

R88 Advance Materials for Phone Data Collection Summary Crosswalk for OMB

<u><i>File Name</i></u>	<u><i>New or Revised</i></u>	<u><i>Justification</i></u>
R88AdvanceLetterPhone	Revised	Letter has been revised to address phone-based data collection.
R88FacilityPhoneAdvance Letter	Revised	Letter has been revised to address phone-based data collection.
R88BrochurePhone	Revised	Brochure text has been revised to address phone-based data collection. Brochure charts have been revised to include up-to-date data which align with best practices.
R88AdvanceLetterNoPhone	New	New letter to serve as a reminder for beneficiaries to call the study toll-free number in order to participate.
R88ReminderPostcard	New	New mailing to boost response after initial advance letter is mailed.

Community Advance Letter for Phone Data Collection

Revisions Crosswalk for OMB

Items are listed in order of appearance in the original letter. The updated letter items contain the adapted language which relates to the corresponding point in the original letter.

<u>Original Letter for In-Person Data Collection</u>	<u>Updated Letter for Phone Data Collection</u>	<u>Justification for Update</u>
Within the next few weeks, a representative of our agency will be coming to your home to ask permission to interview you about your experiences receiving Medicare services [Paragraph 1].	Within the next few weeks, a representative of our agency will contact you by phone to ask permission to interview you about your experiences receiving Medicare services [Paragraph 1].	Provide clear information regarding what to expect if beneficiaries decide to participate in the survey.
The representative will ask to talk with you for about an hour during that visit or at another time that would be more convenient [Paragraph 1].	The representative will ask to talk with you by phone for about an hour during a time that would be convenient to you [Paragraph 1].	Provide clear information regarding what to expect if beneficiaries decide to participate in the survey.
N/A (new text added)	Your response is important now more than ever, as we gather information about the impact of the recent coronavirus (COVID-19) outbreak on your Medicare and your ability to access health care services [Paragraph 2].	Indicate to beneficiaries that the information collected will relate to experiences during the COVID-19 outbreak.
N/A (new text added)	Your safety and privacy is our greatest priority. Previously, our representatives would visit you in-person to conduct the interview. However, due to the coronavirus outbreak, our interviewers will contact you by phone to set up an appointment and to complete the interview [Paragraph 4].	Reinforce concerns for well-being due to Coronavirus outbreak. Provide clear information regarding what to expect if beneficiaries decide to participate in the survey.
If you have any questions, please call NORC toll-free at 1-877-389-3429, or email mcbs@norc.org . If it would be more convenient for you to set up an appointment for your interview, please call or email us [Paragraph 6].	If you have any questions or would like to schedule an appointment for your phone interview, please call NORC toll-free at 1-877-389-3429, or email mcbs@norc.org [Paragraph 5].	Provide clear information on how beneficiaries may receive more information or schedule an appointment for phone interview.

In total, these changes are intended to introduce telephone outreach and encourage cooperation as the survey temporarily moves from in-person to telephone data collection.

Facility Advance Letter for Phone Data Collection

Revisions Crosswalk for OMB

Items are listed in order of appearance in the original letter. The updated letter items contain the adapted language which relates to the corresponding point in the original letter.

In total, these changes are intended to introduce telephone outreach and encourage cooperation as the survey temporarily moves from in-person to telephone data collection.

<u>Original Letter for In-Person Data Collection</u>	<u>Updated Letter for Phone Data Collection</u>	<u>Justification for Update</u>
Centers for Medicare and Medicaid Services address [Letter header]	Address not listed.	Reduces the number of agencies and addresses referenced in the materials (outer mailing envelope contains NORC return address).
MCBS Logo [Letter footer]	Logo removed.	To select a single logo -CMS logo- as facilities are familiar with the Centers for Medicare and Medicaid Services, thus more receptive to it.
A professional interviewer will contact you within the next few weeks to schedule a visit to your facility [Paragraph 5].	Normally, our representatives visit in-person to conduct the interview. However, due to the coronavirus (COVID-19) outbreak, a professional interviewer will instead contact you by phone within the next few weeks to schedule an appointment and conduct the survey [Paragraph 5].	Introduce temporary telephone protocol for conducting interview.
N/A (new text added)	Your facility's safety and privacy is our greatest priority, so we are taking these necessary precautions [Paragraph 5].	Reinforce concerns for well-being due to Coronavirus outbreak.
Let me emphasize again that your residents' Medicare benefits cannot be affected in any way by the answers that you provide, or by whether or not you choose to participate [Paragraph 5].	Furthermore, your residents' Medicare benefits cannot be affected by the answers that you provide, or by whether or not you choose to participate [Paragraph 4].	This topic has been moved to paragraph 4 of the updated letter and rephrased slightly to improve the flow of the letter.

Brochure for Phone Data Collection

Revisions Crosswalk for OMB

Items are listed in order of appearance in the original brochure. The updated brochure items contain the adapted language which relates to the corresponding point in the original brochure.

In total, these changes are intended to introduce telephone outreach and encourage cooperation as the survey temporarily moves from in-person to telephone data collection.

<u>Original Brochure for In-Person Data Collection</u>	<u>Updated Brochure for Phone Data Collection</u>	<u>Justification for Update</u>
If you take part in this study a specially trained interviewer from our contractor, NORC at the University of Chicago, will come to your house.	If you take part in this study a specially trained interviewer from our contractor, NORC at the University of Chicago, will interview you by phone.	Introduce temporary telephone protocol for conducting interview. Provide clear information regarding what to expect if beneficiaries decide to participate in the survey.
Graphs/charts with data from 2013	Graphs/charts with most recent data, from 2017	Update charts to include more recent data from the 2017 MCBS Chartbook and reformat to make more user friendly.