



National Survey of Community Health Centers and Their Response to the Coronavirus Pandemic and Changes to the 340B Program

Consent Form and Information Sheet about the Research Study (IRB #: 101705)

You are invited to participate in this survey conducted by the George Washington University (GWU) and the Kaiser Family Foundation (KFF) in partnership with the National Association of Community Health Centers (NACHC) and supported by the RCHN Community Health Foundation. The purpose of this survey is to assess the impact on community health centers of the COVID-19 pandemic and their pandemic response, including their outreach on COVID-19 vaccines, the pandemic's effects on services and wait times, health centers' provision of social, supportive, and behavioral health services, changes to the 340B program, and challenges health centers are facing.

Your participation in this study is voluntary. If you do choose to participate in this survey, only questions 2, 7, and the final question are required; you may choose to skip any other question. You also can elect to cease participating in this study at any time. We estimate that you will need approximately 20 minutes to complete this survey.

The possible risks or discomforts participating health centers and their staff could experience during this study are minimal. You will not benefit directly from your participation in the study, but the results of this study may provide benefits to society by identifying the opportunities and challenges that health centers face in serving their patients and communities. The survey results also will be used to help identify potential policy reforms that could further strengthen health centers, including Medicaid reforms, additional grant funding, and program reforms to help bring health professionals to medically underserved communities.

Who Should Complete This Survey

All federally-funded community health centers in the 50 states and DC should complete this survey. The survey should be completed by the health center CEO or his/her designee. An individualized link has been created for each health center, so your progress will be saved and you can return to the survey. You can forward the link to your designee, but please do not forward the link beyond your health center. Please use only the "Next," "Prev," and "Done" buttons provided by SurveyMonkey to navigate the survey; if you use your internet browser's Forward and Back buttons, you may lose your answers.

Confidentiality

Your information and responses will be kept confidential. All findings will be reported in the aggregate

only. Only GWU and NACHC researchers will have access to individual responses, and KFF staff will have access only to de-identified responses that do not include respondents' names, job titles, or email addresses. Your identity will be known only to the principal investigators and the research staff. No respondents will be identified by name in any printed report. This survey will ask you if you are willing for NACHC to share your findings with your state Primary Care Association (PCA) to help the PCA in providing technical assistance to you. Should you provide us with permission to share your responses, only the PCA in your state will receive the information. Your information otherwise will not be shared and will be kept securely at GWU and NACHC.

The Office of Human Research of George Washington University, at (202)-994-4230, can provide further information about your rights as a research participant. Further information regarding this survey can be obtained by contacting the PI, Sara Rosenbaum (sarasr@gwu.edu).

Your willingness to participate in this research study is implied if you proceed with completing the survey.

1. Name of your health center

* 2. UDS or BHCNISID Number

3. Name of person filling out the survey

4. Job title of person filling out the survey

5. Email

Email Address

6. City/Town

* 7. State

State/Province

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COVID-19 vaccinations

8. Are all or some staff members at your health center required to receive the COVID-19 vaccine (excluding those with medical or other exemptions), or are no staff members required to receive the vaccine?

- Yes, all staff members are required to receive the vaccine
- Yes, some staff members are required to receive the vaccine
- No, no staff members are required to receive the vaccine
- Not applicable, all staff members already have received the COVID-19 vaccine

9. Which of the following actions, if any, has your health center taken to increase COVID-19 vaccine uptake among your patients? (Check all that apply).

- Encourage staff to talk to patients about the vaccine during one-on-one or group encounters
- Provide pamphlets or other literature on the vaccine in waiting rooms or other common areas around the clinic
- Send patients information via text, email, or phone about where they can access the vaccine
- Post information about the vaccine on social media (including vaccine availability at your health center)
- Provide information tailored to particular sub-populations (i.e., teens, older adults, at-risk groups, other)
- Conduct community outreach to inform people about the vaccine (e.g., going door to door, speaking at public events and community gatherings, etc.)
- Other action (please specify)
- None of the above, our health center has not taken any actions to increase COVID-19 vaccine uptake among patients



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COVID-19 impacts on appointments and wait times

10. For the following services, is the current wait time for a new patient to schedule an appointment at your largest site generally available on a walk-in basis, within a two-week window, within a 2-4 week window, or more than a 4-week wait (including waiting list only)? (Approximate wait times are fine).

