

Medicare Experience Journey Overview

OMB Control Number: 0938-1382

GenIC #13 - TRIPTK

Hello! We'd like to get a better understanding of the moments that have made up your experience with Medicare (we're calling that your *Medicare Journey*.) There is no right or wrong way to fill this out .. this is solely from your perspective, so we want you to include in your journey the moments that are/were most impactful to you. This exercise should take 15 minutes and can be completed at a time that is convenient for you. If needed, we can help you to complete it. Once you complete the homework, we will ask for you to share it back prior to your meeting with the researchers. If you are unable to send it back, we will work with you to ensure a process that best meet your needs.

Think of this exercise as an opportunity to detail the key moments or big chapters you encountered along the way – where it all started through to where you are now. These moments can be positive, negative, or in-between - what's most important is that you are describing what was true for you. For each chapter, go from top to bottom answering the following prompts:

What is the chapter: what would you call this phase in your journey? Your word or phrase can be a label, like a chapter heading, an emotion (what this chapter felt like), or any word that comes to mind that describes what it was like.

Key moments: describe what was happening in that moment that made it stand out. Remember - these can be challenges or highlights!

Support and tools: who or what (people, places, technology etc) helped you in that moment?

Mood: tell us (or draw!) how you were feeling during that chapter? This can be words, sketches, emojis, etc - whatever gets the feeling across.

PRA Disclosure Statement

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Medicare Experience Journey Map

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Chapters If your experience was a book, what would you name each chapter? It can be a phrase, a feeling, a single word, etc...					
Key Moments What are the big moments that have occurred along the way? Highs, lows, surprises, etc..					
Support Where did you go to get the support you needed. Who or what supported you? This might be a person, place, written materials, websites, etc...					
Mood How did you feel during each chapter? Use words or drawings to share your feelings.  ↔ 					