

**Request for Approval under the “Generic Clearance for the Collection of
Routine Customer Feedback” (OMB Control Number: 0938-1185)**

TITLE OF INFORMATION COLLECTION:

Blue Button API Developer Experience Customer Satisfaction Survey. (CMS-10924)

PURPOSE:

The Blue Button API is a standards-based application programming interface (API) that delivers Medicare Part A, B, and D data for over 60 million people with Medicare and supports enrollees by providing them with their claims data. Blue Button 2.0 facilitates and expands the secure electronic exchange of health information from Medicare to its enrollees, helping them track their health data following nationally recognized standards.

The Blue Button API support team aims to:

1. Provide the technology required for 3rd-party application developers to create apps that solve enrollees’ health data needs
2. Support those developers with questions or issues when they work with the Blue Button API.
3. Increase enrollees’ access to their Medicare claims data.

This fast-track request is to conduct a customer satisfaction survey and collect support and performance feedback from private-sector engineers and product owners building with the Blue Button API.

DESCRIPTION OF RESPONDENTS:

This survey will be conducted among engineers or product team members who actively use the Blue Button API. The Blue Button API team has contact information for each organization since they had to go through an approval process to receive authorization to use the API.

TYPE OF COLLECTION: (Check one)

- | | |
|--|--|
| ☐ Customer Comment Card/Complaint Form | ☒ Customer Satisfaction Survey |
| ☐ Usability Testing (e.g., Website or Software) | ☐ Small Discussion Group |
| ☐ Focus Group | ☐ Other: Workgroup Feedback Survey |

CERTIFICATION:

I certify the following to be true:

1. The collection is voluntary.
2. The collection is low-burden for respondents and low-cost for the Federal Government.
3. The collection is non-controversial and does not raise issues of concern to other federal agencies.
4. The results are not intended to be disseminated to the public.

5. Information gathered will not be used for the purpose of substantially informing influential policy decisions.
6. The collection is targeted to the solicitation of opinions from respondents who have experience with the program or may have experience with the program in the future.

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To assist review, please provide answers to the following question:

Personally Identifiable Information:

1. Is personally identifiable information (PII) collected? ☐ Yes ☒ No
2. If Yes, will any information that is collected be included in records that are subject to the Privacy Act of 1974? ☐ Yes ☐ No
3. If Yes, has an up-to-date System of Records Notice (SORN) been published? ☐ Yes ☐ No

Gifts or Payments:

Is an incentive (e.g., money or reimbursement of expenses, token of appreciation) provided to participants? ☐ Yes ☒ No

BURDEN HOURS

Category of Respondent	No. of Respondents	Participation Time	Burden
Private sector engineers and product owners	200	20 minutes	67 hrs
Optional follow-up interviews	20	30 minutes	10 hrs
Totals	220	50 minutes	77 hrs

FEDERAL COST: The estimated annual cost to the Federal government is zero dollars.

If you are conducting a focus group, survey, or plan to employ statistical methods, please provide answers to the following questions:

The selection of your targeted respondents

1. Do you have a customer list or something similar that defines the universe of potential respondents, and do you have a sampling plan for selecting from this universe?

☒ Yes ☐ No

Administration of the Instrument

1. How will you collect the information? (Check all that apply)
☒ Web-based or other forms of Social Media
☐ Telephone

- ☐ In-person
- ☐ Mail
- ☐ Other, Explain –

2. Will interviewers or facilitators be used? ☒ Yes ☐ No
 - a. For only those who opt in to be interviewed remotely, potentially up to 20 each year.