

OMB CLEARANCE PACKAGE FOR HCTC SUPPLEMENTAL
CUSTOMER SATISFACTION SURVEY CY2010
SEPTEMBER 15, 2010 – OCTOBER 31, 2010
TIRNO-05-Z-00012

OMB # 1545-1432

OMB Supplemental HCTC CY2010 Clearance Package

Survey of Taxpayers who Are Either HCTC Participants or Potentially Eligible Non-Responders

I. Introduction:

Background:

The Health Coverage Tax Credit (HCTC), a federal tax credit established by the Trade Act of 2002, is designed to help eligible Americans and their families pay for health coverage they might otherwise not be able to afford, by paying 80% of an eligible individual's health plan premiums.

The program is a partnership of the federal government, state governments and health plan administrators. The federal government administers the program. State agencies help identify people who are eligible and help promote the program. State agencies and health plan administrators work together to make qualified coverage options available for eligible individuals.

Traditionally, the HCTC was designed to assist:

1. Workers who lose their jobs due to the effects of international trade and who are eligible for certain Trade Adjustment Assistance (**TAA**) benefits (i.e., for workers who have been certified to have lost their jobs, or whose hours of work or wages are reduced due to increased imports); or who are eligible for benefits under the Alternative Trade Adjustment Assistance (ATAA) program.
2. People who receive benefits from the Pension Benefit Guaranty Corporation (**PBGC**) and who are at least 55 years old.

In 2003 and 2004, research was conducted with program participants and potentially eligibles to understand their perceptions of the program. Survey 1 was conducted with participants and non-responders to understand program awareness, interest, usage and satisfaction. Survey 2 was conducted among the potentially eligible population to better understand what percentage would actually qualify for the HCTC. In the fall of 2009, Survey 3 was launched with the pre-ARRA population to update the old baseline information. And, in the winter of 2009, Survey 4 was launched with the pre-ARRA population to update the old baseline information. HCTC has since determined a Supplemental Survey is required to obtain additional information regarding the program participants and those potentially eligible. Results of this effort will provide an updated baseline of program awareness, interest, usage and satisfaction and serve as a benchmark for any future research once the legislative and population changes take hold.

OMB CLEARANCE PACKAGE FOR HCTC SUPPLEMENTAL
CUSTOMER SATISFACTION SURVEY CY2010
SEPTEMBER 15, 2010 – OCTOBER 31, 2010
TIRNO-05-Z-00012

OMB # 1545-1432

Objectives of Data Collection:

ARRA legislation mandates a survey and report of the findings of the HCTC study be provided to the Congress by December 31, 2010. It is imperative that the IRS meet this deadline, as it is required by law (P.L. 111-5, Sec. 1899I, copy is below). The survey and subsequent report must be completed well in advance of the December deadline to allot appropriate time for the report's approval throughout the IRS and Treasury, prior to delivery to the Congress. The results must be reported to the Committee on Finance and the Committee on Health, Education, Labor, and Pensions of the Senate and the Committee on Ways and Means, the Committee on Education and Labor, and the Committee on Energy and Commerce of the House of Representatives.

HCTC requires this additional set of survey questions to determine satisfaction of participants/respondents with available health coverage options under the credit, including level of premiums, benefits, deductibles, cost-sharing requirements, and the adequacy of provider networks. This supplementary survey of ten questions or less is a logical follow-on to the original FSS order which was placed in accordance with the applicable FSS ordering procedures.

Objectives are to survey the post-ARRA population and compare program awareness, interest, usage and satisfaction to previous surveys.

II. Methodology:

Sample Design:

A stratified random national sample will be drawn from TAA and PBCG participants and potentially eligibles and provided to the contractor. Today, the PBGC represents approximately 55% of the population (TAA is 45%).

The survey sampling plan will be representative of the population at a confidence level of 95%. Since program participation levels are similar to that in Survey 3 and Survey 4, we envision a similar/same sample size—a total of 1200 respondents 600 who are participating in the HCTC program and 600 'non-responders' (those on the potentially eligible list who have not attempted to enroll.) Final data will be weighted to reflect actual population proportions.

Survey Methodology and Administration:

The contractor will conduct the interviews via the telephone and tabulate the results. Survey length is anticipated to be approximately five minutes. The data collection contractor will provide a cleansed data set containing both survey responses and open-ended comments coded according to a coding scheme supplied by the project contractor, linked with the issue identification number for analysis. Raw data will also need to be made available for additional IRS analysis.

OMB CLEARANCE PACKAGE FOR HCTC SUPPLEMENTAL
CUSTOMER SATISFACTION SURVEY CY2010
SEPTEMBER 15, 2010 – OCTOBER 31, 2010
TIRNO-05-Z-00012

OMB # 1545-1432

Data Collection Dates:

Once approval to proceed is secured, it is expected to be an 8 week effort. At present time, we expect the timeframe to commence in mid-late September and end in mid-late October 2010.

