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General Comment

CMS–10141 Medicare Prescription Drug Benefit Program, OMB 0938-0964

CMS currently allows plans to adopt an “opt-out” approach to certain plan communication materials (Evidence of Coverage, Pharmacy/Provider Directories and Formularies) that without prior authorization plans can deliver these materials electronically. Since this has been implemented it has cut down on waste and member dissatisfaction with “unnecessary” mailings. We would like CMS to consider this approach for other communication mailings as well, specifically Electronic Explanation of Benefits (EOBs). We’ve heard from a number of our members that we no longer mail them a printed copy of their EOBs but have to tell them due to CMS regulations we are obligated to send them. We communicate the only other option is to sign up for electronic delivery of their EOBs which will keep a printed copy from being mailed to them and satisfies the CMS requirement.

The demographics of the members coming into our plan, as I imagine with other plans, are of a more tech savvy consumer who utilizes a computer on a daily basis thus more comfortable with receiving these type of communications via email. Enabling plans to go this route with EOBs will only strengthen our member satisfaction as well as cut down on wasted paper and resources.

We thank you for allowing us to comment on this subject.