

To: Jamie Wilson
Office of Information and Regulatory Affairs (OIRA)
Office of Management and Budget (OMB)

From: James Krometis
Centers for Medicare & Medicaid Services
Office of Enterprise Data & Analytics

Date: September 11, 2026

Subject: Non-Substantive Change Request – Salesforce Customer Relationship Management Satisfaction Survey (CMS-10966; OMB# 0938-1382)

This memo requests approval of non-substantive changes to the approved information collection, Salesforce Customer Relationship Management Satisfaction Survey (CMS-10966; OMB# 0938-1382)

BACKGROUND

The purpose of this survey is to evaluate overall satisfaction with the OEDA Salesforce Customer Relationship Management (CRM) system. CMS/OEDA recently consolidated three separate, external data request sources (ResDAC, QECF, SDRC) into one source for all stakeholders. The goal is to streamline the data request experience for external stakeholders. CMS will use this information to analyze the overall effectiveness of the CRM system and locate areas for improvement. Qualtrics will be the host for the survey, and it will be integrated within Salesforce. Qualtrics is a cloud-based experience management platform that enables organizations to create, distribute, and analyze surveys to gather actionable insights from customers, employees, and markets. This survey will be used to establish a baseline of user satisfaction and to identify areas for customer service improvement.

The survey is to be administered at the conclusion of an end user's interaction within the CRM system or email interaction and will be voluntarily.

OVERVIEW OF REQUESTED CHANGES

The Office of Enterprise Data Analytics (OEDA) is requesting to make the following edits to the currently approved survey. The following changes have no impact on the currently approved burden for this information collection. No data elements have been added or removed. CMS has made minor non-substantive revisions to the currently approved questions.

- Current Question 1: Overall, how satisfied were you with your experience requesting data from CMS?
- New Question 1: Overall, how satisfied were you with your experience working with CMS?
- Current Question 2: How clear was the information you received throughout the request process?

- New Question 2: How clear was the information you received throughout the process?

CMS is also correcting the approved burden within the system to reflect the correct burden provided within the already approved supporting statement. This change will reflect a burden of 500 hourly burden opposed from the approved 50 hourly burden.