

Fast Track Generic Information Collection (GenIC) for the MyMedicare.gov User Satisfaction Survey (0938-1185)

Supplementary Information

Background

Medicare Summary Notices (MSNs) are sent to beneficiaries with Original Medicare regarding their DME, Part A and Part B covered services. The MSNs show all services or supplies that providers and suppliers billed to Medicare, what Medicare paid, and the maximum amount a person with Medicare may owe the provider. The electronic Medicare Summary Notices (eMSNs) is the paperless version of the MSN that people with Medicare can access via their MyMedicare account. The notices are generated monthly and users can access the “View eMSN” page by selecting the Electronic Medicare Summary Notice link on the Quick Links section of the Claims landing page. The text and the layout of the View eMSN page differs based on if the user is subscribed or unsubscribed to eMSNs, and also if the user has eMSN records to view. The eMSN records are available in PDF file format. The user can subscribe or unsubscribe for eMSNs on My Account.

Survey Access

The survey is only viewable on the eMSN portion of the web site. Specifically, the survey is initially “hidden” to the right side of the eMSN page with a tab saying “Feedback.” When the user clicks the “Feedback” tab the survey pops out. Please see the illustration listed below.

The screenshot shows the MyMedicare.gov website interface. The main content area displays "Electronic Medicare Summary Notices (eMSNs)" with a table of notices. A "Feedback" tab is visible on the right side of the page. A red callout box points to the "Feedback" tab with the text: "After the 'Feedback' link is selected the survey expands. Sample survey text used and will be finalized with product owners before release." The survey pop-up is titled "Customer Satisfaction Survey" and includes a "Continue" button. The survey text is placeholder text: "Thank you for visiting our site. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat." The survey questions are: "What is your feedback about?" with options: "Information on this page", "A technical issue", and "Something else".

eMSN Date	Claim Type	View eMSN
9/15/2016	Part A	
8/8/2016	Part A	

You need Adobe Acrobat to view eMSNs. If you don't already have Acrobat on your computer, you'll need to install it now.

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Quick Links

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