

MCBS Pulse - Frequently Asked Questions

What is the purpose of this special survey, MCBS Pulse?

The purpose of this survey is to understand your experiences with Medicare and how well it works to serve your health care needs. Medicare wants to know your opinions on topics like technology use, trust in your health care provider, and prior authorizations for medical care. This survey is being conducted by NORC at the University of Chicago on behalf of Medicare.

How was I selected to participate?

You were selected to participate because you previously participated in the MCBS and agreed to be contacted for future studies.

What types of questions will you ask me?

Medicare wants to hear your opinions about how well the healthcare system is working for you, your use of technology, and your thoughts on how Medicare could improve healthcare experiences for beneficiaries like you.

How long will this interview take?

This interview will take about 15-20 minutes to complete. We will interview you by telephone.

I thought I completed my participation in MCBS. Why are you calling me now?

At the end of your final MCBS Interview, you indicated that you would be willing to be contacted for future surveys. We are contacting recent MCBS respondents for this one-time, short survey. This is a unique opportunity for you to share your thoughts with Medicare about new policy topics like technology use and trust in your health care providers. This is not an invitation for another multi-year survey.

How will I know that my information will be kept private?

Your privacy is important to us! Your answers are protected by the Privacy Act of 1974. The information you provide 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 ever publicly released. Your Medicare benefits will not be affected in any way by your survey responses or participation.

Should you have any other questions, please call us at 1-877-389-3429 or email us at mcbs.pulse@norc.org.