



Research Panel | Frequently Asked Questions (FAQs)



EVERSANA™

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Updating Respondent Information

1. How can I update my personal information for future studies with Health Strategies Insights by EVERSANA?

To update your information, please contact our Panel Relations team at PanelRelations@eversana.com and provide our team with the updated information.

2. How do I refer a colleague to the Health Strategies Insights' Research Panel?

To refer a colleague please direct them to this website and have them complete and submit the New Participant form.

3. How do I remove myself from receiving invites for future participation?

To remove yourself from our respondent panel please email us at the address below and include the word "REMOVE" in the subject line.

PanelRelations@eversana.com

Honoraria Inquiries

1. When can I expect to receive my honoraria for my participation?

You can expect to receive your honoraria payment within four weeks of completing a study with Health Strategies Insights by EVERSANA.

2. I did not receive my honoraria payment; whom should I contact?

If it has been six weeks since you have completed a study and you have not received your honoraria payment, please contact Panel Relations at PanelRelations@eversana.com.

3. My check was made out to the wrong name/charity/organization; whom do I contact?

If your check was made out to the wrong name/charity/organization, and you have not cashed or deposited the check, EVERSANA will be able to issue you another check.

Please notify Panel Relations at PanelRelations@eversana.com, and scan and email a copy of the check or mail the original check back to the address below.

Health Strategies Insights by EVERSANA
Attn: Panel Relations
790 Township Line Road, Ste. 300
Yardley, PA 19067

4. I think I qualify for a 1099 tax form. What is the process for getting my 1099, and whom do I contact?

If you have received \$600 or more from participating in studies with Health Strategies Insights by EVERSANA, then you qualify to receive a 1099 (miscellaneous income tax) form. In order for EVERSANA to send you a 1099 form, you will need to notify us of the address you would like the form to be sent. (You may also access it at the link below.) Complete the W9 tax form, which provides us with your Social Security number or your organization's tax ID number, and return it to us. This information is kept confidential at all times.

Please access the link below to find the W9 form. Complete and email to PanelRelations@eversana.com or mail to:

Health Strategies Insights by EVERSANA

Attn: Panel Relations

790 Township Line Road, Ste. 300

Yardley, PA 19067

www.irs.gov/pub/irs-pdf/fw9.pdf

Survey Inquiries

1. The survey link does not work or I have been kicked out of the survey. How do I fix it?

It is possible that we have reached our quota or the deadline for completion has passed for this study. If this is the reason, you will receive a notification when this occurs.

2. How do I copy and paste the survey link?

To copy a survey link, click and drag the mouse over the entire link to highlight it. Once it has been highlighted, right click on the link and select copy. After you have copied the link, right click in the address bar of your web browser and select paste. The link should then appear in your address bar and you should be able to access the link through the internet.

3. Will my responses be saved if the survey freezes or stops working while I am completing it?

Yes, your survey responses will be saved up to the point at which the survey stopped working. To resume taking the survey click the link titled "Continue where you left off," which appears on the introduction page of the survey. This will take you to the spot at which you last answered a question in the survey.

Junk/SPAM Emails

1. Why haven't I received any invitations to participate in any Health Strategies Insights studies recently?

If you have participated in the past and you are not receiving current invitations, it is possible that our emails are being filtered to your junk/SPAM folders in your email box. Please check these folders and move us to your "safe senders list."