

Revisions to CMS-10068 Medicare Ombudsman Customer Service Feedback Survey

Issue #	Section	Action to be performed	Changes	Reason for the Change
1.	(Section 1: Letter from Walter Stone)	Revise as follows:	<p>Replace: 12 pt Times New Roman</p> <p>With: 13 pt Times New Roman</p>	Revised to make survey easier to read.
2.	(Section 1: Letter from Walter Stone) 1st Paragraph, 4 th Sentence	Revise as follows:	<p>Replace: Enclosed is the Office of the Medicare Ombudsman’s response to your request.</p> <p>With: Enclosed is the response to your request from a Medicare Ombudsman Representative within the Medicare Ombudsman Group.</p>	Revised for clarification purposes and to remove “Office of Medicare Ombudsman”.
3.	(Section 1: Letter from Walter Stone) 2 nd Paragraph, 1st Sentence	Revise as follows:	<p>Replace: Office of the Medicare Ombudsman provides</p> <p>With: Medicare Ombudsman Representatives provide</p>	Revised for clarification purposes and to remove “Office of Medicare Ombudsman”.
4.	(Section 1: Letter from Walter Stone) 3 rd Paragraph, 1st Sentence	Revise as follows:	<p>Replace: our</p> <p>With: their</p>	Revised for clarification purposes.
5.	(Section 1: Letter from Walter Stone) 3 rd Paragraph, 1 st Sentence	Revise as follows:	<p>Replace: Office of the Medicare Ombudsman</p> <p>With: Medicare Ombudsman Representative</p>	Revised to remove “Office of Medicare Ombudsman”.

Issue #	Section	Action to be performed	Changes	Reason for the Change
6.	(Section 1: Letter from Walter Stone) 4 th Paragraph, 1st Sentence	Revise as follows:	Replace: won't With: will not	Revised to remove contraction.
7.	(Section 1: Letter from Walter Stone) 4 th Paragraph, 2 nd Sentence	Revise as follows:	Replace: Office of the Medicare Ombudsman responds With: Medicare Ombudsman Representatives respond	Revised for clarification purposes and to remove "Office of Medicare Ombudsman".
8.	(Section 1: Letter from Walter Stone) 5 th Paragraph, 1st Sentence	Revise as follows:	Replace: you may contact Nancy Conn of the Office of the Medicare Ombudsman toll-free at 1-877-267-2323 ext. 68374 With: you may contact Cara Vriezen toll-free at 1-877-267-2323 ext. 65695	Revised for clarification purposes and to remove "Office of Medicare Ombudsman".
9.	(Section 1: Letter from Walter Stone) 6 th Paragraph, 1st Sentence	Revise as follows:	Replace: Office of the Medicare Ombudsman's With: Medicare Ombudsman Representative's	Revised for clarification purposes and to remove "Office of Medicare Ombudsman".
10.	(Section 2: Instructions) Title	Revise as follows:	Replace: MEDICARE OMBUDSMAN CUSTOMER SERVICE FEEDBACK SURVEY With: Medicare Ombudsman Representative Customer Service Feedback Survey	Revised for clarification purposes and spacing concerns.

Issue #	Section	Action to be performed	Changes	Reason for the Change
11.	(Section 2: Instructions) 1st Paragraph, 1st Sentence	Revise as follows:	<p>Replace: This survey is to measure your satisfaction with the customer service _____ provided from the Office of the Medicare Ombudsman only (not Social Security, 1-800-MEDICARE or any other agency or department, please).</p> <p>With: This survey is to measure your satisfaction with the customer service provided by the Medicare Ombudsman Representative, _____, (not Social Security, 1-800-MEDICARE or any other agency or department, please).</p>	Revised for clarification purposes and to remove “Office of Medicare Ombudsman”.
12.	(Section 4: Additional Questions) Question #1	Revise as follows:	<p>Replace: We welcome any suggestions to improve customer service provided by the Office of the Medicare Ombudsman:</p> <p>With: We welcome any suggestions to improve customer service provided by the Medicare Ombudsman Representative:</p>	Revised for clarification purposes and to remove “Office of Medicare Ombudsman”.