

## **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 of your participation in MCBS.

### **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.

### **How is this different from my usual interview for the MCBS?**

This is a special phone interview, separate from your usual MCBS interview. We are contacting MCBS respondents for a short opinion survey. This is a unique opportunity for you to share your thoughts on the healthcare system with Medicare and provide input on ways Medicare can improve your healthcare experience. You will not be asked about your health care visits or costs and do not need to prepare any paperwork for this short survey.

### **Does my MCBS Interviewer know about this special survey request?**

Yes! Your MCBS Interviewer is aware of this survey request and can help answer questions or address concerns. However, you will complete this special short survey with a professional NORC telephone interviewer.

### **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](mailto:mcbs.pulse@norc.org).**