

# PUBLIC SUBMISSION

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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-2024-0126-0001

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-2024-0126-0001

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## General Comment

Remove 15-minute Wait Time Question

Although providers and payers have historically found this question challenging to address, BCBSMA believes it plays a crucial role in drawing attention to patient and member wait times in the office. By focusing on this issue, practices are motivated to develop and implement more efficient workflows and processes. This not only aims to reduce wait times but also significantly enhance the overall patient experience.

By systematically analyzing and addressing wait times, practices can identify bottlenecks and inefficiencies that contribute to delays. Implementing strategies such as better scheduling systems, more effective use of technology, and staff training can lead to smoother operations and a more positive experience for patients. Additionally, reducing wait times can improve patient experience and outcomes, as timely access to care is a critical component of effective healthcare.

BCBSMA's commitment to this initiative reflects a broader effort to improve healthcare quality and patient experience. By encouraging practices to prioritize and tackle wait times, BCBSMA hopes to foster a culture of continuous improvement and patient-centered care. This approach not only benefits patients but also helps practices operate more efficiently, ultimately leading to a more effective and responsive healthcare system.