

Honorable [Full Name]
[Street Address]
[City, State, Zip]

Dear [Senator/Representative] [Last Name],

Your accomplishments are commendable, and values and principles deeply admirable. Thank you. As a [State] constituent living in [City], I write to request a clear definition of the requirements for Universal Healthcare, establish metrics to report progress to the American taxpayer, and establish key performance indicators to assure best-in-class healthcare.

Our healthcare system is expensive, unstable, administratively hostile, and causes harm to Americans.

What We Have

1. Highest Cost
2. Lowest Life Expectancy.

What We Want

- Universal Coverage
- Equitable and Timely Access
- High Quality Outcomes
- Administrative Simplicity
- Low Tax Burden
- Cost Control and Affordability
- Operational Efficiency
- Continuous Improvement.

Other nations have achieved free, universal healthcare with better outcomes and lower costs. This proves that it can be done. The question is: can we, as Americans, do it better, faster, and more effectively than any country in the world? I believe we can.

Universal Healthcare System Requirements (high-level)

Coverage and Eligibility:

- Support universal eligibility determination and enrollment pathways (auto-enroll where legally permissible)
- Reduce churn (continuous eligibility policies, simplified renewals)
- Support special populations (children, seniors, disability, veterans, undocumented per program rules).

Benefits and Access:

- Standardized essential benefits baseline; configurable state supplements (if allowed)
- Network adequacy and access monitoring
- Transparent member materials and digital self-service.

Provider and Payment:

- Provider enrollment and credentialing workflow
- Payment models support (fee-for-service + value-based arrangements)
- Claims processing with clear adjudication rules and explanations of benefits (EOB)
- Provider dispute resolution and appeals.

Prescription and Medical Necessity Controls:

- Formulary governance support
- Prior authorization minimization strategies
- Evidence-based policy updates with traceable change control.

Member Support and Appeals:

- Omnichannel contact center support (phone, chat, secure messaging)
- Appeals and grievances workflows with SLA tracking and reporting
- Language access and disability accommodations.

Data and Interoperability:

- Interoperability with providers, pharmacies, labs, and state systems
- Robust master data management (member, provider, plan, service)
- Standards-based exchange (Offeror to propose standards approach).

Fraud, Waste, and Abuse (FWA):

- Pre- and post-payment controls
- Anomaly detection, audit trails, case management
- Recovery workflow and reporting.

Non-Functional Requirements

Security and Privacy:

- Compliance with applicable federal requirements (Offeror to enumerate)
- Role-based access control, MFA, encryption at rest/in transit
- Logging, monitoring, SIEM integration
- Privacy-by-design and data minimization
- Security incident response playbooks and testing.

Resilience and Availability:

- High availability and disaster recovery (RTO/RPO targets proposed)
- Continuity of operations planning
- Stress testing and capacity planning.

Performance:

- Eligibility and enrollment response times
- Claims throughput and latency requirements
- Contact center SLA support.

Auditability:

- Traceability from policy --> requirement --> implementation --> test --> KPI
- Evidence generation for audits (immutable logs where appropriate).

The Way Forward

Senator, I hope you will consider advancing a clear, actionable framework – built on requirements like those above – to deliver measurable progress. I look forward to hearing your position, actions, and progress.

Thank you for your unwavering service, and for continuing to inspire others through your work and your values.

Respectfully,

[Full Name]

[Street Address or ZIP]

[City, State]

[Phone / Email]