

## We want to hear from you.

The California Department of Health Care Services (DHCS) is surveying older adults and people with physical disabilities about their quality of life.

Your experience as a Medi-Cal member is valuable. DHCS is committed to providing the best possible services and care for all members, and your feedback is essential to Medi-Cal's transformation. All responses are confidential.

If you need an interpreter or anything else to participate in the survey, please contact [nciadhhelp@dhcs.ca.gov](mailto:nciadhhelp@dhcs.ca.gov).

## The survey will ask about:

- Your health.
- Your safety.
- Your transportation.
- Your supports and services.
- Your care staff.
- Where you live.
- The things you do in the community.

## Things to know:

- Survey participation is voluntary.
- Your answers will be kept private.
- The survey takes 45-60 minutes to complete.
- Interviews will be held between January 2025 and April 2025.

## If you have questions:

- If you have questions for DHCS, please contact [nciadhhelp@dhcs.ca.gov](mailto:nciadhhelp@dhcs.ca.gov).

## What to expect:

### 1. Get a phone call:

- Knowledge Services, an independent organization hired by DHCS, will conduct the survey.
- An interviewer will call you to ask your choice on when you would like to schedule a time and date to do the survey.
  - Tell the caller if you will need anything or an interpreter to complete the survey.

### 2. Interview in-person or remotely:

- During your meeting, share your opinion, feedback, and feelings about your services.
- Your answers will not change the services you are getting now or in the future.

## Information for guardians:

- Guardians and power of attorneys, please share this flyer with the person selected to take part in the survey.
- Those getting this flyer in place of a guardian or power of attorney, please share this flyer with them.
- You, your guardian, or your power of attorney may ask for your care staff to be there during the survey if you want to include them.

## Questions for Knowledge Services:

- Please call Knowledge Services toll-free at 866-228-5859 or email [surveys@knowledgeservices.com](mailto:surveys@knowledgeservices.com).
  - If you would like to schedule an appointment to participate in the survey
  - If your contact information has changed.
  - If you need an interpreter.