

**2017 MA & PDP CAHPS Survey
Quality Assurance Protocols & Technical Specifications V7.0
Summary of Updates**

This document is a reference tool that highlights the major changes from the MA & PDP CAHPS *Quality Assurance Protocols & Technical Specifications (QAP&TS) V6.0 to V7.0*. This document is not a substitute for reviewing the MA & PDP CAHPS *QAP&TS V7.0* in its entirety or the most recent Technical Corrections and Clarifications document posted on the MA & PDP CAHPS Web site. The MA & PDP CAHPS *QAP&TS V7.0* manual is effective upon its release in October 2016. General format and minor wording revisions have occurred throughout the manual and are not included in this change matrix. Please contact MA & PDP CAHPS Survey Technical Assistance for any specific questions.

Section of the QAP&TS V7.0	Summary of Key Changes in V7.0
Miscellaneous	<ul style="list-style-type: none"> • Changed V6.0 to V7.0 • Revised dates as necessary, i.e., 2015 to 2016 • Revised references to appendices • Minor word revisions throughout the manual
I. Reader's Guide	
	<ul style="list-style-type: none"> • Added <i>Guidance on Appending Data</i> to the list of Appendices (Appendix P)
II. Introduction and Overview	
	<ul style="list-style-type: none"> • Added New for 2017 section which summarizes how the MA & PDP CAHPS Survey has been updated for 2017 survey administration • The <i>Your Medicare Rights</i> domain and certain measures were removed from the About the Survey section

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III. Program Requirements	
	<ul style="list-style-type: none"> • Added requirement that returning survey vendors must submit a signed statement attesting that all data collected and submitted to CMS by survey vendor and all subcontractors engaged in survey activities are accurate and complete • Added guidance related to data append request submission, including the requests must be submitted using the Excel template found in Appendix P and that approvals to append data are for the current calendar year only • Added requirement that all returned surveys received up to three days prior to the Interim Data File submission due date must be processed and included in the Interim Data File submission • Added clarification regarding subcontractors that must attend training • Revised language to reflect the current process for granting access to the MA & PDP CAHPS Data Warehouse for the survey vendor data administrator and back-up data administrator
IV. Sampling	
	<ul style="list-style-type: none"> • Added requirement that if the vendor uses a Do Not Survey list provided by a contract, the survey vendor must document the process used by the contract to place beneficiaries on the list • Added clarification that CMS will attempt to fill an oversample request up to the level of eligible beneficiaries if there are insufficient eligible enrollees available to completely fill an oversample request • Added a new field in the sample file that will show if the telephone number provided in the sample is a land line, mobile number or unknown
V. Communications and Technical Support	
	<ul style="list-style-type: none"> • No Changes

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VI. Data Collection Protocol	
	<ul style="list-style-type: none"> • The following revisions have been made to the <i>Data Collection Schedule</i>: <ul style="list-style-type: none"> ○ Added a row in the pre-data collection tasks table related to Spanish (and Chinese, if applicable) survey materials ○ Added a row in the pre-data collection tasks table related to QAP submission that is separate from English mail materials submission ○ Added a row in the data collection tasks table related to submission of fixed set of national MMP supplemental items to the Data Warehouse • Added note that CATI script includes introductory text for inbound calls • Added bullet regarding taglines or branding language added to cover letters at the request of a contract must be approved by CMS and approval is required for each survey administration period • Added guidance that questions from the 2016 MA & PDP CAHPS Survey administration period that were deleted from the 2017 surveys are approved for use as supplemental questions and do not need to be submitted for approval. If used as supplemental questions, the questions cannot be revised in any way. • Clarified seeded mailing procedures to include a note that encourages that recipients of the seeded mailings be MA & PDP CAHPS Survey vendor staff at an address other than the vendor's business address • Added a quality control guideline to conduct timely data verification • Added guidance that survey vendors are permitted to dial up to five attempts for each available phone number <ul style="list-style-type: none"> ○ Added note that if additional numbers are dialed (after the original number is determined to be disconnected, non-working or a wrong number), each additional number may receive up to five call attempts • Revised note regarding submission of MA-PD CATI screenshots. CATI screenshots will be submitted separately from the QAP in 2017. Due dates can be found in the data collection schedule.

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VII. Data Coding and Data Preparation	
	<ul style="list-style-type: none"> • Updated web site URL where PGP encryption software can be purchased • Clarified the process for finalizing cases when complete or partially complete surveys are received and continuing collection efforts when an incomplete or blank survey is received • Clarified guidelines to follow when two mail surveys are received from one beneficiary and determining which survey to submit • Clarified the guidance related to assigning a final disposition code of 34 – Incomplete or blank survey returned • Clarified that final disposition code 33 is to be used for a non-response when there is no indication of bad address and bad telephone number
VIII. Data Submission	
	<ul style="list-style-type: none"> • Added requirement that all surveys returned by 3 days prior to the interim data submission due date must be scanned, the data verified and included in the interim file • Added clarification that analysis of the interim data file is used for early identification of issues in the data collection process that can impact contract star ratings • Revised survey file naming conventions for file submissions

