

C. Collection of Information Employing Statistical Methods

1. Potential respondents include any beneficiary that has dialed 1-800-MEDICARE Helpline, and that has had a documented customer service experience with the Helpline.
2. Information is collected via a PC- based, script-driven survey application by a contractor-employed CSR. Survey contacts are monitored and evaluated via random digital recording by a third party to ensure conformance to survey scripting, and accuracy of the information recorded.
3. Contact attempts are made at various times of the day and week, so as to optimize the opportunity to make successful contact with potential respondents in every time zone. The average response rate during our pilot was higher than 85%. We will also send out pre-notification letters to the beneficiaries to maximize our response rate.
4. A test pilot was conducted with beneficiaries to determine if the questions were easily understandable. The pilot allowed us to conclude all relevant questions were posed.
5. No outside parties were consulted.