Survey Questions:

The questionnaire from Survey 4 will be revised to the new Supplemental Survey and will largely remain the same albeit an abbreviated version. Topic areas/lines of questioning may include:

- Awareness of HCTC and other Federal Tax Credits
- Participation in HCTC
- Preferences for enrolling, participating
- Motivations for enrollment/non-enrollment
- Perceived benefits of the program
- Satisfaction (overall and with specific parts of the process)
- Sources influential in helping respondent about benefits available and HCTC
- Self-service preferences
- Advance versus EOY enrollment preferences
- Demographics

How data will be used:

The data will be used to provide an updated view of the HCTC program and serve as a benchmark for future surveys with the new HCTC population. A written report and a PowerPoint presentation will be derived from the data collected on the survey instruments. No individual data will be reported, only summary statistics will be reported out.

How data will be analyzed:

We will provide analysis of the survey for each stratum Participants, Non-Responders, TAA, PBGC and all combined stratum. Appropriate statistics will be computed using frequencies, cross tabulations, and confidence intervals.

Who is conducting the research:

The research is being coordinated by Wage & Investment, Research Group 4 of the IRS. Accenture will be designing, analyzing and managing the contractor who will be programming the survey and conducting the telephone interviews.

Location – region/city and facilities:

The survey sample will be drawn from all of Taxpayers enrolled and potentially eligible to participate in the program. Therefore, the survey will be sent to all regions of the country.

Stipend:

OMB CLEARANCE PACKAGE FOR HCTC SUPPLEMENTAL
CUSTOMER SATISFACTION SURVEY CY2010
SEPTEMBER 15, 2010 – OCTOBER 31, 2010
TIRNO-05-Z-00012

OMB # 1545-1432

Respondents will not be paid to participate in the survey.

Recruitment efforts:

Taxpayers who are selected to participate in the survey will be screened via the phone

Methods to maximize response rate:

The survey will include an introduction that explains how results will be used to better equip the HCTC to serve participants. The number of survey questions has been limited to reduce participant fatigue.

Expected Response Rate:

Previous experience with surveys indicates the response rate will be approximately 50 percent.

Efforts to not duplicate research:

We not have found any previous research that duplicates our efforts.

III. Participant Criteria:

There are 2 main groups of respondents:

- Participants in the HCTC program
- Potentially eligibles who have not made an attempt to register/enroll

Lists will be generated from the master file and respondents will be screened to verify status.

Participants and potentially eligibles will include both TAA and PBGC participants/potentially eligibles.

IV. Privacy, Security, Disclosure

Research Group 7 will ensure that the utmost scrutiny is given to privacy, security, and disclosure when profiling the Taxpayers that respond to this survey. Every precaution will be taken to assure the proper protection of the Taxpayer's survey responses. The survey responses will be associated with the amount of Taxpayer data that is necessary to accomplish the objectives. We will limit and control the amount of information that we collect to those items that are necessary to accomplish the research objectives.

We will carefully safeguard the security of data utilized, as well as, the privacy of the Taxpayers. Physical security measures include a locked, secure office. In addition, we will store printouts of sensitive data in locked cabinets, and shred the data when we no longer need it. We will accomplish data security at the C-2 level through the Windows NT operating system. Systems are password protected, users are profiled for authorized use, and individual audit trails will be generated and reviewed. We will apply fair information and record-keeping practices to ensure protection of all Taxpayer information.

OMB CLEARANCE PACKAGE FOR HCTC SUPPLEMENTAL
CUSTOMER SATISFACTION SURVEY CY2010
SEPTEMBER 15, 2010 – OCTOBER 31, 2010
TIRNO-05-Z-00012

OMB # 1545-1432

We will protect the privacy of the Taxpayers that participate in the surveys by not using names in our report. We will also control official access to the information and will not allow public access to the information. The surveys and Taxpayer data will be destroyed when we have completed the project and there is no further need for the data.

We will apply fair information and record-keeping practices to ensure protection of all Taxpayers. The criterion for disclosure laid out in the Privacy Act, the Freedom of Information Act, and section 6103 of the Internal Revenue Code provides for the protection of Taxpayer information as well as its release to authorized recipients.

V. Burden Hours

- Screening: For Survey 4, it is anticipated that the response rate will be approximately 50 %. Therefore, approximately 2300 contacts will be made. Of these contacts it is expected that 1150 will agree to participate. The time required to screen each of these potentially qualified Taxpayers would be on average about 3 minutes. The time burden on Taxpayers for this screening process would be $1150 \times 3 = 3450$ minutes/ $60 = 57.50$ burden hours.
- Each main interview (those questions beyond screening) is expected to take an average of 5 minutes. $1150 \times 5 / 60 = 96$ burden hours
- Each non-respondent (those who are offered the survey but decline) is expected to take an average of 1 minute. $1150 \times 1 / 60 = 19$ burden hours
- Total respondent burden = 172.50 hours (57.50 screening, 115 interviewing)

The total cost for this research is estimated to be \$47,550.

VI. Special Tallies and Other Information

The following information will be provided within 60 business days after the close of the survey data collection operations:

1. Findings: a brief summary of significant (important) findings that were evidenced in the results.
2. Actions taken or lessons learned: a brief summary of actions taken or lessons learned as a result of the findings
3. Number of requests for Taxpayer participation

OMB CLEARANCE PACKAGE FOR HCTC SUPPLEMENTAL
CUSTOMER SATISFACTION SURVEY CY2010
SEPTEMBER 15, 2010 – OCTOBER 31, 2010
TIRNO-05-Z-00012

OMB # 1545-1432

4. Number of completed questionnaires