




## Provide a seamless online healthcare customer experience to meet the growing expectations and needs of tech savvy Medicare beneficiaries.

- eMedicare is an innovative multi-year initiative to update our resources to meet the expectations of current and future Medicare beneficiaries by providing a seamless, transparent online experience that offers simple tools and information to help consumers make good decisions.
- CMS recognizes the increasing role of technology in the lives of people with Medicare along with growing expectations for information that is current and personalized. Through eMedicare we will deliver personalized and customized information in the formats that our beneficiaries prefer.
- eMedicare's new suite of tools provides price and quality information to empower consumers to get the best value from their coverage and better understand Medicare's complex landscape.
- The eMedicare initiative expands and improves on current consumer service options. People with Medicare will continue to have access to existing resources such as the 1-800 toll free line and paper copies of the Medicare & You handbook and the Medicare Summary Notice.

### Our actions have delivered results

- CMS launched the eMedicare initiative in 2018 to empower beneficiaries with simple decision support tools, cost information, and enhanced customer support. The first phase of the eMedicare suite includes:
  - For the first time in a decade, the Centers for Medicare & Medicaid Services (CMS) launched a modernized and redesigned Medicare Plan Finder. The Medicare Plan Finder provides users with a personalized experience through a mobile friendly and easy-to-read design that will help them learn about different options and select coverage that best meets their health needs.
  - Enhanced interactive online decision support to help people better understand and evaluate their Medicare coverage options and costs between Medicare and Medicare Advantage.
  - A new online service that lets people quickly see how different coverage choices will affect their estimated out-of-pocket costs.
  - A new price transparency tool that lets consumers compare the national average costs of certain procedures between ambulatory surgery centers and hospital outpatient settings. For example, people with Original Medicare can use this tool to find out they would pay on average \$198 for cataract surgery in an outpatient ambulatory surgery center or \$384 in the outpatient hospital setting.
  - A new web chat option in the Medicare Plan Finder, which is one of the most used tools on [Medicare.gov](https://www.medicare.gov).