

Supporting Statement – Part A

Supporting Statement For Paperwork Reduction Act Submissions

Specific Instructions

A. Background

This survey will be used to measure overall satisfaction of the customer service that the Division of Medicare Ombudsman Assistance (DMOA) provides to Medicare beneficiaries and their representatives.

B. Justification

The Centers for Medicare and Medicaid Services (CMS) stresses a continuing need of setting customer service goals that include providing accurate, timely, and relevant information to its customers. With these goals in mind, DMOA needs to periodically survey its customers that correspond with CMS to ensure that the needs of Medicare beneficiaries are being met.

1. Need and Legal Basis

The need for this previously OMB approved information collection is to further meet the customer service goals that the CMS has established and to continue to create a rapport within the Medicare community.

2. Information Users

The information provided will be used by management and staff to measure and improve the quality and timeliness of responses to written and verbal correspondence.

3. Use of Information Technology

This collection will not involve the use of any automated, electronic, mechanical, or other technological collection techniques or forms of information technology.

4. Duplication of Efforts

There was a similar study conducted by CMS in 2001; however, this study was conducted

to measure the overall customer service provided by CMS as a whole. The information we are requesting is different, in that it specifically applies to the DMOA workload. Also, there was a similar study conducted by the DBICS (current name is the DMOA) during FY 2004-2005 and during FY 2007-2008. Data from this study was analyzed and the findings show that there are areas that DMOA can improve the service it provides to Medicare beneficiaries. Therefore, DMOA will conduct another survey throughout FY 2010-2011.

5. Small Businesses

Small businesses are not affected by this collection.

6. Less Frequent Collection

This information will be collected as needed to modify the DMOA's customer service strategy. If it were to be collected less frequently, it would be a disservice to Medicare beneficiaries and their representatives. The DMOA will have no way of measuring customer satisfaction; therefore, destroying all efforts for providing quality customer service.

7. Special Circumstances

There are no special circumstances involved with this information collection request.

8. Federal Register/Outside Consultation

The 60-day Federal Register notice published on June 18, 2010.

9. Payments/Gifts to Respondents

There are no provisions for payments or gifts to respondents.

10. Confidentiality

All information obtained through the survey will be reported in aggregate. No individual respondent's information will be reported independently or with identifying information. All identifying information will be removed from analytic files and will be destroyed after the aggregate information is assembled.

11. Sensitive Questions

There are no questions of a sensitive nature in the survey.

12. Burden Estimates (Hours & Wages)

Each quarter approximately 560 respondents will be surveyed. The length of the survey will be approximately 6 minutes. The length will be based upon previous experience and pre-testing of the survey instrument.

$$\frac{6 \text{ minutes per survey} \times 2242 \text{ total respondents}}{60 \text{ minutes}} = 224 \text{ hrs.}$$

13. Capital Costs

There are no capital costs associated with this information collection request.

14. Cost to Federal Government

$$2242 \text{ (sample size)} \times 4 \text{ (quarters)} \times \$0.74 \text{ (postage)} = \$6636.32$$

15. Changes to Burden

The sample size is smaller than the prior collections due to a portion of the previous workload now being handled by the Regional Offices. Therefore, the DMOA adjusted the sample size accordingly and that decrease consequently lowered hour estimate as well as the cost to the federal government.

16. Publication/Tabulation Dates

There are no publication or tabulation dates associated with this package.

17. Expiration Date

CMS would like to display the expiration date.