

## **NCI-AD Adult Consumer Survey FAQs**

### **Q: What is the NCI-AD Adult Consumer Survey?**

*A: It's a survey used by many states to help understand the experiences of older adults and people with physical disabilities who receive home and community-based services (HCBS).*

### **Q: Are survey responses confidential?**

*A: Yes, your answers will not be shared. All survey data will be grouped for state and national reports; therefore no one will be able to identify the responses of a single respondent.*

### **Q: How long does it take to complete the survey?**

*A: On average, the survey takes 30-45 minutes to complete.*

### **Q: What kind of questions will I be asked?**

*A: You will be asked about your health, your safety, the services and supports you use, as well as where you live and the things you do in the community.*

### **Q: Do I have to complete the survey? Will I be paid for my time?**

*A: No, participation in the survey is voluntary and unpaid. You may refuse to answer a question or stop the survey at any time. Your answers will not impact the Medicaid benefits you receive.*

### **Q: Can I complete the survey at my home?**

*A: Yes, you may complete the survey from your home in the format that is most comfortable to you: over the phone, virtually, or in-person.*

### **Q: I received an invitation to complete a survey. How do I schedule the survey?**

*A: Please call New York State Department of Health's survey vendor, Knowledge Services, toll free at 866-228-5859.*

### **Q: If I have additional questions about the NCI-AD Adult Consumer Survey, whom do I contact?**

*A: You may call Knowledge Services, toll free at 866-228-5859, or email the New York State Department of Health at: [HCBSQM@health.ny.gov](mailto:HCBSQM@health.ny.gov).*