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Medicare Advantage, Medicare Part D, and Medicare Fee-For-Service Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey (CMS-R-246)

Comment On: CMS-2023-0020-0001

Medicare Advantage, Medicare Part D, and Medicare Fee-For-Service Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey (CMS-R-246)

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Comment on CMS-2023-0020-0001

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General Comment

Thank you for the opportunity to comment on the Medicare Advantage, Medicare Part D, and Medicare Fee-For-Service Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey.

The proposed CAHPs survey for PDPs doesn't provide any actionable information for the Plan Sponsor. We recommend the addition of "why" questions after some of the existing questions, for example, after: "In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription at your local pharmacy?" – asking something like:

Why did you choose this rating?

1. Distance to nearest network pharmacy
2. Needed help or a ride to the pharmacy
3. Hard to find money for copay/coinsurance
4. Other

We feel this would give Plan Sponsors useful information that could be leveraged to improve member experience. In the absence of this type of information, the PDP survey does not add value to the member experience and is therefore not an effective use of health plan resources (adding to administrative expense with very limited potential to impact). Adding a second layer of questions would serve to provide Plan Sponsors with actionable information and would be a welcome improvement.