

# Frequently asked questions about the Maryland Primary Care Program (MDPCP) survey.

## Who is conducting this survey? Who is sponsoring this survey?

Your practice is participating in the Maryland Primary Care Program (MDPCP). MDPCP is sponsoring this survey on behalf of our practice. MDPCP has contracted The Lewin Group, and its subcontractor DataStat, an independent survey research organization in Ann Arbor, Michigan, to conduct the survey.

## How did DataStat get my name? How was I chosen for the survey?

Your name was randomly selected from a list of all patients who visited our practice in the last 6 months. We did not share any information about your personal medical history with DataStat.

## When will the survey be mailed?

DataStat will begin mailing the survey to your address between March and May. You may also receive an electronic version via e-mail.

## How long will the survey take?

The survey will take about 10 minutes to complete.

## What is the purpose of the survey?

The survey is designed to collect information on patients' experiences of the care and services provided by their providers. It will help our practice improve the quality of care we provide.

## What happens to my answers?

Your individual responses will be combined with the responses given by other patients who are in the same practice and a summary will be made available to the practice. Your answers will not be attached to your name, in order to protect your privacy and the confidentiality of your responses. It will help our practice improve the quality of care we provide.

## Will my responses affect my health care?

No. Your answers will be kept absolutely confidential and will not be seen by anyone other than the research staff. Your individual answers will not be seen by your provider, and will not affect your care in any way.

## What questions will be asked?

The survey asks questions about the experiences you had receiving care and services at our practice. There will be questions asking you about any problems you may have had receiving care or services. It asks you to rate different types of care and services you may have received.

## What do I do if I received a survey for a practice where I'm no longer a patient?

If you have been seen at the practice listed on the letter and survey in the last 6 months, fill in the circle next to 'Yes' for Question 1 and continue filling out the rest of the survey. If not, fill in the circle next to 'No' for Question 1 and continue filling out the rest of the survey following the skip instructions. Please keep this practice in mind as you answer the survey questions.

## What if this is not the provider that I normally see?

You may still complete the survey even if this is not the practice you normally go to or the provider you normally see. The intent of this survey is to gather information about your experience with the named practice only, so please keep this provider in mind as you answer the survey questions.

## Who is the term 'provider' referring to?

For the purposes of this survey, the term "provider" refers only to the Doctor, Nurse Practitioner, Physician Assistant, etc. you saw at our practice in the last 6 months. It does not refer to any health plan from which you receive benefits.

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## How can my spouse fill out a survey if they have not received one?

Survey recipients were randomly selected, and only those who were selected may participate.

## Is the survey available in languages?

The survey is available in Spanish. To request materials in Spanish, please contact DataStat at **1-888-248-4716**. The survey has not been translated into any other languages.

## Is there a deadline to fill out the survey?

Please complete and return the survey using the postage-paid envelope provided within the next few days after receiving it.

## If the person is deceased, what should I do with the survey?

You don't need to fill out the survey. We will ask DataStat not to contact you again, or please call DataStat at 1-888-248-4716.

## Web Survey Questions:

### I don't want to click on a survey link. Is it safe?

This survey is sponsored by the Centers for Medicare & Medicaid Services (CMS) for our practice. The link is legitimate and you may feel safe clicking on it. However, if you still have concerns you may type the Internet Address into your browser instead. DataStat runs a secure website for this study.

### How do I access the web survey?

The web version of this survey can be accessed at [www.datastat.com/Maryland](http://www.datastat.com/Maryland)

In order to log into the web survey, you will need the username printed in bold on the front side of the letter that was mailed to you or included in the email sent to you. The username is eight characters long, is a mix of letters and numbers, and is not case sensitive (you can enter the letters either in lower or uppercase).

### I lost my username/password. Can you give me a new one?

To request assistance, please contact DataStat at 1-888-248-4716.

### Who do I contact if I'm having technical issues with the web survey?

There should be a HELP button on the upper left hand side of the screen. That will list some common problems and solutions to technical issues. In the unusual event that you receive an error message, the server may be busy so please wait 60 seconds and then press the browser's REFRESH button to continue.