

PRA Disclosure Statement

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is **0938-1185 (Expires 11/30/2022)**. This is a **voluntary** information collection that will be used to gather customer satisfaction information. Specifically, this information collection request will be used to collect feedback from Medicare providers about their experience with the Centers for Medicare & Medicaid Services (CMS) Provider Communications Group (PCG) communication strategies, activities, and products, including the Medicare Learning Network®. The information collection request will collect data subject to the Privacy Act of 1974. The related System of Records Notice (SORN), **09-90-1901 HHS Correspondence, Customer Service, and Contact List Records**, published on June 30, 2019 (84 FR 28823). The time required to complete this information collection is estimated to average **20 minutes** per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850. ******CMS Disclosure**** Please do not send applications, claims, payments, medical records, or any documents containing sensitive information to the PRA Reports Clearance Office. Please note that any correspondence not pertaining to the information collection burden approved under the associated OMB control number listed on this form will not be reviewed, forwarded, or retained. If you have questions or concerns regarding where to submit your documents, please contact MLN@cms.hhs.gov.**

Privacy Act Notice:

The Centers for Medicare & Medicaid Services (CMS) collects information from Medicare providers to improve their customer experience with PCG communication strategies, activities and products. Executive Order 12862 authorizes federal agencies, like CMS, to survey its customers for the quality of service they want and their satisfaction with the existing service.

CMS may use and disclose providers’ survey responses as specified in the System of Records Notice (SORN) “HHS Correspondence, Customer Service, and Contact List Records”, System No. 09-90-1901, 84 Federal Register 28823, June 20, 2019, and as permitted by the Privacy Act of 1974. Your response to this survey is voluntary. However, failure to respond may affect CMS’ efforts to improve provider customer service offered by PCG.

<u>Privacy Policy</u>	
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