



Hello Medicare, is that really you?

Medicare will be conducting their Beneficiary Survey via phone due to the COVID-19 pandemic. If you are chosen for the survey, you will receive a letter to schedule a phone interview and alert you that NORC, a company working with Medicare, will be calling you.

Be aware that scammers often pretend to be from Medicare to steal your information. Don't give your personal information over the phone unless you can verify the caller. If you get a call and aren't sure it is legitimate, contact the Medicare surveyors (NORC) at 1-877-389-3429 to make sure it was really them calling.

The Medicare Current Beneficiary Survey (MCBS) is a survey of people with Medicare that is starting soon. Medicare uses it to learn more about things like how people get their health care, the rising cost of health care, and how satisfied people are with their care.

You may be selected to participate in the MCBS.

If so, you'll get a letter explaining that someone from NORC at the University of Chicago will be in touch to set up an interview. NORC is the company that helps Medicare conduct the survey.

If you have questions about mail you get about Medicare, visit <https://smpresource.news/MedicareMail> or talk to the AR SMP — 866-726-2916.

If you have been contacted to participate in the Medicare Current Beneficiary Survey (MCBS) and would like to verify your selection in this study, please contact NORC toll free at 1-877-389-3429.

CALL THE AR SMP if you have any questions — 866-726-2916

