

MCBS COVID-19 Rapid Response Supplement Contacting Script

Hello, may I please speak to [RESPONDENT/DESIGNATED PROXY]?

My name is [NAME]; I'm from NORC [at the University of Chicago] calling on behalf of the Centers for Medicare and Medicaid Services. I am calling because you are a [recent/current] participant in the Medicare Current Beneficiary Survey.

We are contacting MCBS respondents to participate in a new short telephone survey about your experiences during the coronavirus or COVID-19 outbreak. We sent you a letter in the mail about this survey. Do you recall receiving the letter?

[IF YES, RECEIVED THE LETTER:] Great! As the letter mentioned, the survey will take about 15 minutes of your time and can be completed over the phone. Would you be available to do the interview now or can we schedule a time for me to call back and do it at your convenience?

[IF NO, DID NOT RECEIVE THE LETTER:] The letter explained the importance of this survey to the Medicare beneficiaries. The survey will take about 15 minutes for your time and can be completed over the phone. Would you be available to do the interview now or can we schedule a time for me to call back and do it at your convenience?

[IF YES, WANTS TO DO THE INTERVIEW NOW:] PROCEED WITH THE INTERVIEW

[IF NO, WANTS TO SCHEDULE AN APPOINTMENT:] SCHEDULE AN APPOINTMENT USING CASE MANAGEMENT SYSTEM