



Dear Humana Medicare Advantage patient,

Thank you for being a valued patient of Shenandoah Community Health (SCH). We appreciate you placing your health care needs in our hands. It is our hope that you are always treated with respect and understanding by our health care team and staff.

You may receive an email or text message asking you to complete a survey about your experience at a recent visit to SCH, and the care you received at that visit. The survey invitation will be from *Aledade*, our value-based care partner, who is sending and collecting survey responses. *Aledade* is working with a platform called *Phreesia* to send the surveys, so you may see a *Phreesia* email address or website name throughout this process. *Aledade's* logo will appear on the survey, but you should still see our name on the email and survey as well.

Your feedback is very important to us, so please complete the survey if you can. The survey will help us understand more about the quality of our services. It will also let us know how we can improve. Your survey responses are anonymous and confidential, and results will be shared anonymously with our health care team. None of the health care team members who have treated you will know if, or how, you responded.

If you have any questions or concerns about completing the survey, please contact a member of our staff.

Sincerely,

Shenandoah Community Health