

[Date]

Member's Name
Member's Address
Member's Address
Member's Address

Your opinions are important to us, and RMHP is here to listen.

Rocky Mountain Health Plans is the Case Management Agency that provides the Family Support Services Program (FSSP) in your area. The Family Support Council is a group of members like you that gives suggestions to the program. Together, we are sending you our annual FSSP Member Satisfaction Survey.

Why the FSSP Survey Matters


The FSSP survey isn't just a form to fill out. Your experience guides what we talk about in the Family Support Council — and helps improve the program for you and other families.


You Told Us...

“I don't know my remaining funding.”

“I didn't know emergency funds were an option.”

We Improved...

 Monthly balance letters now go out to families.




 Emergency funding is easier to request and more families are getting support.


You Told Us...

“Communication can be confusing.”

“The process is stressful and slow.”

We Improved...

   More ways to communicate: online forms, email, phone, and mail.

 Direct deposit helps you get your money back faster.

Because families filled out this survey in past years — and because the council and RMHP listen — FSSP is becoming easier to understand, faster, and more helpful. Your voice truly makes a difference.

Please fill out this survey before **March 15, 2026**. Please mail the survey back to us in the envelope provided. If you prefer to fill out this survey online, please go to **xxxxxxx** or scan the QR code here **xxxx**.

This survey does not have your name on it. Your case manager will not see what you write. Your service and funding will not change because of your answers.

If you need help with the survey, you can:

- Call 800-346-4643 or 711 for Relay Colorado
- Para asistencia en español llame al 800-346-4643
- Email CMAintake@uhc.com
- Come to one of our office locations Monday - Friday, 8 am–5 pm

To learn more:

- Visit our website at www.rmhp.org/programs/cma/
- Visit the HCPF website at <https://hcpf.colorado.gov/learn-about-ltss>
- Visit one of our office locations.

Thank you for taking a few minutes to share your experience.

RMHP Case Management Agency & Family Support Council