

**To:** CMS Chief Medical Officer (CMO) Committee, CMO and Policy Workgroup, and Quality and Industry Standards Workgroup

**From:** Wendy Jacobsen, Senior Manager, Market Intelligence, Tufts Health Plan  
Joanna Kreil, Program Manager – Member Experience, Tufts Health Plan – Network Health

**RE:** CMS Comment Request on Exchange and QHP Enrollee Satisfaction Survey

**OMB No. 0938-1221**

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Thank you for the opportunity to review and provide comments on the Health Insurance Marketplace Consumer Experience Surveys: Qualified Health Plan Enrollee Experience Survey, based on the Consumer Assessment of Health Providers and Systems.

Below please find comments that are being respectfully submitted jointly by Tufts Health Plan and Tufts Health Plan – Network Health.

Question Number	Comment
Q42	<p><b>Suggested Change to Question Wording:</b> In the last 6 months, did you seek information or help from your health plan’s customer service?</p> <p><b>Rationale:</b> “Seek” implies looking for information and taking the action to contact customer service. “Get” implies that information was passively provided.</p>
Q53	<p><b>Suggested Changes to Question Wording and Scale Used:</b> The question should be changed to: How likely is it you would recommend your health plan to a friend or family member? The scale should be changed to 0 “Not At All Likely” to 10 “Extremely Likely.”</p> <p><b>Rationale:</b> This wording and scale allows for the calculation of a Net Promoter Score.</p>
Q54	<p><b>Suggested Change:</b> In the last 6 months, how often did your health plan <b>not</b> pay for care that your doctor said you needed?</p>

	<p><b>Rationale:</b> Changing “service” to “care” makes the question consistent with Q55.</p>
Q56	<p><b>Suggested Change:</b> In the last 6 months, how often did you delay visiting or <b>not</b> visit a doctor because you were worried about the cost? <i>Do <b>not</b> include dental care.</i></p> <p><b>Rationale:</b> Adding the word “visiting” makes the sentence grammatically correct and easier to understand.</p>
Q57	<p><b>Suggested Change:</b> In the last 6 months, how often did you delay filling or <b>not</b> fill a prescription because you were worried about the cost?</p> <p><b>Rationale:</b> Adding the word “filling” makes the sentence grammatically correct and easier to understand.</p>
Q77	<p><b>Suggested Changes to Answer Options:</b> The “Unemployed” answer option should be expanded to include “Unemployed and actively seeking employment” and “Unemployed and NOT actively seeking employment.” For the “Other” option, the respondent should be able to specify their “custom” answer.</p> <p><b>Rationale:</b> This allows for more specific information that can be used in data analysis.</p>
Q80	<p><b>Suggested Change:</b> There should be an “Other” option, and the respondent should be able to specify their “custom” answer.</p> <p><b>Rationale:</b> This allows for more specific information on how the member self-identifies regarding race and does not force the member to choose one of the options provided if none of them are accurate.</p>
Q82	<p><b>Suggested Changes to Question Wording and Answer Options:</b> The question should be changed to: How well do you understand <u>your</u> health insurance terms? Response Options: Not At all, Not Very Well, Somewhat Well, Very Well.</p> <p><b>Rationale:</b> Confidence is not relevant to the question. Also, adding the word “your” helps the plan better understand if the member understands the plan’s terms versus the terms of health insurance in general.</p>
Q83	<p><b>Suggested Changes to Question Wording and Answer Options:</b> The</p>

	<p>question should be changed to: How well do you understand most of the things you need to know about using health <u>your</u> health insurance? Response Options: Not At All, Not Very Well, Somewhat Well, Very Well.</p> <p><b>Rationale:</b> Confidence is not relevant to the question. Also, adding the word “your” helps the plan better understand if the member understands how to use the specific plan versus how to use health insurance in general.</p>
Cover Letter	<p><b>Suggested Change:</b> The middle sentence of the first paragraph should be changed to read: This survey is part of a national ongoing effort to understand the experiences enrollees have with their health plan.</p> <p><b>Rationale:</b> The plan is interested in member experience, and this wording reflects the intent of the survey.</p>