

Request for Approval under the “Generic Clearance for the Collection of Routine Customer Feedback” (CMS-10748, OMB Control Number: 0938-1185)

TITLE OF INFORMATION COLLECTION:

Account Manager Satisfaction Survey

PURPOSE:

The President’s Management Agenda (PMA) lays out a long-term vision for modernizing the Federal Government in key areas that will improve the ability of agencies to deliver mission outcomes, provide excellent service, and effectively steward taxpayer dollars on behalf of the American people. More specifically, CAP Goal #4, Improved Customer Experience with Federal Services, charges federal agencies will provide a modern, streamlined, and responsive customer experience across Government, comparable to leading private-sector organizations.

CMS/OPOLE’s Account Managers are responsible providing day-to-day technical assistance and program support to Medicare Advantage Organizations, PACE Organizations, Medicare-Medicaid Plans, Section 1833 Cost Contractors and Section 1876 Cost Contractors, and Part D Sponsors. There are up to 300 such parent organizations, responsible for providing health insurance and prescription drug coverage for approximately 50 million Medicare beneficiaries (and growing). Thus, providing informed and quality responses to plan questions timely, and addressing plan administration/compliance issues, are essential Account Manager responsibilities with substantive impact on Medicare beneficiaries’ health and well-being. Measuring Account Manager satisfaction from the perspective of these organizations (CMS’s customer), will provide feedback on how well OPOLE is performing and could identify opportunities for improvement. It is anticipated that organizations will appreciate the opportunity to provide Account Manager feedback and aid CMS with understanding how we can better meet their needs in the future.

The survey is to be administered anonymously via the internet, with one survey per parent organization. PACE organizations will receive a slightly different survey. Both survey instrument questions are included in this package. CMS will not publish this information or share the results, even in the aggregate, with these organizations.

DESCRIPTION OF RESPONDENTS:

The respondents would be the organization primary point of contact, often the organization’s compliance officer,

TYPE OF COLLECTION: (Check one)

- | | |
|---|--|
| <input type="checkbox"/> Customer Comment Card/Complaint Form | <input checked="" type="checkbox"/> Customer Satisfaction Survey |
| <input type="checkbox"/> Usability Testing (e.g., Website or Software | <input type="checkbox"/> Small Discussion Group |
| <input type="checkbox"/> Focus Group | <input type="checkbox"/> Other:_____ |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.
5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

Name: Paul R. Collura

To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? [] Yes [X] No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? N/A
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? N/A

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? [] Yes [X] No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Parent organization representative (primary point of contact)	Up to 300 per year	10 minutes	50 Hours
Totals	Up to 300 per year	10 minutes	50 Hours

FEDERAL COST: CMS/OPOLE is planning to conduct up to 300 surveys per year using a free survey data collection tool (e.g. SurveyMonkey). Alternatively, upon OMB approval, OPOLE may look to leverage an existing contract that could also be used for this purpose if it is at a low/negligible cost.

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents and do you have a sampling plan for selecting from this universe?
[X] Yes [] No

If the answer is yes, please provide a description of both below (or attach the sampling plan)? If the answer is no, please provide a description of how you plan to identify your potential group of respondents and how you will select them?

CMS/OPOLE already knows its primary points of contact at each of the parent organizations. No formal data gathering effort will be necessary to identify the universe of respondents.

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
 - Web-based or other forms of Social Media
 - Telephone
 - In-person
 - Mail
 - Other, Explain
2. Will interviewers or facilitators be used? Yes No