A. Focus Group Recruitment Letters

As we noted in Chapter 3, we conducted focus groups with TSSD enrollees and nonenrolled eligible beneficiaries to collect information about their attitudes toward the demonstration, their reasons for enrolling or remaining unenrolled, and information on other factors related to their enrollment.

Potential focus group participants received a recruitment letter from RAND, followed by a phone call from RAND to confirm focus group participation. Samples of the recruitment letters sent to enrollees and nonenrollees appear on the following pages.
Recruitment Letter for TSSD Enrollees

Dear <<TSSD participant>>:

You are invited to participate in a focus group discussion of the TRICARE Senior Supplement, your Military Health System benefits, and your health insurance needs.

As you may know, the Department of Defense is currently conducting the TRICARE Senior Supplement Demonstration program in your area. This program permits Military Health System beneficiaries who are receiving Medicare to enroll in TRICARE as a supplement to Medicare. This focus group is part of a study, sponsored by the Department of Defense, aimed at helping the federal government better understand the implementation of this program.

The Department of Defense has asked RAND to conduct this study. RAND is an independent, non-profit research organization with a national reputation for quality health care research.

The focus group, to be held on <DATE>, will include program participants and RAND researchers. During this meeting, you will have the opportunity to share your experiences with and thoughts about TRICARE Senior Supplement, your Military Health System benefits, and your health insurance needs, in a casual environment and with complete confidentiality. As a participant in the TRICARE demonstration program, your views and experiences are extremely valuable in helping the Department of Defense and Congress improve health insurance benefits for military retirees and their families. Your input will greatly help the Military Health System to better serve military retirees and their families.

The focus group will be held on <DATE> from <TIME1> until <TIME2> at <PLACE>. (Continental breakfast/Lunch) will be provided. To compensate you for your time, all attendees will receive $40.

You were randomly selected from a list of program participants. Although we hope you will join us, participation is voluntary. If you choose not to attend, it will not affect the benefits that you and your family receive, including your eligibility for the TRICARE demonstration program. Please be assured that anything you say during the focus group will be kept strictly confidential, and that RAND will not release any information that can be linked to you.

A member of the RAND research team will be contacting you by telephone to give you more details about this important event and answer any questions you may have about the study. You are also welcome to call us toll free at <1-800-XXX-XXXX>.

We hope that you will be able to join us for this important discussion.
Recruitment Letter for Nonenrolled TSSD Eligible Beneficiaries

Dear <<TSSD eligible>>:

You are invited to participate in a focus group discussion of TRICARE Senior Supplement, your Military Health System benefits, and your health insurance needs.

As you may know, the Department of Defense is currently conducting the TRICARE Senior Supplement Demonstration program in your area. This program permits Military Health System beneficiaries who are receiving Medicare to enroll in TRICARE as a supplement to Medicare.

This focus group is part of a study, sponsored by the Department of Defense, aimed at helping the federal government better understand the implementation of this program.

The Department of Defense has asked RAND to conduct this study. RAND is an independent, non-profit research organization with a national reputation for quality health care research.

The focus group, to be held on <DATE>, will include eligible beneficiaries and RAND researchers. During this meeting, you will have the opportunity to share your experiences with and thoughts about TRICARE Senior Supplement, your Military Health System benefits, and your health insurance needs, in a casual environment and with complete confidentiality. Your views and experiences are extremely valuable in helping the Department of Defense and Congress improve health insurance benefits for military retirees and their families. Your input will greatly help the Military Health System to better serve military retirees and their families.

The focus group will be held on <DATE> from <TIME1> until <TIME2> at <PLACE>. (Continental breakfast/Lunch) will be provided. To compensate you for your time, all attendees will receive $40.

You were randomly selected from a list of eligible beneficiaries. Although we hope you will join us, participation is voluntary. If you choose not to attend, it will not affect the benefits that you and your family receive, including your eligibility for the TRICARE demonstration program. Please be assured that anything you say during the focus group will be kept strictly confidential, and that RAND will not release any information that can be linked to you.

A member of the RAND research team will be contacting you by telephone to give you more details about this important event and answer any questions you may have about the study. You are also welcome to call us toll free at <1-800-XXX-XXXX>.

We hope that you will be able to join us for this important discussion.