

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

CMS received two 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 during the 60-day comment period.

- One commenter stated they believe that the 15-minute wait time question plays a crucial role in drawing attention to patient and member wait times in the office, and by focusing on this issue practices are motivated to develop and implement more efficient workflows and processes.

Response: CMS thanks the commenter for their feedback. CMS agrees wait time is important; however telehealth and type of provider may influence how enrollees respond to this item. We received overwhelming support when we solicited comments in the CY 2024 Advance Notice on removing the wait time question from the Getting Appointments and Care Quickly measure used in the Part C and D Star Ratings. Removing the question would align the MA and FFS CAHPS surveys with recent Star Ratings measure changes.

- One commenter provided feedback on Medicare Advantage and its impact on rural health clinics and rural hospitals.

Response: This topic is unrelated to the CMS-R-246 collection of information. CMS thanks the commenter for their feedback.