Please include telehealth (if applicable) and in-person appointments at your health center. If your health center does not provide the service category, please select "not applicable."

	Not applicable	On a walk-in basis	Within a two-week window	Within a 2-4 week window	More than a 4-week wait (including waiting list only)
Routine medical visit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Routine dental visit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental health services (one-on-one visits, excluding group visits)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Substance use disorder services (one-on-one visits, excluding group visits)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Currently, how easy or difficult is it for providers at your health center to arrange timely medical appointments with specialists or subspecialists outside your health center for patients with each of the following types of insurance?

Please include in-person and virtual appointments with specialists and subspecialists for this question.

	Very easy	Somewhat easy	Somewhat difficult	Very difficult	Not applicable
Uninsured patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medicaid/CHIP fee-for-service patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medicaid/CHIP managed-care patients (in-network specialists only)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medicare patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Privately insured patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Would you say that the availability of telehealth services during the pandemic has made it easier, no different, or harder to obtain timely medical appointments with specialists or subspecialists outside your organization for patients with the following insurance types?

	Easier	No different	Harder	Not applicable	Don't know
Uninsured patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medicaid/CHIP fee-for-service patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medicaid/CHIP managed-care patients (in-network specialists only)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medicare patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Privately insured patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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Telehealth services

13. As you may know, many states and private insurers enacted temporary policies related to telehealth during the pandemic in order to improve accessibility to and reimbursement for telehealth services. If these temporary rules related to telehealth do not remain in place, do you expect that your health center will increase, maintain, or decrease the use of telehealth services from current levels?

- Not applicable, we do not currently use telehealth
- Increase
- Maintain current levels
- Decrease
- Don't know



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14. Thinking about the telehealth services your health center provides, please indicate whether each of the following issues is currently a major challenge, a minor challenge, or not a challenge for your health center's provision of telehealth (audio-video and/or audio-only) services.

	Major challenge	Minor challenge	Not a challenge	Not applicable
Inadequate reimbursement for telehealth services generally	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inadequate reimbursement for audio-only or telephonic telehealth services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of funding for purchasing telehealth equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Costs associated with operating a telehealth program, excluding purchasing equipment (maintaining equipment, insurance, network connection, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of comfort using telehealth technology among <u>providers</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of comfort using telehealth technology among <u>patients</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of internet access among <u>providers</u> or your health center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of internet access among <u>patients</u> (including limited phone data/minutes, no personal computer/phone)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of training among providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Concerns about privacy and security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other telehealth challenge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other telehealth challenge (please specify)



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Social and supportive services

15. Compared to before the pandemic (approximately March 1, 2020), has your health center seen an increase, no change, or a decrease in the number of patients currently seeking the following services, either at your health center or through referral to other organizations?

If your health center does not provide or refer for the service category, please select "not applicable."

	Not applicable	Increased	Stayed about the same	Decreased	Don't know
Food and nutrition services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job placement services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child care/Head Start	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing services (housing placement, support paying utilities)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Domestic violence services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legal services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interpretation services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. For each of the following types of social and supportive services, please indicate if your health center currently provides the service on-site, through referrals to local organizations, both, or not at all. *If any of the following services are provided by a different organization that is co-located within your health center, please consider that service provided on-site.*

	Provide on-site	Provide through referral	Provide both on-site and through referral	Do not provide
Child care/Head Start	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Criminal justice/recidivism prevention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Domestic violence services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job search and placement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Healthy foods (food pantry, meal delivery)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SNAP, WIC, or other nutritional assistance services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing (includes housing assistance and quality)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health literacy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical activity and exercise classes or support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legal services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. Please indicate which challenges, if any, your health center currently faces providing social and supportive services. (Check all that apply).

