



Dear [first_name][last_name]:

Thank you for your continued participation in the Medicare Current Beneficiary Survey (MCBS). Within the next few weeks, an MCBS interviewer will contact you to schedule your next interview about your experiences receiving Medicare services.

We are excited to share that you can now choose to do your interview by video call. Video calls let you connect face to face with your interviewer, which can make it easier to communicate and share your information. Telephone and in-person interviewing are still available, if you prefer.

If you choose a video interview, here's how it will work:

1. An MCBS interviewer will call you to schedule your interview.
2. The interviewer will send you an email with a link to join the video call on Microsoft Teams.
3. If you plan to use a smartphone or tablet, you will need to download the free Microsoft Teams application from the Apple App Store or Google Play Store ahead of time. If you are joining from a computer, you do not need to download the Microsoft Teams application.
4. At your scheduled time, click the Microsoft Teams link in the email to start your interview.

What you'll need for a video interview:

- Basic comfort with digital technology
- A reliable internet connection
- A device with a camera and microphone, such as a laptop, tablet, or smartphone
- The free Microsoft Teams application (required only for tablet or smartphone)

If you would like to schedule a video interview appointment or have any questions, please contact your field interviewer. You can also reach NORC toll-free at 1-844-777-2151 or email mcbs@norc.org; hours of operation are weekdays from 8 AM to 6 PM CST.

Thank you again for your continued support of the Medicare Current Beneficiary Survey.

Sincerely,

A handwritten signature in black ink, appearing to read "Marina Vornovitsky", is positioned below the "Sincerely," text.

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