



2025 NYC Health Panel Check-In Survey

What is the NYC Health Panel Check-In Survey?

The Check-In Survey is for members of the NYC Health Panel and is conducted by the NYC Health Department. The goal of this survey is to update participant information, as well as collect feedback on participant experiences with the NYC Health Panel. We encourage you to complete the survey even if your information has not changed.

The survey asks about you, your household, your contact information (including mailing address, email address, and phone number), and your experiences taking our surveys and as a member of the NYC Health Panel. **You can choose not to answer any question, and participation is completely voluntary.**

Why does the survey look different online?

Our survey software recently changed. If you take the survey online, you will see the look of our surveys is slightly different and includes new features. We hope these additions make your experience better. For example, surveys now have a progress bar that will show you how much of the survey you have completed. You will be asked to pick a security question and answer it at the beginning of every survey. This step will further secure your data and make it easier for you to stop and restart your survey later. If you forget your security question and need to reset it, please call us at 888-692-0023.

How do I know this study is legitimate or what if I need more information?

For more information and to verify the legitimacy of the survey, visit nyc.gov/health/nycsurveys or contact 888-692-0023 or nychealthpanel@health.nyc.gov.

How is the NYC Health Department going to use the survey information?

The NYC Health Department will use this information to update your contact information, improve how we communicate with participants, and better understand who is part of the NYC Health Panel.

Is participant information confidential? Will participant privacy be protected?

We make every effort to protect your privacy and keep your personal information confidential. Research documents are kept on password-protected computers, and only a limited number of authorized people have access. **If a person chooses not to participate, it will not affect any benefits that they or their family receive from any government agency.**

How do I take the survey over the phone?

Call 888-692-0023 to take the survey by phone. If a staff person is not available, leave a voicemail with your full name, your phone number, your participant ID, and the best time to reach you and we will return your call. You can also email nychealthpanel@health.nyc.gov with this information and we will call you back.

How long will my gift card take to arrive?

Gift cards may take up to 12 weeks to arrive. You are only eligible to receive one gift card for this survey.

What is the new Reward Link gift card option?

Reward Link is an electronic gift card program offered through an NYC Health Department partner. If you select this option, you will be sent a code by email that you can use to get an electronic gift card from one of hundreds of online vendors. You can learn more about this program by visiting tangocard.com/reward-link/united-states.

Other Resources

How can I get help with a health issue or support from the City?

For information on **where to get help for a health issue**, call the NYC Health Department at **311** or visit nyc.gov/311.

For support for **employment, health insurance, housing, and more**, call **311** or visit nyc.gov/311.

If you are experiencing **emotional distress** or need **mental health or substance use support**, help is available through 988. For free, confidential, 24/7 support, call or text 988 or chat at nyc.gov/988. Text and chat services are available in English and Spanish, and counselors are available by phone 24/7 in more than 200 languages.

What if I have other questions?

Participants can email nychealthpanel@health.nyc.gov or call 888-692-0023.

Para obtener más información sobre este estudio, visite nyc.gov/health/nychealthpanel.

如需了解关于本项研究的更详细信息，请访问 nyc.gov/health/nychealthpanel.

若需瞭解關於本項研究的更詳細資訊，請造訪 nyc.gov/health/nychealthpanel 或 nyc.gov/health/nychealthpanel.