

[Month], [Year]

Dear [Billing Office Representative]:

I am writing to request your assistance as we conduct an important study called the Medicare Current Beneficiary Survey (MCBS). This assistance would include your participation in the collection of billing information on behalf of [(a facility)/(facility name)], for which your office manages billing.

Since 1991, the Centers for Medicare and Medicaid Services (CMS), part of the U.S. Department of Health and Human Services, have conducted the MCBS in order to better understand the needs of Americans enrolled in Medicare. It is the nation's primary source of information about how Medicare affects the people it serves, and we intend to use the information collected to improve the Medicare program. Because we cannot interview everyone on Medicare, a sample of 16,000 Medicare beneficiaries was selected to represent all of those on Medicare.

A portion of the selected Medicare beneficiaries reside in long-term care facilities. These beneficiaries are extremely important to the study because long-term care issues are at the forefront of the national health policy agenda. We have already spoken to the facility in which a beneficiary resides to collect their health care utilization information. **We now need your help to collect information on the health care costs of this beneficiary in [(a facility)/(facility name)], for which your office manages the billing.**

For the most recent public version of the questions you may be asked, you may visit: [cms.gov/Research-Statistics-Data-and-Systems/Research/MCBS/Questionnaires](https://www.cms.gov/Research-Statistics-Data-and-Systems/Research/MCBS/Questionnaires)

All of the information your organization provides will be kept private to the extent permitted by law, as prescribed by The Federal Privacy Act of 1974. Your participation is voluntary, and your relationship with programs administered by CMS will not be affected by whether you elect to participate or not.

NORC at the University of Chicago, a respected social science research organization, has been contracted to conduct the MCBS. A professional interviewer will contact you within the next few weeks to schedule an interview time.

If you have any questions about the study or would like to schedule an appointment, please call NORC toll-free at 1-844-777-2151, or email NORC at mcbs@norc.org. The Medicare Current Beneficiary Survey is important. Please help us in this national effort to improve the Medicare program.

Sincerely,



Marina Vornovitsky
Director, Medicare Current Beneficiary Survey
Centers for Medicare and Medicaid Services