



Barbara Reid
WI080-1000
2725 Mall Drive
Eau Claire, WI 54701
Phone: 715-832-5235
Email: barbara_reid@uhc.com

To: OMB, Office of Information and Regulatory Affairs
Attention: CMS Desk Officer
Submitted via email to: OIRA_submission@omb.eop.gov

From: Barbara Reid
Regulatory Affairs Consultant
UnitedHealthcare Medicare & Retirement
UnitedHealth Group

Date: October 16, 2011

Re: Form Number: CMS-R-246, Medicare Advantage, Medicare Part D and Medicare Fee For Service Consumer Assessment of Healthcare Providers and Systems Survey

We have reviewed the *Medicare Advantage, Medicare Part D and Medicare Fee For Service Consumer Assessment of Healthcare Providers and Systems Survey* collection in response to the notice published under the Paperwork Reduction Act in the September 16, 2011 Federal Register (76 FR 57745) and provide one comment below.

Complaint Process: Question number 50, MA-Only & MA-PD Survey; Question number 14, PDP Survey

Question: Thinking about the complaint process, regardless of whether you agree or disagree with the final outcome, how satisfied are you with how your plan handled your complaint?

As phrased, this question could be leading the beneficiary to remember a decision that they didn't agree with, thus eliciting negative feedback. We suggest revising the question, e.g., "Thinking about the complaint process as a whole and not the result, how satisfied are you with your health plan's overall communication during the process?"

We greatly appreciate the opportunity to comment, and we look forward to continuing to work with CMS to develop successful products and services for Medicare beneficiaries. If you have any questions or concerns on our comment, please contact me at 715-832-5235 or via email at barbara_reid@uhc.com.