

April 9, 2020

Centers for Medicare & Medicaid Services  
Department of Health and Human Services  
Attention: CMS-10450

## Re: (CMS-10450) Emergency Clearance: Public Information Collection Requirements Submitted to the Office of Management and Budget (OMB)

We thank the Centers for Medicare & Medicaid Services (CMS) for the opportunity to comment on the telehealth question being added to the MIPS CAHPS survey to assess the patient-reported usage of telehealth services.

Press Ganey supports the inclusion of the question itself; however, we note that no other question on the MIPS CAHPS survey – or any other CAHPS surveys – allow a ‘yes’ or ‘no’ response for the same response option. To remain consistent with other question formatting on the survey and to keep the question and response options as straightforward as possible for Medicare beneficiaries responding to the survey, we recommend revising the proposed question and response options to allow the respondent to select an affirmative response by selecting the mode(s) applicable to them. For example, the question could read, “*In the last 6 months, were any of your visits for your own health care...*”

- ☐ *In person?*
- ☐ *By phone?*
- ☐ *By video call?*

The respondent would simply check the box by each response option only if it applied. This question formatting is similar to other MIPS CAHPS questions, e.g., question 57 regarding race and question 59 regarding help completing the survey, both of which include multiple affirmative response options.

Press Ganey would like to thank CMS for this opportunity to provide input on this emergency clearance. For further information on our comments and recommendations, please contact:

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