

***Part C and D Complaints Resolution Performance Measure
Advance Letter***

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard, Mail Stop XX-XX-XX
Baltimore, Maryland XXXXX-XXX



[DATE]

Dear [NAME]:

The Centers for Medicare & Medicaid Services (CMS) is committed to learning how Medicare health plans respond to your concerns. CMS is working with IMPAQ International, LLC, a research firm, to conduct a survey about how plans handle beneficiary complaints.

We are contacting you about a complaint you – or someone on your behalf – made against your [PLAN NAME] health plan or your Prescription Drug Plan on [DATE]. Your complaint was closed by your plan on [DATE]. We would like to know about your satisfaction with the outcome and handling of your complaint. We value your opinions, and your experiences are very important to us. This is your chance to help us serve you better.

Within the next two weeks, an interviewer will call you to conduct a brief 5-10 minute survey. If you are unavailable, the interviewer will schedule a better time to call back. If a convenient time cannot be scheduled, you will receive a survey in the mail with a postage-paid envelope to return it. Instructions will be included with the survey.

Your responses will help improve how complaints are handled and will support the development of a rating system for Medicare plans. Your survey responses are confidential and are protected by the Privacy Act. Your information will not be shared with anyone other than authorized persons at CMS and IMPAQ. Your participation is voluntary and if you decide not to participate, this will not affect your Medicare benefits in any way.

If you have any questions or would like to set up an appointment for the interview, please call us toll-free at [NUMBER] and ask for the [NAME] Survey.

On behalf of CMS, I would like to thank you in advance for your participation. Your input is critical for improving the way complaints are handled. We look forward to speaking with you soon.

Sincerely,

Signatory