



Shannon Schuster
Director, Regulatory Affairs
Government Programs
UnitedHealthcare
3100 AMS Blvd
Green Bay, WI 54313
920-661-6217

To: Centers for Medicare and Medicaid Services
Submitted electronically via: www.regulations.gov

From: Shannon Schuster
UnitedHealthcare
UnitedHealth Group

Date: August 12, 2016

Re: *Medicare Advantage, Medicare Part D, and Medicare Fee-For-Service Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey*

Attached are comments regarding the Medicare Advantage, Medicare Part D, and Medicare Fee-For-Service Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey (CMS-R-246).

**Medicare Advantage, Medicare Part D, and Medicare Fee-For-Service Consumer
Assessment of Healthcare Providers and Systems (CAHPS) Survey**

**Comments Submitted by
UnitedHealthcare
8/12/16**

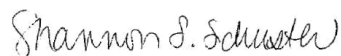
UnitedHealthcare (United) is pleased to provide the Centers for Medicare & Medicaid Services (CMS) comments regarding the Medicare Advantage, Medicare Part D, and Medicare Fee-For-Service Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey.

United has several concerns regarding the MA-PD Survey and believe that, in some cases, the answer options are too limiting. For instance, question 41 asks, "In the last 6 months, did anyone from a doctor's office, pharmacy or your prescription drug plan contact you." We request that CMS expand the question by adding "your health plan" to the current three examples. Additionally, question 41 provides two answer options: "To make sure you filled or refilled a prescription?" and "To make sure you were taking medications as directed?" We believe that CMS should also include an option stating "I have asked my health plan not to call me."

Furthermore, United believes question 63, which asks for information regarding race, is also too limited. Currently, individuals taking the survey may select from several options: "White," "Black or African-American," "Asian," "Native Hawaiian or other Pacific Islander" or "American Indian or Alaska Native." We believe that additional options should be available to better reflect the diversity of those completing the survey. For that reason, we respectfully request that CMS expand their options by adding options for "Multiracial" and/or "Other."

If you have any questions on these comments, please feel free to contact me at 920-661-6217.

Respectfully,



Shannon Schuster
Director, Regulatory Affairs
UnitedHealthcare