



Dear Primary Care Medical Provider,

A member survey will be conducted in May and June 2024 to evaluate and continue improvement of Alternative Payment Models (APM) 1 and 2. Members are being asked to complete a brief survey asking about their experiences while receiving primary care. Findings from this survey will help inform how members experience care in clinics that participate in APMs versus clinics that are paid traditional fee-for-service (FFS).

The independent research firm Vital Research will be distributing the survey to Health First Colorado (Colorado's Medicaid program) members. Members may receive a request to complete this survey during the months of May and June 2024.

Please inform members that the completion of the survey is voluntary. Members are not obligated to take the survey and not completing the survey will not affect eligibility or benefits.

Vital Research will collect and analyze the data and the Department of Health Care Policy & Financing (the Department) will receive a high-level analysis of results. Member names and other information that could be identifiable will not be shared. This will not affect reimbursement nor will this information be used to determine satisfaction with services at the individual clinic level.

Contact Kathleen Le at Kathleen.Le@state.co.us with any questions for the Department.

Health First Colorado members may contact Vital Research at patientexp@vitalresearch.com or at 213-943-9645 with any questions about the survey or if needing assistance completing the survey.

Thank you,

Department of Health Care Policy & Financing
