

Frequently Asked Questions about the Medicare Current Beneficiary Survey

What is the Medicare Current Beneficiary Survey?

The Medicare Current Beneficiary Survey (MCBS) is an ongoing survey designed to learn more about the people who use Medicare and improve the Medicare program. MCBS data provide legislators, policy makers, and Congress with more information about how Medicare is used and how it affects beneficiaries like you. The Centers for Medicare & Medicaid Services (CMS), part of the U.S. Department of Health and Human Services, oversees the Medicare program and sponsors this survey.

Why is it important to participate in this survey?

The survey will help us understand how Medicare affects you, and what, if any, problems you have with it. The information you provide us will be used to make Medicare work better for you, both now and in the future. To conduct the survey, a professional interviewer will contact you by phone or in person to ask questions about your health, your health care, and how much it costs.

Why have I been selected to participate?

As part of a randomly selected sample of beneficiaries, you represent thousands of other Medicare beneficiaries. Your participation is important to accurately represent the experiences of all types of beneficiaries in the United States, regardless of health status. You cannot be replaced.

What types of questions will I be asked?

We will ask you questions about your recent experiences with Medicare, such as:

- Where do you usually go for health care?
- How do you usually schedule your health care appointments?
- How satisfied or dissatisfied are you with the out-of-pocket costs you paid for health care?
- How easy or difficult do you think the Medicare program is to understand?
- What are your suggestions or concerns about Medicare?

How long does it take?

Your first interview will last about an hour. We will also interview you again next year. Subsequent interviews can take around 90 minutes, depending on your health status as well as your use of health care services.

Will helping with this survey affect my Medicare benefits in any way?

No, your benefits will not be affected in any way by your answers. Also, your benefits will not be affected by your decision to participate in this survey or not.

How do I know my answers will be kept private?

Your answers are protected under the Federal Privacy Act of 1974. The information you report is combined with information provided by many others and only used to describe Medicare beneficiaries as a group. No information that could identify you individually is publicly released.

How will I recognize the Survey Interviewer?

If you have any questions about the credibility of an interviewer or your survey participation, you can visit <http://www.norc.org/verifyme>, call 1-866-856-NORC, or email surveyhelp@norc.org. You may ask for an interviewer's employee ID number on their badge and verify they work at NORC using any of the resources above.

The interviewer is a representative from NORC at the University of Chicago who wears an official NORC ID badge with their picture, name, title, ID number and signature, as pictured to the right. On the back is a distinctive hologram and phone number to call to confirm the interviewer's identity.



How can I make an appointment or get more information?

If you receive a letter in the mail or if an interviewer contacts you, you may schedule an appointment using the information provided. You can even schedule the appointment for in the evening or on a weekend.

If you would like to contact us to schedule an appointment, please call us toll free at 1-844-777-2151. You may also visit our Contact Us page at <https://www.mcbs-contactus.norc.org> to request a representative contact you to schedule your appointment or answer questions you may have. In the meantime, if you would like to learn more about the Medicare Current Beneficiary Survey, including recent reports and data:



Call us at
1-844-777-2151



Email us at
mcbs@norc.org



Visit us at
www.mcbs.norc.org &
www.cms.gov/MCBS

