

PUBLIC SUBMISSION

As of: 8/8/23, 10:41 AM
Received: August 03, 2023
Status: Draft
Category: Health Plan or Association - HP010
Tracking No. lkv-tbwo-3k2j
Comments Due: August 25, 2023
Submission Type: Web

Docket: CMS-2023-0109
Medicare Health Outcomes Survey Field Test (CMS-10861)

Comment On: CMS-2023-0109-0001
Medicare Health Outcomes Survey Field Test (CMS-10861)

Document: CMS-2023-0109-DRAFT-0002
Comment on CMS-2023-0109-0001

Submitter Information

Name: Lisa Trost
Address:
Cleveland, OH, 44144
Email: MACompliance@medmutual.com
Phone: 216.687.4693

General Comment

We appreciate the opportunity to provide feedback on the proposed HOS field testing. We are in favor of improving the Medicare Health Outcome Survey. Providing an opportunity to complete the survey online should make the survey completion process easier for beneficiaries and hopefully improve the response rates. We have three recommendations:

1. We suggest that any physical letter to beneficiaries include a QR (Quick Response) Code to make accessing the site more convenient.
2. Any reduction in the number of questions would also help reduce the burden to beneficiaries and improve response rates.
3. To reduce beneficiary burden, we suggest that beneficiaries that are included in this field test be individuals that were not surveyed in the previous year and be excluded from next year's HOS survey.
4. Since plans are discouraged from asking beneficiaries the HOS questions and would find the responses helpful in serving our members, we recommend that all contracts that are included in the field testing be given the opportunity to receive the member-level data from their members.

Thanks for your consideration.