

National Consumer Advocacy Groups Share 10 Outstanding Concerns and Recommendations with the Medicare-Medicaid Coordination Office

On Wednesday, June 20, thirty-five national organizations shared their 10 outstanding concerns with the dual eligible demonstrations with the Center for Medicare and Medicaid Services (CMS).

In a [letter](#) signed by national aging and disability organizations, the groups document their specific concerns and recommendations for the demonstration moving forward. After reviewing the approved demonstration models, the organizations provided recommendations for improving the consistency of consumer protections across the states.

The [letter](#) follows a July 2012 letter by national organizations with recommendations on the demonstration's development. The organizations thanked CMS for standing firm on several important consumer protections, such as prohibiting a Medicare lock-in and promoting the development of ombuds programs.

The organizations provide recommendations for ten elements of implementation:

1. Transparency
2. Ombuds programs
3. Financing structure
4. Quality measures
5. Passive enrollment
6. Size and speed
7. State and plan readiness
8. Continuity of care and transitions
9. Enrollment broker
10. Supplemental