

CMS Response to Public Comments Received for CMS-10393

The Centers for Medicare and Medicaid Services (CMS) received comments from a Medicare Quality Improvement Organization (QIO) related to CMS-10393. This is the reconciliation of the comments.

Comment:

1. Will the QIOs be required to acquire permission for the survey from the beneficiary/representative?
 - a. If so, how will this be communicated to the surveying entity?
 - b. If not, what will be the sampling methodology?

Response:

The QIOs will ask for permission from the beneficiary/representative for a survey to be administered as part of closing out beneficiary appeals and complaint cases. This process will mirror the consent process used for surveying beneficiaries/representatives who filed complaints under the 9th Scope of Work (SOW). Close out data, including beneficiary consent for participation in the survey will be logged in the QIO system CRIS. An extract of eligible consenting beneficiaries/representatives will be provided to the surveying organization.

Comment:

2. Will the QIOs have input for the development of the survey questionnaire?

Response:

The QIOs will not have input on the development of the survey questionnaire; however, CMS will ensure that QIOs have the opportunity to ask questions and seek clarifications about all aspects of the survey communication mechanisms.

Comment:

3. We agree that a primarily mail-based survey would yield a higher response rate.

Response:

Thank you for your comment.