

### **APPENDIX III: Comment & Response Summary**

#### **Requirements Related to Surprise Billing: Complaints Submission Process under the No Surprises Act**

**(CMS-10779/OMB control number: 0938-1406)**

An interim final rule with requests for comment (86 FR 36872) was published on July 13, 2021. The comments received on the information collection requirements are summarized below.

#### **Comments related to the Complaints Submission Process under the No Surprises Act**

Comment: Several commenters were supportive of the overall approach to the complaints process. Another commenter recommended that HHS continuously improve the complaints process by engaging with stakeholders and soliciting their feedback.

Response: We thank the commenters for their suggestions. We are incorporating the feedback from these comments in our continuous improvement processes, and are continuing to engage with stakeholders on future enhancements for our complaints process.