- Lack of reimbursement
- Insufficient grant funding (including complexity of managing multiple grants)
- Managing relationships with other community organizations
- Waiting lists for services or limited resources of community organizations
- Staffing shortages
- Increase in patient demand for services during the pandemic
- Lack of physical space for services
- Too many competing priorities at this time
- Other challenge (please specify)

- None of the above, we do not face any challenges providing social and supportive services



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Medicaid continuous coverage policy

This section asks questions about the current Medicaid continuous coverage requirements, also known as maintenance of eligibility (MOE) requirements. As part of the Families First Coronavirus Response Act (FFCRA), state Medicaid agencies must maintain continuous coverage for Medicaid enrollees in order to receive an enhanced federal match on Medicaid spending. Generally, the Medicaid MOE requirements prohibit Medicaid agencies from disenrolling beneficiaries until the end of the month in which the public health emergency (PHE) ends.

18. Has your health center received any information from your state, either directly or through your state Primary Care Association (PCA), regarding how the state is preparing for the termination of the Medicaid maintenance of eligibility (MOE) requirements, or not?

- Yes
- No
- Don't know

19. Is your health center currently taking or planning to take any of the following actions to prepare for the possible loss of Medicaid coverage among your health center patients when normal Medicaid redetermination processes resume at the end of the public health emergency (PHE)? (Check all that apply).

	Currently taking action	Planning action
Have not taken or are not planning any actions (if so, please do not select other options)	<input type="checkbox"/>	<input type="checkbox"/>
Identifying all patients at risk of losing Medicaid coverage and flagging their chart for reminders	<input type="checkbox"/>	<input type="checkbox"/>
Sending reminders to patients regarding need to renew coverage	<input type="checkbox"/>	<input type="checkbox"/>
Scheduling advance appointments to assist patients with renewing coverage	<input type="checkbox"/>	<input type="checkbox"/>
Hiring additional outreach and enrollment staff	<input type="checkbox"/>	<input type="checkbox"/>
Increasing existing staff time on enrollment assistance	<input type="checkbox"/>	<input type="checkbox"/>
Coordinating with legal services organizations to assist patients with appealing coverage terminations	<input type="checkbox"/>	<input type="checkbox"/>
Other action	<input type="checkbox"/>	<input type="checkbox"/>

Other action (please specify)



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Mental health and substance use disorder services

20. For each of the following services, please indicate if your health center has newly offered any of these services in-person, virtually, or not at all since before the pandemic (approximately March 1, 2020).

	Did not <u>newly offer</u> this service during the pandemic	Added only in-person services	Added only virtual services	Added both in-person and virtual services	Don't know
Individual therapy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Group therapy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreational therapies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offering <u>medications</u> as part of medication-assisted treatment (MAT) for substance use disorder	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Offering <u>counseling</u> as part of medication-assisted treatment (MAT) for substance use disorder	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other mental health or substance use disorder service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other mental health or substance use disorder service (please specify)

21. Which of the following challenges, if any, does your health center currently face in providing substance use disorder (SUD) services, including medication-assisted treatment (MAT) services? (Check all that apply).

- Not applicable – our health center does not provide substance use disorder services (if selected, please do not select other options)
- Lack of reimbursement
- Staffing shortages
- Patient concern/unwillingness to attend in-person office visits
- Inability to hold group counseling sessions due to social distancing restrictions or other reasons
- Limits on use of telehealth for SUD services
- Patients unable to access SUD services through telehealth (e.g., lack of internet access/computers or privacy at home)
- Difficulty scheduling the frequent appointments required for patients to receive their MAT medications
- Limits on ability to prescribe MAT medications
- Provider concern about diversion of MAT medications
- Stigma associated with receiving SUD services
- Lack of physical space
- Other barrier to providing SUD services (please specify)

- None of the above, our health center does not currently face any challenges that limit our ability to provide substance use disorder services, including MAT

22. Which of the following challenges, if any, does your health center currently face in providing mental health services? (Check all that apply).

