

Email Invitation:

Subject: National Medicare Training Program Partner Needs Assessment Survey

From: [CMS EXECUTIVE]

To: [RESPONDENT NAME]

The Centers for Medicare and Medicaid Services (CMS) is working with a research firm, Pacific Consulting Group, to conduct a survey with organizations that use the National Medicare Training Program tools and resources to educate staff and volunteers who work with Medicare beneficiaries about their Medicare plan options and benefits. The objective of our research is to better understand partners' training needs; determine the effectiveness of the training products and services being provided; and assist in the development of training materials for the coming year. You have been asked to participate because you are a professional or volunteer who shares your knowledge of the Medicare program by training others, and/or counseling people with Medicare about their benefits.

This brief online survey has been designed to let you quickly provide your responses in approximately 15 minutes. Your individual responses will be kept confidential to the extent provided by law, and the results will be presented to CMS only in aggregate form. No individual names or organizations will be reported. The National Medicare Training Program would like your honest feedback on how successful they have been at meeting your training and program information needs and expectations and how they can improve. For your convenience, the survey can be completed online, using the hyperlink provided below.

Your participation in this survey is voluntary, and if you choose not to participate, it will not affect your relationship with CMS in any way. All results will be provided in aggregate form to CMS staff members – at no time will your individual responses be attributed back to you or your organization.

WE ASK THAT ALL RESPONSES BE SENT BY [Month Day, 2009.]

Please support our efforts to better serve you by completing the NMTP Partner Needs Assessment survey at the web link listed below. Your unique login ID and password are also shown below.

Login ID: (AUTOFILL)

Password: (AUTOFILL)

Web link: (AUTOFILL)

If you have any questions or have any problems accessing the survey, please contact Andrea Ptaszek at Pacific Consulting Group via email at xxxxxxxx@pcgfirm.com.

Thank you in advance for taking the time to complete the survey.

Sincerely,

[CMS EXECUTIVE]