

DEPARTMENT OF CORPORATIONS

Sacramento, California

January 8, 1997



Dear Managed Care Consumer:

I am writing to ask for your participation in a research project designed to help people like you resolve problems they may have with their health maintenance organization.

The project is sponsored by the Center for Health Care Rights, a nonprofit organization dedicated to strengthening the rights of health care consumers.

The Center is conducting discussion groups on issues related to health care, and has asked us to invite you to participate. You were selected because of your past contact with the Department of Corporations about your health maintenance organization.

The discussion groups will take place on the evenings of February 12 and 13, 1997 in Sacramento. Participants will receive \$45 to compensate them for their time, which would involve a commitment of about two hours.

The Center for Health Care Rights has assured the Department that the discussion that will take place in the groups will be kept completely confidential, and that the identity of the actual participants will not be made available to anyone except the researchers conducting the groups.

If you are interested in participating in a discussion group, please fill out the enclosed response card completely, and mail it to the independent research firm conducting these discussion groups, GLS Research, within the next seven days. For your convenience the response card is already stamped. The researchers conducting the discussion groups will contact you with additional information after receiving your response card. If you have questions, please contact GLS Research at 916-444-2671.

I hope you will choose to return the response card and participate in the discussion groups. Your participation is vital to the successful outcome of this project, which will help health care consumers across the state.

I thank you in advance for your cooperation and participation.

Sincerely,

Gary Hagen
Assistant Commissioner
Health Care Division

LOS ANGELES 90010-3001
3700 WILSHIRE BOULEVARD
(213) 736-2741

SACRAMENTO 95814-2725
980 NINTH STREET
(916) 445-7205

SAN DIEGO 92101-3697
1350 FRONT STREET
(619) 525-4233

SAN FRANCISCO 94102-5303
1390 MARKET STREET
(415) 557-3787

Discussion Group Response Form

Discussion groups will take place in Sacramento on Wednesday, February 12, and Thursday, February 13, 1997, at 7 p.m. To participate in a discussion group on one of these two days, please complete each entry on this form and mail it back within seven days. All responses will be kept strictly confidential. Be sure to indicate if you have a preference for one of these two dates. You will be contacted in the coming weeks to confirm your participation.

Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Daytime Phone Number () _____
Evening Phone Number () _____
Gender Male Female
Age: _____

Education level: Less than grade 12
 High school graduate
 Some college / trade school
 4-year college graduate
 Post-graduate / professional school

Ethnicity: African American / Black
 Asian
 Hispanic / Latino
 White / European
 Other

Health Insurance Status: Private Insurance
 Medicare
 Medi-Cal
 None

Employer / Occupation: _____
Name of your HMO when you contacted the Department of Corporations: _____

Current HMO (If different): _____
Why you contacted the Department of Corporations: _____

Preferred Discussion
Group Date: No preference
 Wednesday, February 12
 Thursday, February 13

Please complete and staple or tape closed before mailing.