



Ms. Chiquita Brooks-LaSure
Administrator
Centers for Medicare & Medicaid Services
Attention: CMS - 9908-IFC
P.O. Box 8016
Baltimore, MD. 21244-8016

Re: CMS-10779/OMB control number 0938-NEW:
Complaints Submission Process under the No Surprises Act

Dear Ms. Brooks-LaSure:

PHI Health, LLC (PHI) welcomes the opportunity to share our comments on CMS-10779/OMB control number 0938-NEW: Complaints Submission Process under the No Surprises Act.

PHI Health Commitment

PHI Health is a leading provider of air ambulance services in the US, serving veterans and their fellow citizens in seventeen states from more than seventy-five bases of operation with over 1100 highly skilled employees. PHI Health, an independent provider of air ambulance services, is honored to be serving on the front lines during the ongoing pandemic, alongside other first responders, to ensure the health and wellbeing of our fellow citizens, many of whom reside in medically under-served areas. PHI provides access to emergency air medical care and critical care helicopter and fixed-wing air ambulance services in rural and urban areas, ensuring that patients with time-sensitive illnesses or injuries are transported safely and swiftly to definitive care. As a condition of certain state licensures, PHI has a duty to respond to and transport emergency patients, regardless of their ability to pay. We also commit ourselves to the moral duty to do what is right to ensure patients get the care they need when they need it most.

Complaints Submission Process under the No Surprises Act.

PHI has utilized the complaint submission process under the No Surprises Act to lodge more than 400 complaints regarding more than 1000 claims that are subject to the No Surprises Act. These complaints highlight insurer/plan noncompliance (e.g., missing QPA information, payment delays, and lack of contact information for open negotiations, among others) with the Interim Final Rules (IFRs) which implement the No Surprises Act, which was enacted as part of the Consolidated

Appropriations Act (CAA), amended the Employee Retirement Income Security Act of 1974 (ERISA), the Public Health Service Act (PHS Act), and the Internal Revenue Code of 1986 (Code).

We appreciate the responsiveness of the Centers for Medicare & Medicaid Services in their prompt review and follow-up on these complaints. We remain hopeful that CMS (and the Departments) will take action to compel insurers and plans to comply with the IFRs and ensure prompt payment (or denial), as well as required information regarding the Qualifying Payment Amount and contact information for the open negotiation period.

Thank you for your important consideration of our comments and concerns. We are prepared to further assist or provide any additional information or clarification, as needed.

Sincerely,

A handwritten signature in dark ink, reading "Christopher D. Hall". The signature is fluid and cursive, with the first name "Christopher" written in a larger, more prominent script than the last name "Hall".

Christopher Hall
Director, Government Affairs & Industry Relations
PHI Health, LLC.