

From: PtDChgMgmt [<mailto:PtDChgMgmt@CIGNA.COM>]
Sent: Friday, October 14, 2011 4:48 PM
To: FN-OMB-OIRA-Submission
Subject: Proposed Revisions to 2012 CAHPS Survey for Comment

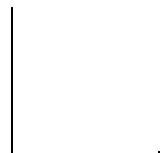
Please see the below comment from CIGNA on the 2012 CAHPS Survey. If you have any questions or need additional information, please let me know. Thank you.

In review of the proposed changes to the CAHPS Survey I wish to comment on question #16 for PDP Only. The question "Was your complaint or problem settled to your satisfaction?" is too subjective and will be heavily influenced by the nature of the beneficiaries complaint. Additionally, it is an unfair question if the beneficiary complaint goes against CMS guidance.

In the case of a complaint made against the plan for disenrollment for non-payment of plan premium because the beneficiary paid "a few days late". By CMS existing guidance and the new "good cause" guidance the disenrollment included in the complaint would be upheld by CMS and the beneficiary would not be reinstated. In this case the beneficiary is not reinstated and this complaint will never be settled to the satisfaction of the beneficiary.

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