

Supporting Statement – Part B

Collections of Information Employing Statistical Methods Medicaid.gov Feedback Survey

1 . Describe (including a numerical estimate) the potential respondent universe and any sampling or other respondent selection method to be used. Data on the number of entities (e.g., establishments, State and local government units, households, or persons) in the universe covered by the collection and in the corresponding sample are to be provided in tabular form for the universe as a whole and for each of the strata in the proposed sample. Indicate expected response rates for the collection as a whole. If the collection had been conducted previously, include the actual response rate achieved during the last collection.

The respondent universe includes users who access Medicaid.gov will have the opportunity to provide feedback. Typically, these individuals self-identify as ‘consumers’ of health care services or policy professionals who use the extensive data on Medicaid.gov to support their work. The feedback tab will always be available to leave feedback. No personal information will be requested or collected.

Data Collection under OMB 0190-0008

CY 2025

813 Responses

<i>Category of Respondent</i>	<i>No. of Respondents</i>	<i>Participation Time (per survey)</i>	<i>Burden Hours</i>
<i>Medicaid beneficiaries</i>	747	1 minute	12.5 hours
<i>Policy Professionals</i>	66	1 minute	1.1 hours
<i>Totals</i>	813	1 minute	13.6 hours

2. Describe the procedures for the collection of information including:

- Statistical methodology for stratification and sample selection,
- Estimation procedure,
- Degree of accuracy needed for the purpose described in the justification,
- Unusual problems requiring specialized sampling procedures, and

- Any use of periodic (less frequent than annual) data collection cycles to reduce burden.

The Feedback tool offers an ongoing opportunity to provide feedback. No unusual problems require specialized sampling procedures. Data collection is on-going and data can be viewed at any time. There is no additional burden to users and they can access it if and whenever they choose.

3. Describe methods to maximize response rates and to deal with issues of non-response. The accuracy and reliability of information collected must be shown to be adequate for intended uses. For collections based on sampling, a special justification must be provided for any collection that will not yield 'reliable' data that can be generalized to the universe studied. *The findings of our current survey show a high completion rate from “Medicaid beneficiaries” who are looking for information specific to their circumstances and “Policy Professionals” who use the site for program and operational purposes. The Feedback survey contributes substantially to the total data collected by the Medicaid.gov surveys however, its unique nature requires that it take even less time to complete than the Medicaid.gov pop-up survey. The non-substantive changes to the Feedback survey maintain consistency with the other surveys and recognize the variety and needs of our users. The minor wording changes are informed by previous survey results and industry best practices and are appropriate to user identities while allowing the user to focus on sharing their experience. These non-substantive changes will facilitate a minimal burden on the user while ensuring quality data.*

4. Describe any tests of procedures or methods to be undertaken. Testing is encouraged as an effective means of refining collections of information to minimize burden and improve utility. Tests must be approved if they call for answers to identical questions from 10 or more respondents. A proposed test or set of tests may be submitted for approval separately or in combination with the main collection of information. *The online survey will be tested both in practice and in code prior to publication. This will confirm the utility of the survey as well as its function on the site.*

5. Provide the name and telephone number of individuals consulted on statistical aspects of the design and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.

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