



NRC Picker
Survey Processing Center
PO Box 82660
Lincoln, NE 68501-2660
1-800-733-6714

RCS: DD HA (A) 2372

** 00000000 8956- **



MR CHRISTOPHER JOHNSON
1245 Q ST STE 400
LINCOLN, NE 68508-1430

Dear Christopher Johnson:

Please take a moment to participate in our nationwide survey on TRICARE Communications. Your input is invaluable for helping us provide the information you need to access the health care you deserve. You may provide input via the Web address listed or take part in a telephone survey.

To complete the survey online, please go to: <http://nrcpicker.com/DoDCandCS>

Your unique password for this survey is: AAA-AAAA-AFR

WHAT IF I DON'T USE THE INTERNET? If you don't have access to the internet or would prefer to participate in a telephone version of the survey, no action is necessary. A technician will call in approximately three weeks, either to conduct an interview or to arrange a more convenient time. Calls are made from 9am-9pm, 7 days per week based on your time zone.

WHY WAS I SELECTED? We are surveying a representative sample of TRICARE beneficiaries based on a recent outpatient appointment. The survey questions will not relate specifically to your appointment, but will focus on how to get information about TRICARE.

WHAT IF I DON'T WANT TO PARTICIPATE? It is very important for us to know communication preferences of those we serve, but your participation is voluntary and you can simply tell the technician that you want to opt out when you are called. Your answers to the survey and your decision to participate or not participate will have no effect on your TRICARE benefits.

WILL MY RESPONSES BE CONFIDENTIAL? Your responses will be collected by our contractor, NRC Picker. No demographic or personal information will be gathered other than your opinions. Your responses will be held in strict confidence, and aggregated into group reports such that no identifiable data or information will be released about you or your individual responses.

S, Dian Lawhon, MHR, APR
Director of Communications & Customer Service