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**PACE**

June 9, 2022

Office of Information and Regulatory Affairs  
Office of Management and Budget  
[www.reginfo.gov/public/do/PRAMain](http://www.reginfo.gov/public/do/PRAMain)

**RE: CMS-10630 (OMB Control Number: 0938-1327)—The PACE Organization (PO)  
Monitoring and Audit Process in 42 CFR Part 460**

On Lok Senior Health Services (On Lok) appreciates the opportunity to respond to the Centers for Medicare & Medicaid Services' (CMS) second request for comment on the 2023 PACE audit protocol published in the Federal Register on May 10, 2022. We share the same commitment to ensuring PACE participants access to high-quality care consistent with PACE regulatory requirements. With this being our primary focus, we are pleased to provide comments on the proposed audit protocol and supporting documentation.

On Lok was founded over 50 years ago to assist frail, older adults in the Chinatown-North Beach neighborhoods of San Francisco, California, remain in their own homes with community services. Through a series of federal demonstration projects, On Lok created the national prototype for the Program of All-Inclusive Care for the Elderly (PACE) and has operated PACE since 1983. On Lok led the national replication of the model successfully in establishing PACE as a permanent part of the Medicare program and option for state Medicaid programs in the Balanced Budget Act (BBA). Today, On Lok's PACE program, On Lok PACE, serves over 1,700 PACE participants, who reside in three counties, the vast majority of whom are dually eligible for Medicare and Medicaid.

On Lok is a founding member of the National PACE Association (NPA) and has played a leadership role in advancing the PACE model of care for the benefit of frail, older adults since its inception. We appreciate CMS' thorough review of the comments and recommendations on the 2023 PACE audit protocol submitted by On Lok, NPA, and other stakeholders in February 2022. We want to express our strong support for the comments submitted by NPA on June 1, 2022 in response to the 30-day notice on the 2023 PACE audit protocol materials. We believe that NPA's recommendations accomplish the goal of reducing burden without compromising CMS' ability to assess compliance with the PACE regulatory requirements. We endorse the comments submitted by NPA and, in particular, want to underscore On Lok's support with our additional comments in the following areas:

- **Pre-Audit Data:** We appreciate the revision in scope to "Reports that detail the PO's monitoring and tracking of all services across all care settings that were ordered, approved, or care planned during the data collection period" and support NPA's recommendation to allow more than 20 business days to provide the reports.
- **Data Universes and Sample Selections:** As a larger PACE organization with seven On Lok PACE centers serving over 1,700 participants, the amount of time required for audits is highly significant. Based on our prior audit experience, we would appreciate CMS'

consideration for larger PACE organizations in reducing the data collection and sampling to a proportion of PACE centers or interdisciplinary teams. Although CMS did not adopt the recommendation to impose a sampling methodology for the impact analyses involving 50% of participants or personnel, we still believe the use of statistically valid sample sizes would reduce burden among larger PACE organizations while assuring CMS that the impact analyses results are representative.

Thank you for considering On Lok's input and experience in assessing the impact of the PACE 2023 audit protocol on PACE organizations. We are hopeful that CMS will consider these and NPA's comments to revise the proposed protocol in ways that will reduce the burden experienced by PACE organizations when they are audited by CMS. If you have questions, please do not hesitate to contact me at [ekunz@onlok.org](mailto:ekunz@onlok.org) or (415) 292-8722.

Sincerely,



Eileen Kunz  
Chief of Government Affairs and Compliance

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