



## If You Receive the Medicare Provider Experience Survey, You May Have Some Questions

**What is the purpose of the survey?** This provider's office and the Centers for Medicare & Medicaid Services conduct the survey to learn about the experience Medicare beneficiaries have when obtaining health care services—for example, ease in getting appointments, whether your care team listens carefully to you, and whether your provider is aware of health care you may have received from other providers.

**How did the survey get my name and contact information?** The Centers for Medicare & Medicaid Services uses scientific sampling procedures to select a random sample of Medicare beneficiaries who received services from this health care provider in the past year. If you are selected, your name and contact information are given to a survey vendor. The vendor does not have your medical information. The survey and vendor are compliant with all Health Insurance Portability and Accountability Act (HIPAA) laws.

**What is the timeline for the survey?** Surveys are mailed in September. If you receive a survey and have not sent it back by early November, the vendor will call you to conduct the survey by phone.

**How long does the survey take?** The survey takes about 10 minutes to complete.

**Do I need to respond?** You do not have to respond to the survey. However, your feedback is important and valued, and will help improve the experience of care Medicare beneficiaries receive. Your decision to participate will not affect your health care or your insurance.

**Is my information confidential?** Yes. The vendor keeps your answers to the survey questions confidential. Your provider will only see results in summary form, without your name.

**What if I need assistance?** Ask a family member or friend to help you by recording your answers, reading the survey to you, or translating it into your language. If you cannot respond because of poor health or cognitive or physical limitations, someone knowledgeable about your care can take the survey on your behalf.

**Is the survey available in other languages?** Surveys are available in English and Spanish. If you need a Spanish-language survey, call the toll-free number on the original survey you received, and the vendor will mail a survey in Spanish or connect you with a bilingual telephone interviewer.