

Medicare CAHPS Fact Sheet

Overview

The Centers for Medicare & Medicaid Services (CMS) is committed to measuring and reporting information from the consumer perspective for Medicare Fee-for-Service (FFS), Medicare Advantage (MA), and Prescription Drug Plan (PDP) contracts. The Medicare Consumer Assessment of Healthcare Providers and Systems (CAHPS[®]) surveys are a set of surveys sponsored by CMS that collect information to fulfill a requirement of Congress (under the Balanced Budget Act of 1997 and the Medicare Modernization Act of 2003). The surveys provide information on the quality of health services provided through the MA and Medicare Part D programs and in comparison to FFS. Consumer evaluations of health care and prescription drug services, such as those collected through the Medicare CAHPS surveys, measure important aspects of a patient's experience that cannot be assessed by other means.

Medicare CAHPS Development, Testing, and Endorsement

The surveys have been rigorously developed and tested to assess the experiences of Medicare beneficiaries who receive health and drug care through the MA, PDP, and/or FFS programs. Researchers from a variety of organizations including the American Institutes for Research, Harvard Medical School, Yale University, the RAND Corporation, and RTI International have contributed to the development of a family of CAHPS surveys under a cooperative agreement between CMS and the Agency for Healthcare Research and Quality (AHRQ), components of the U.S. Department of Health and Human Services. For more information about the Medicare CAHPS Program, please go to <http://www.cms.gov/CAHPS>.

Data Collection Overview

Since 1998, CMS has conducted the Medicare CAHPS surveys annually with a sample of Medicare beneficiaries at least 18 years of age, currently enrolled in a Medicare Advantage contract for six months or longer, and who live in the United States, Puerto Rico, or the U.S. Virgin Islands. Surveys of beneficiaries enrolled in FFS were added in 2000, and surveys of PDP enrollees were added in 2007. CMS requires all MA and PDP contracts with at least 600 eligible enrollees to contract with CMS-approved survey vendors to collect CAHPS survey data following specific protocols established by CMS. The MA and PDP CAHPS surveys are conducted at the contract level for MA-only contracts, Medicare Advantage Prescription Drug (MA-PD) contracts, and PDPs. CMS provides the sample for each contract on an annual basis. The survey instruments are available in English, Spanish, Chinese, and Vietnamese.

Medicare CAHPS Public Reporting and Use of the Medicare CAHPS Survey Data

The Medicare CAHPS surveys produce data on the patient's experience of care that allow objective and meaningful comparisons between MA and PDP contracts, as well as with FFS, on domains that are important to consumers. Results are published in the Medicare & You handbook and on the Medicare Plan Finder Web site (www.medicare.gov). Public reporting of the survey results is designed to incentivize contracts to improve their quality of care and to increase the transparency of the quality of care provided by Medicare contracts. The measures derived from the surveys are used by beneficiaries to help choose an MA or PDP contract, help contracts identify areas for quality improvement, and allow the public and research community to assess Medicare program performance. Several of the measures are included in the Part C & D Star Ratings Program, which for MA contracts is the basis for determining Quality Bonus Payments. Medicare administrators and policymakers also rely on the data to manage the program; devise, implement, and monitor quality improvement efforts; and make policy decisions.

MA & PDP CAHPS Measures/Content and Survey Administration

The MA & PDP CAHPS survey includes three versions of the questionnaire: MA-only, MA-PD, and PDP. Although all three versions have questions in common, each version also includes additional questions and response categories related to enrollees' experiences with the particular contract type.

The MA-only survey covers the following domains: Your Health Plan, Your Healthcare in the Last 6 Months, Your Personal Doctor, Getting Healthcare from Specialists, Coordination of Care, and About You.

The MA-PD survey covers the following domains: Your Health Plan, Your Healthcare in the Last 6 Months, Your Personal Doctor, Getting Healthcare from Specialists, Coordination of Care, Your Prescription Drug Plan, and About You.

The PDP survey covers the following domains: Your Prescription Drug Plan and About You.

Many of the items in the MA & PDP CAHPS surveys are preceded by screener questions, so that only those beneficiaries for whom the item is relevant are asked to answer those questions. For scoring and reporting purposes, some questions are combined into publicly reported MA & PDP CAHPS survey measures, which include composites, global ratings, and individual items, as well as other measures reported to contracts. The consumer reported CAHPS measures contribute to MA and PDP contracts' Star Ratings.

Composite measures:

- Getting Needed Care
- Getting Appointments and Care Quickly
- Doctors Who Communicate Well (reported to contracts – not reported to consumers)
- Customer Service
- Care Coordination
- Getting Needed Prescription Drugs (MA-PD and PDP)

In addition to the publicly reported composite measures, the surveys include several publicly reported “member overall” ratings based on a 0-10 scale, where 0 is the lowest rating and 10 is the highest:

- Rating of Health Plan
- Rating of Health Care Quality
- Rating of Drug Plan (MA-PD and PDP)

The MA-only and MA-PD surveys also include the following single item measures, which are publicly reported:

- Annual Flu Vaccine
- Pneumonia Vaccine (reported to contracts – not reported to consumers)

Other measures reported to contracts include:

- Reminders to fill prescriptions
- Reminders to take medications

The MA & PDP CAHPS surveys are administered using a mixed mode data collection protocol that includes two survey mailings and phone follow-up of non-respondents.

The surveys are available on the MA & PDP CAHPS Survey Web site: <http://ma-pdpcahps.org/en/survey-instruments/>

Survey Vendor Participation

To participate in MA & PDP CAHPS data collection, all survey vendors must submit a Participation Form to the MA & PDP CAHPS Project Team for approval, meet certain Minimum Business Requirements, and be in compliance with the protocols in the MA & PDP CAHPS Quality Assurance Protocols & Technical Specifications manual. In addition, survey vendors must participate in MA & PDP CAHPS survey vendor training and successfully complete a Post Training Quiz.

Please note: At a minimum, a survey vendor's Project Manager, Mail Survey Supervisor, and Telephone Survey Supervisor are required to participate in the MA & PDP CAHPS Training. It is strongly recommended that the survey vendor's Programmer and/or their Supervisor also attend training. If a subcontractor will be conducting any of the functions below, at least one representative from that subcontractor organization must attend training:

- Survey packet preparation
- Processing of returned mail surveys
- Conducting telephone interviews (CATI administration)

For More Information

To learn more about the MA & PDP CAHPS surveys, including background information, policy updates, survey administration protocols and procedures, training opportunities, and how to participate in the survey, please visit the MA & PDP CAHPS Web site at www.MA-PDPCAHP.org

To Provide Comments or Ask Questions

For information and technical assistance, contact the MA & PDP CAHPS Project Team via email at MA-PDPCAHP@HCQIS.org or by calling toll free at 1-877-735-8882. To communicate with CMS staff, please email: MP-CAHPS@cms.hhs.gov.