

Dear Medicare Beneficiary,

In a few days, you may receive a call from a Customer Service Representative at the 1-800-MEDICARE, as part of a survey that we are conducting to assess the level of quality customer service that beneficiaries receive. There will be no personal information collected during the survey. When you receive the call, we would greatly appreciate it if you would take the time, about 3-5 minutes, to participate in this survey over the phone.

As a Medicare beneficiary, you deserve the highest level of quality service. The 1-800-MEDICARE Helpline assists with answering general Medicare questions and provides helpful referrals to the various Medicare partners with the best possible service. One of the ways we can fulfill that responsibility is to find out directly from you how efficient is the customer service you are receiving now.

You will not be obligated to participate in this phone survey. Your help is voluntary, and your decision to participate or not to participate will have no effect on your Medicare benefits. However, your knowledge and experiences could help us improve our efforts to deliver the best customer service to the entire Medicare population.

Thanks you in advance for your assistance.

Sincerely,

Ernest Muldrow
Deputy Director, Division of Call Center Operations

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-0919. The time required to complete this information collection is estimated to average 2.25 minutes per response, including the time the review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have any comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, Attn: Reports Clearance Officer, 7500 Security Boulevard, Baltimore, Maryland 21244-1850