- Not applicable – our health center does not provide mental health services (if selected, please do not select other options)
 - Lack of reimbursement
 - Staffing shortages
 - Patient concern/unwillingness to attend in-person office visits
 - Inability to hold group counseling sessions due to social distancing restrictions or other reasons
 - Limits on use of telehealth for mental health services
 - Patients unable to access mental health services through telehealth (e.g., lack of internet access/computers or privacy at home)
 - Difficulty scheduling appointments
 - Stigma associated with receiving mental health services
 - Lack of physical space
 - Other barrier to providing mental health services (please specify)
-
- None of the above, our health center does not currently face any challenges that limit our ability to provide mental health services

23. Compared to before the pandemic (approximately March 1, 2020), has your health center seen an increase in patients with the following types of opioid use disorder, or not?

	Yes	No	Don't know
With prescription opioid use disorder?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
With non-prescription opioid use disorder?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

24. Does your health center provide medication-assisted treatment (MAT) medications and counseling for opioid use disorder on-site, or not?

- Yes, we provide MAT medications and opioid use disorder counseling on-site
- Yes, we provide MAT medications on-site, but not opioid use disorder counseling
- No, we do not provide MAT medications on-site



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Health centers' provision of opioid use disorder treatment services

25. For each of the following opioid use disorder (OUD) medications, please indicate if your health center provides it on-site or not.

	Yes	No	Don't know
Methadone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Buprenorphine (brand names include Suboxone, Zubsolv, and Subutex)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Naltrexone (brand names include Vivitrol and ReVia)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26. Does your health center currently have the capacity to treat on-site all patients who seek MAT services for opioid use disorder?

- Yes, we have capacity to treat all patients who seek MAT services
- No, we do not have capacity to treat all patients who seek MAT services
- Don't know



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340B

27. Does your health center participate in the 340B drug discount program, or not?

- Yes
- No
- Don't know

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28. Does your health center contract with any outside (contract) pharmacies to provide 340B drugs, or not? *A contract pharmacy is a pharmacy that is not part of the same legal entity as your health center and that dispenses drugs on your health center's behalf. Your health center is responsible for 340B compliance at all contract pharmacy sites.*

- Yes
- No
- Don't know

29. Have pharmaceutical manufacturers' restrictions on 340B drugs and those dispensed through outside (contract) pharmacies had no effect, a positive effect, or a negative effect on your health center's revenues?

- Negative effect
- No effect
- Positive effect
- Don't know
- Not applicable, our health center does not contract with any outside (contract) pharmacies to dispense 340b drugs

30. Have pharmacy benefit managers (PBMs) paying lower rates to 340B-qualified entities than to non-340B entities had no effect, a positive effect, or a negative effect on your health center's revenues?

- Negative effect
- No effect
- Positive effect
- Don't know
- Not applicable, the PBMs that we contract with are not paying lower rates

31. Have state Medicaid changes that shift the pharmacy benefit from Medicaid managed care programs to fee-for-service Medicaid had no effect, a positive effect, or a negative effect on your health center's revenues?

- Negative effect
- No effect
- Positive effect
- Don't know
- Not applicable, our state has not shifted the Medicaid pharmacy benefit from Medicaid managed care to fee-for-service Medicaid



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32. Please identify the top 3 challenges currently facing your health center, if any.

	Top challenge	Second top challenge	Third top challenge
No challenges (if selected, please do not select any other options)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recruiting new employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retaining current employees	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Decreased patient visits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased demand for services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
High number of uninsured patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increase in uncompensated care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changes to Medicaid eligibility criteria (including Medicaid maintenance of eligibility [MOE] requirements)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Insufficient insurance reimbursement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changes to the 340B Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Insufficient grant funding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Competition from other providers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increasing costs to operate health center due to COVID-19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increasing costs to operate health center for reasons other than COVID-19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Inadequate physical space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other challenge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other challenge (please specify)

* 33. Your responses to this survey will be used only in the aggregate with other health centers' responses unless you consent for the National Association of Community Health Centers (NACHC) to share your complete response to this survey with your state's Primary Care Association (PCA). **Do we have permission for NACHC to share your complete response to this survey with your state's Primary Care Association?**

Yes

No

Please ensure you click the "Done" button to record your answers.

Thank you for completing this survey!