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By -

RareBooksClub. Paperback. Book Condition: New. This item is printed on demand. Paperback. 62 pages. Original publisher: Washington, D. C. : U. S. Government Accountability Office, 2004 OCLC Number: (OCoLC)57350656 Subject: Medicare. Excerpt: . . . with the highest accuracy rate for all of our questions. Similarly, for question 1 - choosing a prescription drug discount card - CSRs answered accurately 76 percent of the time. By July 2004, when we placed our calls, a large number of CSRs had been recently hired and trained specifically to answer this question, using a script and a Web-based tool. In contrast, for question 2 calls about the 600 prescription drug credit, CSRs answered inaccurately 79 percent of the time. CSRs scored poorly on this question primarily because they based their answers on the beneficiary's total income without considering that some specific types of income should not be included in the calculation of eligibility for the credit. CSRs would have had to access two scripts to correctly answer the question, because the more general script on the topic did not contain all of the needed information. Question 5, which addressed Medicare part B enrollment, also had a relatively high inaccuracy rate - 41...

Reviews

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