

Fall 2020 COVID-19 Supplement Contacting Scripts

2016 Panel Completing Fall 2020 COVID-19 Supplement Only

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/RESPONDENT'S NAME is) a recent participant in the Medicare Current Beneficiary Survey.

We are contacting MCBS respondents to participate in a short telephone survey about (your/RESPONDENT NAME's) 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 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 YES, WANTS TO DO THE INTERVIEW NOW:] PROCEED WITH THE INTERVIEW

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

2017-2019 Panels Completing Fall 2020 COVID-19 Supplement Only

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.

You may remember that on [CURRENT ROUND INTERVIEW DATE] we interviewed you and mentioned that we would be calling back to invite you to participate in a short telephone survey about (your/RESPONDENT NAME's) experiences during the coronavirus or COVID-19 outbreak.

[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? We sent you a letter in the mail about this survey. Do you recall receiving the letter?

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

[IF NO, WANTS TO SCHEDULE AN APPOINTMENT:] SCHEDULE AN APPOINTMENT USING R88 NORCSUITE CASE MANAGEMENT SYSTEM

2017-2019 Panels Completing both R88 and Fall 2020 COVID-19 Supplement

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.

You may remember that on [PREVIOUS ROUND INTERVIEW DATE] you had your last interview. Now it's time to schedule your next interview. Would you be available to schedule that interview?

[IF YES, WANTS TO DO THE INTERVIEW NOW:] Ok great! In addition to the regular MCBS interview, we are also inviting MCBS respondents to participate in a short telephone survey about (your/RESPONDENT NAME's) 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:] As the letter mentioned, the survey will take about 15 minutes of your time and can be completed over the phone. Would you like to take the coronavirus survey now before we start the regular interview?

[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 of your time and can be completed over the phone. Would you be available to do the coronavirus interview now before we start the regular interview?

[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

[IF NO, WANTS TO SCHEDULE AN APPOINTMENT:] Before I schedule the interview, we are also inviting MCBS respondents to participate in a short telephone survey about (your/RESPONDENT NAME's) experiences during the coronavirus or COVID-19 outbreak. The survey will take about 15 minutes of your time and can be completed over the phone. We sent you a letter in the mail about this survey. Do you recall receiving the letter?

[IF YES, RECEIVED THE LETTER:] Would you be available to do the coronavirus survey now and we'll schedule a time for me to call back to do the regular MCBS interview?

[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 take the coronavirus survey now and I'll call back on [APPOINTMENT DATE, TIME] to do the regular MCBS interview?

[IF YES, WANTS TO DO THE CORONAVIRUS INTERVIEW NOW AND R88 INTERVIEW LATER:]
SCHEDULE AN APPOINTMENT FOR THE MAIN MCBS INTERVIEW USING R88 NORCSUITE CASE
MANAGEMENT SYSTEM AND THEN PROCEED WITH THE INTERVIEW

[IF NO, WANTS TO SCHEDULE AN APPOINTMENT FOR BOTH CORONAVIRUS AND R88
INTERVIEWS:] SCHEDULE AN APPOINTMENT USING R88 NORCSUITE CASE MANAGEMENT
SYSTEM