Dear Medicare Beneficiary:

As a person with Medicare, you deserve to get the highest quality medical care when you need it, from doctors that you trust. The Centers for Medicare & Medicaid Services (CMS) is the federal agency that administers the Medicare program, and its responsibility is to ensure that you get that high quality care at a reasonable price. One of the ways CMS can fulfill that responsibility is to find out directly from you about the care you are currently receiving under the Medicare program.

CMS is conducting a survey of people with Medicare to learn more about the health care services you receive. Your name was selected at random by CMS from among Medicare enrollees. We would greatly appreciate it if you would take the time, about 15 minutes, to fill out this questionnaire. The accuracy of the results depends on getting answers from you and other people with Medicare selected for this survey. This is your opportunity to help CMS serve you better.

If you changed your Medicare plan for 2019, please answer the questions in the survey thinking about your experiences in the last six months of 2018. All information you provide will be held in confidence and is protected by the Privacy Act. The information you provide will not be shared with anyone other than authorized persons at CMS and the research organizations assisting us with this survey. **You do not have to participate in this survey. Your help is voluntary and your decision to participate or not to participate will not affect your Medicare benefits in any way.** However, your knowledge and experiences will help other people with Medicare make more informed choices, so we hope you will choose to help us.

We recently mailed this same survey to you, but we haven’t received it back from you. Learning about your experiences is very important to us. Your knowledge and experiences could help other people with Medicare to make more informed choices. If you have already sent the survey back, thank you for completing the survey. If you have any questions about the survey or would like to find out how to complete the survey by phone, please don’t hesitate to call IMPAQ International toll-free at1-888-942-2477 anytime from 9:00 am to 9:00 pm your local time.

Thank you for your help with this important survey.

Sincerely,



Amy Larrick Chavez-Valdez

Director

Medicare Drug Benefit and C&D Data Group