



July 18, 2022

[Mailing_ID]
[first_name] [last_name]
[ADDR1] [ADDR2]
[City], [State] [zip]

Dear [first_name] [last_name]:

Within the next few weeks, a representative of our agency will contact you to ask permission to interview you about your experiences receiving Medicare services. The representative will ask to talk with you for about an hour during a time that would be convenient.

The Centers for Medicare & Medicaid Services is conducting this study to better understand the experiences of people with Medicare. The best way to gather this information is by hearing directly from people with Medicare.

We have selected you as part of a sample of people with Medicare from across the United States that can give us an accurate picture of how well people's health care needs are being met.

Your participation in the study is your choice. Your Medicare benefits cannot be affected in any way by your decision to participate or the answers you provide, and your information will be kept private to the extent permitted by law, as prescribed by the Federal Privacy Act of 1974.

The representative who will contact you is from NORC at the University of Chicago, the research institution collecting this information for us. If we are unable to reach you by phone, our representative may visit you in-person to conduct the interview. This person will have identification showing they are a representative for this Medicare survey.

If you have any questions, please call NORC toll-free at 1-844-777-2151, or email mcbs@norc.org. If it would be more convenient for you to set up an appointment for your interview, please call or email us. The enclosed brochure has more information about why we are conducting this study. You can also visit the study website at mcbs.norc.org.

I hope you'll be able to help us with this important project to improve Medicare services.

/Marina Vornovitsky/

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



Dear [Name]:

Recently we attempted to contact you regarding the Medicare Current Beneficiary Survey (MCBS). NORC is contracted by the Centers for Medicare & Medicaid Services to conduct the MCBS. We mailed you a letter in late July and we have included another copy of this letter for your reference. In addition, one of our professional NORC interviewers has tried to reach you by telephone.

First, if you have already completed the survey we thank you for taking time to speak with us. If you have not yet completed the survey, I am writing to request your permission to schedule a phone call with one of our interviewers to discuss this important study. The survey can be completed by phone at a time that is convenient for you.

To complete the interview, call us at 1-844-777-2151.

You have been invited to participate in the MCBS as one of the many people eligible for Medicare. Your participation helps provide an accurate picture of how well the health care needs of people like you are being met across the United States. We respect your right to security and privacy. Your participation in the survey is your choice. Your Medicare benefits cannot be affected in any way by your decision to participate or the answers you provide.

We look forward to talking with you about this important survey. You can visit the survey website at mcbs.norc.org or call the toll-free number above to speak with a representative to learn more about the MCBS.

/Marina Vornovitsky/

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