

March 4, 2020

The Honorable Seema Verma
Administrator, Center for Medicare & Medicaid Services
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Washington, DC 20201

Dear Administrator Verma:

The undersigned organizations appreciate the efforts made by the Centers for Medicare & Medicaid Services (CMS) over the past year to improve the Medicare Plan Finder, and most recently for holding the Medicare Plan Finder Feedback Session on February 19, 2020.

We support your efforts to enhance the information and decision-making tools available to beneficiaries. We agree modernizing the information and access to meaningful educational tools on Medicare will better empower Medicare beneficiaries to make educated choices about their health care, and thereby enable them to be informed shoppers regarding the health coverage options available to them. We strongly believe that the federal government can and should be closing these gaps of knowledge and understanding about the Medicare program.

We encourage the Administration to continue to have a transparent and open dialogue with all the stakeholders, including front-end user testing with beneficiaries themselves, and to take further steps in providing fair and balanced information enabling Medicare beneficiaries to make informed decisions and become active choosers in their health coverage.

We thank you for your work enhancing beneficiary education and outreach. We ask that CMS hold a similar session soon, including a live demo of the website's updates, to share critical updates such as the documentation for the drug pricing methodology.

We urge CMS to assess the changes the Agency is prepared to make for Open Enrollment 2021 and implement them soon to ensure adequate time for testing and training for all interested stakeholders. We stand ready to work with you as a partner and a resource in your efforts to continue to improve consumer understanding of Medicare.

Sincerely,

America's Health Insurance Plans
BlueCross BlueShield Association
Council for Affordable Health Coverage
CVS Health / Aetna
Healthcare Leadership Council
Pharmaceutical Care Management Association

Cc: CMS Office of Communications