

CMS FY 2025 Sample Response Letter

Use this template to build your own response*

* You can use the outline below, replacing the [red type in brackets] with your own wording

I am a navigator working as a [describe your role e.g., financial navigator, community health worker, nurse navigator etc.] in a [the type of organization you work in e.g., hospital, physician's office, radiology center]. I would like to provide feedback to CMS regarding the codes for Principal Illness Navigation (PIN).

My program [is/is not – pick one] currently utilizing the available PIN codes [explain why or why not using them].

[Select one of the following issues and provide comments based on your own navigation practice:

- Limiting PIN services to one practitioner in 1 month period – Explain why this may be a disadvantage or advantage to the process of patient navigation
- Improving utilization of PIN codes in rural settings – How will this help decrease barriers to access to care
- How PIN codes are being furnished in conjunction with community-based organizations
- Definitions used for patients who qualify for PIN services]

SAMPLE LETTER using the above template

I am a navigator working as an oncology patient navigator in a critical access hospital in a rural setting. I would like to provide feedback to CMS regarding the codes for Principal Illness Navigation (PIN).

My program is not currently utilizing the available PIN codes. A significant barrier to using these codes is the extensive and costly EHR build that would be required before our system would be capable of billing for PIN services.

I strongly support utilization of billable PIN services in rural settings. However, continued use of telehealth – including the use of telehealth for PIN services, and the ability to bill for PIN services delivered via telehealth – are essential for enabling billable PIN services for rural cancer patients.