



**State of New Jersey**

DEPARTMENT OF HUMAN SERVICES

DIVISION OF MEDICAL ASSISTANCE AND HEALTH SERVICES

CHRISTINE TODD WHITMAN  
Governor

WILLIAM WALDMAN  
Commissioner

VELVET G. MILLER  
Director

**MEDICAID COMMUNICATION NO. 94-19**

**DATE:** November 22, 1994

**TO:** County Welfare Agency Directors

**SUBJECT:** HCFA "Continuous Improvement" Brochures

The Health Care Financing Administration has asked for the Division's assistance in disseminating the enclosed brochure. As the administering agency for Medicaid and Medicare, HCFA developed the brochure in an effort to become more "customer focused." It provides their customer services standards, describes their major efforts and gives beneficiaries the opportunity to respond.

Please peruse the enclosed sample brochure. You are encouraged to make copies available to the beneficiary population or to provide information to beneficiaries on how to obtain a copy. Orders for multiple copies of the brochure can be sent to:

HCFA  
Room 555 EHR  
6325 Security Boulevard  
Baltimore, Maryland 21207.

You may also request brochures through Ms. Erin Finley at: Telephone (410) 966-7843 or Fax (410) 966-4786.

Your cooperation in this initiative is appreciated. If you have any questions or need additional information, please contact Sandra Stangil of the Office of Eligibility Policy and Operations, at (609) 588-2936.

Sincerely,

Velvet G. Miller  
Director

VGM:Ss

Enclosure

c: Marion Reitz, Director

Division of Family Development

James W. Smith, Acting Director

Division of Youth and Family Services