

# Memo

To: The OMB Desk Officer  
From: Carolyn Scott, Division of Clinical and Operational Performance, MDBG, CPC  
CC: William Parham, OSORA  
Martique Jones, OSORA  
Date: August 15, 2022  
Re: Non-material/non-substantive changes to Complaints Resolution Survey Instrument

Based upon the findings from the Pilot Test of the survey, non-material and non-substantive changes to our currently approved Complaints Resolution Survey Instrument (CMS-10308) have been identified. An explanation for each change is listed below. In addition, a red-line document that identifies each change is provided, along with a final version. These changes do not increase, decrease, or otherwise change the burden associated with this data collection.

Non-Material/Non-Substantive Changes	Explanation
Updates to Survey Instrument Introduction	<p>As a response to beneficiary questions that were received during the Pilot Test, language was added to define a complaint as any call made to 1-800-Medicare.</p> <p>The text of the introduction was also refined to more clearly explain the purpose of the survey and to instruct beneficiary representatives on how to respond to questions that pertain to the beneficiary's perspective or experience.</p>
Updates to Survey Tool	<p>Updates were made to the survey tool. Questions were refined to target beneficiary responses. During the Pilot Test it was found that beneficiaries were confused or unclear on the intention behind some of the questions.</p> <p>For example, during the Pilot Test respondents at times confused the subject of the question. In an effort to provide more specific language, "the plan" was replaced with the actual name of the beneficiary's plan wherever possible in the survey. This change is intended to help beneficiary's more confidently respond regarding their satisfaction with the plan and their experiences.</p> <p>A red-lined document that identifies each change is provided. These changes do not increase, decrease, or otherwise change the burden associated with this data collection.</p>

Please contact me at [Alice.Leemartin@cms.hhs.gov](mailto:Alice.Leemartin@cms.hhs.gov) or 410 786-1103 if you have any questions. Thank you for your assistance.