

PUBLIC SUBMISSION

As of: 11/7/25, 8:48 AM
Received: November 05, 2025
Status: Draft
Tracking No. mhm-uwby-2aam
Comments Due: November 24, 2025
Submission Type: Web

Docket: CMS-2025-1032

Medicare Advantage and Prescription Drug Program (CMS-10260)

Comment On: CMS-2025-1032-0001

Medicare Advantage and Prescription Drug Program (CMS-10260)

Document: CMS-2025-1032-DRAFT-0001

Comment on CMS-2025-1032-0001

Submitter Information

Name: Elizabeth Brown

Address:

Decatur, GA,

Email: brownelizabethgrace@gmail.com

General Comment

I am commenting on the revision of the CMS-10718—Model Medicare Advantage and Medicare Prescription Drug Plan Individual Enrollment Request Form proposed under www.regulations.gov docket CMS-2025-1032.

As a nurse in Atlanta, I have seen firsthand how confusing written and spoken communication can be for individuals who are not English proficient. Confusion often leads to decisions based on misunderstood information, which can lead to frustration for patients and healthcare providers alike. Other patients have told me that they have felt like they have no choice to use family members for translation when communicating via writing with healthcare providers in an outpatient context, which can lead to them disclosing health information with people they may have preferred not to share. For best health outcomes and true fairness, it is critical that CMS continue to strive for better communication with individuals who are not English proficient. The second largest language in the US is Spanish, which makes Spanish the clear language choice other than English (if there can only be one) for robust written communication from CMS.

The current revision of the Model form emphasizes that Section 2 questions are fully optional and that Medicare beneficiaries cannot be turned away from Medicare Advantage or Medicare Prescription Drug Plans for not filling them out. These questions are sensitive, particularly those asking about an individual's identification of sex and sexual orientation. It is critical that people who do not want to disclose this information fully understand that they do not need to disclose it, either to the Plans themselves or to those who may be informally aiding them in filling out the form.

Therefore, I recommend that on the Model form, CMS include in Spanish the clarifying statement about Section 2 questions not needing to be answered, same as the English. Even though the Model form includes the Spanish note about calling 1-800-MEDICARE for Spanish translation, I think it is critical that the form also spell out for Spanish readers which parts of the form are required and which are optional. This will promote with equity the goal of the revision: that beneficiaries know they do not need to disclose demographic identification if they desire not to disclose. Spanish only speaking beneficiaries deserve this clarification to be clear to them in their own language, just like their English speaking counterparts.