



PACE HOS-M Survey Program

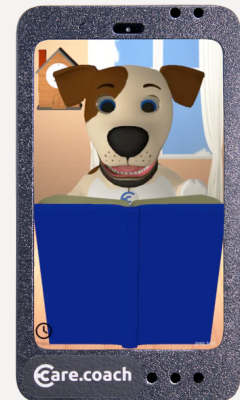
The care.coach Avatar will show your participants what the HOSM survey looks like and remind them to lookout for the HOSM Survey in the mail. 1-week before our first reminder, we will begin to educate them on the purpose of the survey.



First reminder to check mail.

The Avatar will ask the participant to check their mail.

"Maria, PACE asked that I remind you to please be checking your mail for an important letter that will be arriving soon."



Letter received

The Avatar will ask the participant if they have received the letter, pictured above. If they have, the Avatar will ask when. If they haven't received the letter, the Avatar will check in with the participant in a few days.



Reminder to wait to fill out survey

Once the participant confirms they have the letter, the Avatar will ask them if they need help, if so, the Avatar will notify PACE that the participant needs help completing the survey.

"Please wait for someone from your PACE team to reach out to you so they can assist in completing the survey."