



Health Benefit Exchange - Quality and Satisfaction Ratings Proposal - Comments Invited
Danielle Holahan-Exchange Planning BML to: Danielle Holahan-Exchange Planning BML
Sent by: **Sherry L Tomasky** <slt05@health.state.ny.us>

09/17/2012 04:39 PM

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NYS HBE Quality and Satisfaction Ratings Proposal.pdf

Dear Stakeholders and Regional Advisory Committee members,

The NYS Health Benefit Exchange is soliciting comments on a proposal to define how quality and customer satisfaction ratings are displayed for Qualified Health Plans (QHP's) available in the Exchange beginning in 2014. From 2014 until 2016, states will have the flexibility to determine how quality and satisfaction ratings are defined and presented on their Health Benefit Exchange website until federal requirements begin in 2016.

To that end, New York is considering how to best provide consumers with credible and useful quality data on their health plan options. The ratings described in this proposal are similar to those currently used in New York and have the benefit of real world application. We are seeking your input on this proposal and, in particular, are interested in your suggestions for how the display of these ratings can be made most effective for consumers.

Your feedback on this issue is very important and will help inform the decision-making on the use of these ratings. If you wish to submit comments on this proposal, please send your comments to this email address (exchange@health.state.ny.us). Please send comments by Friday, September 28th.

All official comments submitted will be publicly posted to the state's health Reform Website at www.healthcarereform.ny.gov after September 28th.

If you have any questions, you can reply to this email or you may call the Health Benefit Exchange office at 518-473-4020. Thank you for your time and effort on this important issue.

Best regards,
Danielle Holahan
Health Benefit Exchange
New York State Department of Health

(See attached file: NYS HBE Quality and Satisfaction Ratings Proposal.pdf)