

David Dowler, PhD, Research Scientist  
Program Design and Evaluation Services

**Number:** DMAP IM 14-045

**Authorized Signature**

**Issue Date:** 10/24/2014

**Topic:** Medical Benefits

**Subject:** Client survey contact information is changed: OHP health systems transformation client telephone survey to determine client's health conditions, health behaviors and risk factors

**Applies to:**

- |                                                                   |                                                                                |
|-------------------------------------------------------------------|--------------------------------------------------------------------------------|
| <input type="checkbox"/> All DHS employees                        | <input type="checkbox"/> County Mental Health Directors                        |
| <input checked="" type="checkbox"/> Area Agencies on Aging        | <input checked="" type="checkbox"/> Aging and People with Disabilities         |
| <input checked="" type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Other (please specify): DMAP and AMH staff |
| <input type="checkbox"/> County DD Program Managers               |                                                                                |

**Message:** The Oregon Health Authority (OHA), in collaboration with Health Analytics and the Division of Medical Assistance Programs (DMAP), began a telephone survey of OHP clients in August 2014 to assess health conditions, behaviors and risk factors. A letter was sent to clients to inform them about this and ask for their participation.

Another 18,000 letters will be mailed to clients the last week in October, however, the contact name and number on the letter for questions about the survey no longer directs clients to call Charles Gallia, PhD. (See the [previous staff transmittal and client letter.](#))

Clients with questions are now directed to contact **Renee Boyd at 971-673-1145.**

Staff should be aware of this change and give Renee Boyd's name and number if clients call with questions about the survey.

Reminder: If clients call, please encourage them to participate. Also, assure them that their answers will NOT affect their OHP eligibility or benefits.

*If you have any questions about this information, contact:*

<b>Contact(s):</b>	Renee Boyd, Research Analyst 4, Program Design and Evaluation Services, Office of the Public Health Director, OHA		
<b>Phone:</b>	971-673-1145	<b>Fax:</b>	971-673-0590
<b>E-mail:</b>	<a href="mailto:Renee.k.boyd@state.or.us">Renee.k.boyd@state.or.us</a>		

October 24, 2014

**Help us improve your health care.**

Dear [insert first and last name]:

The Oregon Health Plan (OHP) needs your help. You are one of a few OHP clients randomly chosen to participate in a phone survey to find out more about your health and habits so the Oregon Health Plan can better meet client health care needs.

**What you can do to help**

The survey company, **Issues & Answers**, will call you sometime during the next two weeks. Please answer the phone. If they call at a bad time, please let them know a better time to call back.

**About the survey company**

Issues & Answers is a company that was hired by the Oregon Health Authority, the state agency that runs OHP. Survey interviewers will not make a sales pitch of any kind.

**Your answers will be confidential and private**

Your answers will not affect your OHP benefits. You are not required to participate but we would greatly appreciate your help.

If you have any questions about the survey, please contact **Renee Boyd at 971-673-1145**.

Thank you for taking the time to participate in this important survey.

Sincerely,



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Bobby Green  
Interim Deputy Director  
Division of Medical Assistance Programs (DMAP)  
Oregon Health Plan (OHP)



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Katrina Hedberg, MD, MPH  
Oregon Public Health Officer  
Office of the State Public Health Director  
Oregon Public Health Division