

## **CMS Response to Public Comments Received for CMS-R-246**

CMS received four comments related to CMS-R-246 (OMB control number 0938-0732) for the Medicare Advantage, Medicare Part D, and Medicare Fee-For-Service Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey.

- Comment: Two commenters were concerned the CAHPS questionnaire will not accurately capture their members' experiences with phone or video visits. They suggest that CMS include "in-person, phone, or video" types of appointments in the survey instructions to account for the increase in telehealth appointments during the COVID-19 public health emergency. One of these commenters suggested specific question modifications to revise references to specific sites of care and help ensure respondents consider telehealth.

Response: CMS agrees that the survey instructions should be modified to ask beneficiaries to consider in-person, phone, and video visits; we have made that change in the instruments. We will consider for the future whether any changes should be made to specific questions to further account for virtual care. Any future changes will need to be tested and proposed through rulemaking.

- Comment: One commenter supported the collection of information from Medicare beneficiaries because it allows for a better understanding of how to best provide for the insured and better deliver services to them.

Response: CMS appreciates this comment.

- Comment: One commenter expressed concern for how the 2021 survey will be used to score plans for payment purposes as a result of the COVID-19 pandemic and suggested CMS use the better of the 2021 or 2019 CAHPS surveys for the 2022 Star Ratings.

Response: Under the Part C and D Star Ratings extreme and uncontrollable circumstances policy at §§ 422.166(i)(2) and 423.186(i)(2), contracts with at least 25 percent of their service area in a FEMA-designated Individual Assistance area in 2020 will receive the higher of their measure-level rating from the current and prior Star Ratings years for purposes of calculating the 2022 Star Ratings. Since all contracts qualify for this extreme and uncontrollable circumstances policy for the 2022 Star Ratings, contracts will receive the higher of their measure-level ratings from 2021 Star Ratings (which use 2019 CAHPS surveys) or 2022 Star Ratings (which use 2021 CAHPS surveys) for the applicable measures following the rules described at 84 FR 15770–77.