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IX. Data Analysis and Public Reporting	
	<ul style="list-style-type: none"> • Added that survey data can also be found on CMS' Web site at https://go.cms.gov/partcanddstarratings • Added text indicating that preview reports will be emailed to Medicare Compliance Officers in late August and that plan reports will be mailed on a CD to Medicare Compliance Officers in late Fall • Updated the list of 2017 measures that will be publicly reported to conform with the changes to the surveys • Clarified that CMS adjusts for respondent characteristics (not under control of the health plan, such as education) when comparing contracts in preview reports and public reporting • Added clarification that for applicable contracts, weights assigned to account for differences are necessary to reproduce official scores on Part C measures • Added clarification that for the three components needed for case-mix adjustment at the contract level, vendors have the data to calculate the first component and CMS now supplies the second and third components annually. • Clarified language that defines cell size suppression in any reports provided to contracts such that vendors must suppress any report or display of data that includes cell sizes with fewer than 11 observations. No cell sizes under 11 can be displayed in any cross tabulations, frequency distributions, tables, Excel files or other reporting mechanisms. • Clarified that reports to contracts must include the statement on each page that vendor results are unofficial and are for the contract's internal quality improvement purposes only, whether paper or electronic format

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X. Oversight	
	<ul style="list-style-type: none"> Added note that survey vendors may be required to submit a revised QAP and survey materials for review and approval, depending on issues identified during review of QAP and survey materials
XI. Discrepancy Reports	
	<ul style="list-style-type: none"> Minor wording changes

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Appendix A – Minimum Business Requirements	
	<ul style="list-style-type: none"> • Added requirement that 2 years’ prior experience administering CAHPS surveys must be within the most recent 5-year timeframe • Expanded the definition of Mixed Mode surveys to mail survey administration followed by survey administration via computer assisted telephone interview (CATI) follow-up of non-respondents • Clarified that poor past performance on CMS beneficiary surveys will be considered as vendors failing to meet minimum business requirements • Added requirement that if a subcontractor will be performing any of the functions listed below, at least one representative from that subcontractor organization must attend training: <ul style="list-style-type: none"> ○ Inserting or survey packet preparation ○ Processing of returned mail surveys ○ Conducting telephone interviews
Appendix B - DUA	
	<ul style="list-style-type: none"> • No changes
Appendix C – 2017 Vendor Access to MA & PDP CAHPS Data Warehouse Form	
	<ul style="list-style-type: none"> • Date change
Appendix D – Model Quality Assurance Plan	
	<ul style="list-style-type: none"> • Revised language related to survey materials to be submitted for review

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Appendix E – General Interviewing Guidelines for Conducting Telephone Surveys	
	<ul style="list-style-type: none"> ○ Added guidance that survey vendors are permitted to indicate emphasis of text in a different manner if the CATI system does not permit the styles indicated ○ Added clarification that “Don’t Know” answer category that appears as an option and not within < > should be read to the respondent ○ Modified list of permitted neutral acknowledgment words. “Alright” is no longer on the list.
Appendix F – Frequently Asked Questions for Customer Support	
	<ul style="list-style-type: none"> ○ Revised the response to the “How long will this take?” FAQ to 10 to 15 minutes from 15 to 20 minutes ○ Added response to “I have Medicare, and I am not enrolled in [HEALTH OR DRUG PLAN]. I don’t think I should be answering these questions.” ○ Added new FAQ: “I have VA coverage. I don’t think this survey applies to me.”
Appendix G – Instructions for Survey Vendors on Accessing the MA & PDP CAHPS Data Warehouse	
	<ul style="list-style-type: none"> ● No changes
Appendix H – Sample File Record Layout	
	<ul style="list-style-type: none"> ● Added new field, LAND/MOBILE, that will indicate whether the telephone number provided in the sample file is a land line, mobile number or unknown

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Appendix I – Vendor Survey File Layout	
	<ul style="list-style-type: none"> • Added Phone Attempts field to indicate total number of telephone contact attempts
Appendix I – MA-only Data Submission File Layout	
	<ul style="list-style-type: none"> • Revisions have been made throughout the appendix to reflect changes to the 2017 survey. See Appendix M section below for updates to survey questions.
Appendix I – MA-PD Data Submission File Layout	
	<ul style="list-style-type: none"> • Revisions have been made throughout the appendix to reflect changes to the 2017 survey. See Appendix M section below for updates to survey questions.
Appendix I – PDP Data Submission File Layout	
	<ul style="list-style-type: none"> • Revisions have been made throughout the appendix to reflect changes to the 2017 survey. See Appendix M section below for updates to survey questions.
Appendix J – Discrepancy Report	
	<ul style="list-style-type: none"> • No changes
Appendix K – MA-only Survey Items ATA	
	<ul style="list-style-type: none"> • The following ATA items have been deleted: <ul style="list-style-type: none"> ○ Phone Dr.’s office with medical question after regular office hours ○ Try to get care/test/treatment through plan ○ Anyone from doctor’s office: Remind to make appointment ○ Anyone from doctor’s office: Remind to get a flu shot or other immunization ○ Anyone from doctor’s office: Remind about screening tests ○ Needed care or services that plan decided not to provide ○ Called or wrote with a complaint or problem

