

Attachment B: Consent Forms for Consumers and Issuers

Consumer Focus Groups

Purpose: This project is conducted by the American Institutes for Research (AIR), a not-for-profit social science research organization headquartered in Arlington, VA. The project is funded by the Centers for Medicare & Medicaid Services (CMS). We are interested in hearing feedback from enrollees in Qualified Health Plans (QHPs) in the Health Insurance Marketplaces. We will discuss what matters to enrollees when selecting a health plan, your experience interacting with your health plan, and ask for your feedback on potential changes to the QHP Enrollee Experience Survey. Your feedback will help us understand how to improve the QHP Enrollee Survey.

Procedures: This focus group will take about 60 minutes. You will join the focus group virtually via a Zoom meeting link. The focus group will include you, a moderator from AIR, and up to five other participants. As a thank you for your participation, we will give you up to \$75 compensation.

Risks and Benefits: There are no anticipated or known risks in participating in this project. By participating in this project, you will receive the opportunity to provide input on how to best capture the experience of health plan enrollees so that health plans can better use these data for their quality improvement efforts.

Confidentiality: We will keep your identity and the information you supply confidential and will not share this information with anyone outside of the project staff. With your permission, we will audio-record the focus group for reference, to ensure accuracy in capturing what you share with us. The recordings will be destroyed no later than the end of the project (approximately three years). Information you provide for this focus group may be stored without your name or any of your identifying information. This information may be used for studies in the future without additional informed consent.

Voluntary Participation: Participation in this focus group is completely voluntary and there is no penalty for choosing not to participate. You have the right to stop participating at any time, and you do not have to answer any questions that you prefer not to answer. If you choose to stop participating, there are no penalties, and you will receive the full incentive.

Questions? If you want more information about this project, please contact the project director, Coretta Lankford, Ph.D., at clankford@air.org or (202) 403-6959.

Issuer Focus Groups

Purpose: This project is conducted by the American Institutes for Research (AIR), a not-for-profit social science research organization headquartered in Arlington, VA. The project is funded by the Centers for Medicare & Medicaid Services (CMS). We are interested in hearing feedback Qualified Health Plans (QHPs) in the Health Insurance Marketplaces. We will discuss your experience with quality improvement resources and potential changes to the QHP Enrollee Survey instrument and protocols. Your feedback will help us understand how to improve the QHP Enrollee Survey.

Procedures: This focus group will take about 60 minutes. You will join the focus group virtually via a Zoom meeting link. The focus group will include you, a moderator from AIR, and up to five other participants.

Risks and Benefits: There are no anticipated or known risks in participating in this project. By participating in this project, you will receive the opportunity to provide input on how to best capture the experience of health plan enrollees so that health plans can better use these data for their quality improvement efforts.

Confidentiality: We will keep your identity and the information you supply confidential and will not share this information with anyone outside of the project staff. With your permission, we will audio-record the focus group for reference, to ensure accuracy in capturing what you share with us. The recordings will be destroyed no later than the end of the project (approximately three years). Information you provide for this focus group may be stored without your name or any of your identifying information. This information may be used for studies in the future without additional informed consent.

Voluntary Participation: Participation in this focus group is completely voluntary and there is no penalty for choosing not to participate. You have the right to stop participating at any time, and you do not have to answer any questions that you prefer not to answer. If you choose to stop participating, there are no penalties, and you will receive the full incentive.

Questions? If you want more information about this project, please contact the project director, Coretta Lankford, Ph.D., at clankford@air.org or (202) 403-6959.