holidays), or email [**VENDOR EMAIL**].

We greatly appreciate your help in improving health care.

Sincerely,

[NAME AND TITLE OF SENIOR EXECUTIVE FROM VENDOR or QHP ISSUER]

[VENDOR or QHP ISSUER NAME]

Para responder la encuesta en español por internet, haga clic en: [**Responda la Encuesta Ahora**]. Para solicitar una encuesta en papel y en español, o para responder la encuesta en español por teléfono, llame al número siguiente: (XXX) [XXX-XXXX].

[IF OFFERING IN CHINESE] 如需索取中文版调查问卷，或以中文进行电话调查问卷，请联络：
(XXX) [XXX-XXXX]。

If the above link does not work, you can copy and paste the following into your internet browser: [**FULL SURVEY URL WITH EMBEDDED LOGIN CREDENTIALS**]. To unsubscribe from all future email communication, please click **here**.