



[Mailing\_ID]

[Month, Year]

[Respondent Name]

[Respondent Address]

[Respondent City, State Zip]

Dear [Respondent Name]:

Recently we attempted to contact you regarding your experiences receiving health care services during the COVID-19 pandemic. An invitation letter was mailed to you last month; we have included another copy of that letter for your reference. In addition, a professional NORC interviewer has tried to reach you by phone within the past several days.

First, if you have already completed the interview we thank you for taking time to speak with us. If you have not participated yet, I am writing to ask you to schedule a time with a NORC interviewer to discuss this important study. The interview can be completed by phone at a time that is convenient for you.

**To complete the interview, call us at 1-877-389-3429.**

We respect your right to security and privacy. Your participation in the survey is your choice. As a reminder, your Medicare benefits cannot be affected in any way by your decision to participate or the answers you provide.

We look forward to talking with you about this important survey. You can email [mcbs@norc.org](mailto:mcbs@norc.org) or call the toll-free number above to speak with a project interviewer.

Sincerely,

Debra Reed-Gillette, Director  
Survey Management and Analytics Group  
Centers for Medicare & Medicaid Services