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Solicitation for Applications for Medicare Prescription Drug Plan 2027 Contracts (CMS-10137)

Comment On: CMS-2025-0571-0001

Solicitation for Applications for Medicare Prescription Drug Plan 2027 Contracts (CMS-10137)

Document: CMS-2025-0571-DRAFT-0002

Comment on CMS-2025-0571-0001

Submitter Information

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General Comment

I support CMS's efforts to standardize the complaint process and simplify the form for beneficiaries. Removing overly complex instructions and making the form more user-friendly is critical to ensuring all Medicare recipients, especially older adults and those with limited health literacy, can effectively voice concerns about the care they receive.

I also appreciate the alignment of demographic data collection with Statistical Policy Directive 15. This is an important step toward enabling CMS to identify trends in care quality across different populations, which is essential for advancing health equity.

To further improve the form's effectiveness, I encourage CMS to:

- * Provide versions in multiple languages to reduce access barriers.
- * Include optional examples or prompts that help users explain their concerns clearly.
- * Offer both print and online formats for greater accessibility.

These changes would make it easier for people to file complaints about the quality of their healthcare, and promote fairness in healthcare access and accountability.

Thank you for the opportunity to provide feedback.