

PUBLIC SUBMISSION

As of: 7/11/17 2:13 PM
Received: August 12, 2016
Status: Draft
Tracking No. 1k0-8raf-4z5q
Comments Due: August 12, 2016
Submission Type: Web

Docket: CMS-2016-0100

(CMS-R-246) Medicare Advantage, Medicare Part D, and Medicare Fee-For-Service Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey

Comment On: CMS-2016-0100-0001

(CMS-R-246) Medicare Advantage, Medicare Part D, and Medicare Fee-For-Service Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey

Document: CMS-2016-0100-DRAFT-0007

CA

Submitter Information

Name: Carl Serrato

Address:

Oakland, CA, 94612

Email: Carl.A.Serrato@kp.org

Organization: Kaiser Foundation Health Plan, Inc.

General Comment

We support the proposed additions and deletions to the CAHPS survey as proposed by CMS.

With respect to proposed questions 38 and 39 (below), we ask that CMS provide additional information so that we may better understand the intended use for these questions in the MA CAHPS Survey:

Proposed CAHPS Question 38. A co-pay is the amount of money you pay at the time of a visit to a doctor's office or clinic. In the last 6 months, did your health plan offer to lower the amount of your co-pay because you have a health condition (like high blood pressure)?

Proposed CAHPS Question 39. Your health plan benefits are the types of health care and services you can get under the plan. In the last 6 months, did your health plan offer you extra benefits because you have a health condition (like high blood pressure)?

It is our understanding that CMS conducted a pilot test of the revised questionnaire. If so, will CMS be sharing those results with the health plans.