

# Make Your Voice Heard RFI Summary

## Reducing Burden and Increasing Efficiencies



**On September 6, 2022, the Centers for Medicare & Medicaid Services (CMS) posted a Request for Information (RFI), titled *Make Your Voice Heard*, that sought public input on barriers to accessing healthcare and related challenges. CMS is committed to engaging with partners, communities, and individuals across the health system to understand their experiences with CMS policies and programs, particularly how existing and proposed CMS policies and programs impact the experience of healthcare.**



**4,000+**  
comments received

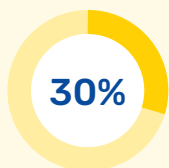
The CMS Office of Burden Reduction & Health Informatics (OBRHI) was established to serve as a focal point and champion for burden reduction, national standards and interoperability, and to engage our customers to inform solutions. Our work is focused on advancing efficient, equitable, and quality healthcare across all our programs, including Medicare, Medicaid, the Children's Health Insurance Program (CHIP), the Marketplace, and CMS Innovation Center models. Through the *Make Your Voice Heard* RFI, CMS gained valuable public insight into the following four topic areas:

- Accessing healthcare and related challenges;
- Understanding provider experiences;
- Advancing health equity;
- The impact of waivers and flexibilities provided in response to the COVID-19 Public Health Emergency (PHE).

During the 60-day comment period for the *Make Your Voice Heard* RFI, CMS received over 4,000 comments from individual stakeholders and organizations. The shared burdens, thoughtful recommendations, and welcomed insight received from stakeholders will serve to inform our work and better support the populations we serve. The information received supports the CMS effort to increase the understanding of how our work serves to support stakeholders. In addition to the current review that is underway with regard to every comment received, our Agency will retain the information collected for continued reference and improvement.

This RFI requested commenters to submit burdens and recommendations on four topic areas:

### Accessing Healthcare and Related Challenges



**An estimated 30% of all RFI comments were submitted in response to the "Accessing Healthcare and Related Challenges" section.**

Many commenters discussed barriers to accessing consistent high-quality, culturally sensitive, linguistically appropriate, affordable, and conveniently delivered healthcare and services (e.g., dental care, drug rehab facilities, and nutrition services). Commenters discussed opportunities for improved availability of all provider types, services, and delivery modalities (e.g., telehealth, mobile, home care, and rural services).

## Understanding Provider Experiences



24%

**An estimated 24% of all RFI comments were submitted in response to the “Understanding Provider Experiences” section.**

Commenters shared burdens and recommendations relating to provider and staffing shortages, reimbursement rates, workforce fatigue, provider well-being, reducing non-essential administrative requirements, training, and systems of record keeping. Commenters submitted specific burdens and recommendations for improvement that were identified as factors contributing to the workforce shortage (e.g., scope of practice limitations, licensure and credentialing barriers, maldistribution of providers in terms of specialty and geography, and provider burnout).

## Advancing Health Equity



28%

**An estimated 28% of all RFI comments were submitted in response to the “Advancing Health Equity” section.**

A high volume of comments addressed health disparities, bias in health system design, and the need for health equity approaches in care delivery and wraparound services. Many comments highlighted the importance of ensuring better healthcare outcomes and healthy communities. Commenters called for the expansion of nondiscrimination policy protections, standardized disaggregated data collection, workforce expansion and diversity trainings, inclusion of social determinants of health practices, and addressing bias in health technology development. Recommendations included increased consideration of the diverse populations and backgrounds of our stakeholders (e.g., race, ethnicity, tribal affiliation, immigration status, language, geography, socioeconomic status, age, sex, gender identity, sexual orientation, and disability status), as well as increased collaboration with local communities to better understand specific needs of populations experiencing challenges. Commenters shared experiences highlighting the growing need for improved health equity frameworks to be included in health system design.

## Impact of the COVID-19 Public Health Emergency (PHE) Waivers and Flexibilities



18%

**An estimated 18% of all RFI comments were submitted in response to the “Impact of the COVID-19 PHE Waivers and Flexibilities” section.**

Commenters highlighted barriers, burdens, and challenges to attaining high-quality healthcare which were exacerbated due to the COVID-19 pandemic, and recommendations for improvements (e.g., paid parent caregiver, audio-only approvals, hospital at home program, and telehealth expansions).

**Thank you for participating in this request to *Make Your Voice Heard*.**

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