B. Mail Survey Cover Letters and Sponsor Endorsement Letter

The evaluation activities for this study included a mail survey of TSSD enrollees and eligible nonenrolled beneficiaries. This appendix contains samples of the covering letters for the mail survey questionnaires that were sent to focus group attendees and beneficiaries who did not participate in the focus group and a sample of the accompanying sponsor endorsement letter.
Letter to Focus Group Attendees

DATE

FNAME LNAME

ADDRESS

Dear TITLE LNAME:

Recently we contacted you to invite you to attend a focus group discussion on military health benefits and the TRICARE Senior Supplement Demonstration Program. We are now writing to ask for your help again!

As you may recall, RAND, an independent non-profit research organization, is conducting a study on behalf of the Department of Defense regarding the health care benefits available to military retirees and their families. As before, you have been selected from a list obtained from the Department of Defense of military retirees who are either eligible to participate or who are enrolled in the TRICARE Senior Supplement Demonstration Program. The program, which is currently being implemented in your area, permits military retirees who are receiving Medicare to enroll in TRICARE as a supplement to Medicare. This study is aimed at helping the Department of Defense better understand how to successfully implement this program.

Enclosed you will find a questionnaire. We ask that you complete and return it in the postage-paid envelope as soon as possible. Even if you completed a similar questionnaire during the focus group, we ask that you do so again since this questionnaire contains new items.

As a military retiree who is eligible to receive health care benefits from the military, your experiences with and views regarding your health care coverage are extremely valuable to the Department of Defense and Congress as they work on improving the health care benefits offered to military retirees and their families.

While your input is invaluable, your participation in this study is voluntary. If you choose not to participate, it will not affect the benefits that you and your family personally receive, including your eligibility for the TRICARE Senior Supplement Demonstration Program. Please be assured that RAND will keep your responses strictly confidential, and that RAND will not release any information that can be linked to you.

If you have any questions about the study or have trouble completing the questionnaire, please call XXX toll free at 1-800-XXX-XXXX.

We look forward to your input on this very important issue.

Sincerely,
Letter to Beneficiaries Who Did Not Attend the Focus Groups

DATE
FNAME LNAME
ADDRESS

Dear TITLE LNAME:

We are writing to ask you to participate in a timely study regarding the health care benefits available to military retirees and their families. RAND, an independent non-profit research organization with a national reputation for quality health care research, is conducting this study on behalf of the Department of Defense.

You were selected to participate in this study from a list obtained from the Department of Defense of military retirees who are either eligible to participate or who are enrolled in the TRICARE Senior Supplement Demonstration Program. As you may know, the Department of Defense is currently implementing this program in your area. The program permits military retirees who are receiving Medicare to enroll in TRICARE as a supplement to Medicare. This study is aimed at helping the Department of Defense better understand how to successfully implement this program.

Enclosed you will find a questionnaire. We ask that you complete and return it in the postage paid envelope as soon as possible.

As a military retiree who is eligible to receive health care benefits from the military, your experiences with and views regarding your health care coverage are extremely valuable to the Department of Defense and Congress as they work on improving the health care benefits offered to military retirees and their families.

While your input is invaluable, your participation in this study is voluntary. If you choose not to participate, it will not affect the benefits that you and your family personally receive, including your eligibility for the TRICARE Senior Supplement Demonstration Program. Please be assured that RAND will keep your responses strictly confidential, and that RAND will not release any information that can be linked to you.

If you have any questions about the study or have trouble completing the questionnaire, please call XXXX toll free at 1-800-XXX-XXXX.

We look forward to your input on this very important issue.

Sincerely,
Sponsor Endorsement Letter

DATE

Dear <Beneficiary>:

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. We have asked RAND, an independent non-profit research organization based in Santa Monica, California, to evaluate the success of this program. To do this, RAND researchers will be collecting information directly from program participants and other eligible beneficiaries, to hear their thoughts about the benefits and drawbacks of the program.

I am writing to you today to strongly encourage you to participate in RAND’s evaluation efforts. Why is it important for you to participate? Because your opinions matter! Learning about your health insurance needs and your experiences with the Military Health System will help the Department of Defense and Congress improve benefits for military retirees and their families.

I want to emphasize that your participation in this evaluation is voluntary and will not affect the benefits that you and your family receive. Please be assured that all information collected from you will be kept strictly confidential, and that RAND will not release any information that can be linked to you.

Thank you in advance for your participation in this very important effort!

Sincerely,

<<project sponsor>>