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	<ul style="list-style-type: none"> ○ Seen MD >3 times for same condition ○ Take meds prescribed by doctor ● The following ATA items have been added: <ul style="list-style-type: none"> ○ Easy to get care, tests or treatment needed ○ Health plan offer to lower co-pay because of health condition ○ Health plan offer extra benefits due to health condition ○ Difficulty walking or climbing stairs ○ Difficulty dressing or bathing ○ Difficulty doing errands alone ○ Use of internet at home
Appendix K – MA-PD Survey Items ATA	
	<ul style="list-style-type: none"> ● The following ATA items have been deleted: <ul style="list-style-type: none"> ○ Phone Dr.'s office with medical question after regular office hours ○ Try to get care/test/treatment through plan ○ Anyone from doctor's office: Remind to make appointment ○ Anyone from doctor's office: Remind to get a flu shot or other immunization ○ Anyone from doctor's office: Remind about screening tests ○ Needed care of services that plan decided not to provide ○ Called or wrote with a complaint or problem ○ Try to get information/help through prescription drug plan's (PDP) customer service ○ Try to get information from PDP about which prescription meds covered ○ Try to get information from PDP about how much would have to pay for prescription meds ○ How many different prescription meds fill/refill ○ Dr. prescribe a medicine that PDP did not cover ○ Recommend PDP to others ○ Seen MD > 3 times for same condition ○ Take meds prescribed by Dr.

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	<ul style="list-style-type: none"> • The following ATA items have been added: <ul style="list-style-type: none"> ○ Easy to get care, tests or treatment needed ○ Health plan offer to lower co-pay because of health condition ○ Health plan offer extra benefits due to health condition ○ Difficulty walking or climbing stairs ○ Difficulty dressing or bathing ○ Difficulty doing errands alone ○ Use of internet at home
Appendix K – PD Survey Items ATA	
	<ul style="list-style-type: none"> • The following ATA items have been deleted: <ul style="list-style-type: none"> ○ Try to get information/help through prescription drug plan’s (PDP) customer service ○ Try to get information from PDP about which prescription meds covered ○ Try to get information from PDP about how much would have to pay for prescription meds ○ How many different prescription meds fill/refill ○ Dr. prescribe a medicine that PDP did not cover ○ Recommend PDP to others ○ Seen MD > 3 times for same condition ○ Take meds prescribed by Dr. • The following ATA items have been added: <ul style="list-style-type: none"> ○ Spend one or more nights in hospital ○ Difficulty walking or climbing stairs ○ Difficulty dressing or bathing ○ Difficulty doing errands alone ○ Use of internet at home

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Appendix L – List of Reportable Measures	
	<ul style="list-style-type: none"> • Composite measure “Getting Needed Care” was revised to consist of one survey item: <ul style="list-style-type: none"> ○ MA-only, Q29; MA-PD, Q29; PDP, N/A • Composite measure “Getting Appointments and Care Quickly” had minor changes to wording of questions that comprise the measure • Composite measure “Doctors Who Communicate Well (reported to contracts – not reported to consumers)” was revised to reflect 2017 question order • Composite measure “Customer Service” was revised to reflect 2017 question order • Composite measure “Getting Needed Prescription Drugs” was revised to reflect 2017 question order • 2016 composite measure “Getting Information from Drug Plan” was deleted from 2017 reportable measures • Composite measure “Care Coordination” was revised to reflect 2017 question order
Appendix M – MA-only Mail Survey	
	<p><i>When appropriate, skip logic was revised to reflect 2017 survey question order; these revisions are not noted individually in the questions below</i></p> <ul style="list-style-type: none"> • Intro Script: <ul style="list-style-type: none"> ○ Updated time required to complete survey to 15 minutes ○ Q1 (2017): Same as Q1 in 2016, updated year ○ Q2 (2017): Same as Q2 in 2016, updated year • Your Health Care in the Last 6 Months section: <ul style="list-style-type: none"> ○ Q3 (2017): Same as Q3 in 2016 ○ Q4 (2017): Removed “you thought” from 2016 Q4 ○ Q5 (2017): Revised 2016 Q5

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	<ul style="list-style-type: none"> ○ Q6 (2017): Revised 2016 Q6 ○ Q7 (2017): Same as Q7 in 2016, minor revision to 2 response options ○ Q8 (2017): Same as Q8 in 2016 ○ Removed 2016 Q9 ○ Removed 2016 Q10 ○ Removed 2016 Q11 ○ Q9 (2017): Same as Q12 in 2016 ○ Q10 (2017): New question ● Your Personal Doctor section: <ul style="list-style-type: none"> ○ Q11 (2017): Same as Q13 in 2016 ○ Q12 (2017): Same as Q14 in 2016, minor revision to 2 response options ○ Q13 (2017): Same as Q15 in 2016 ○ Q14 (2017): Same as Q16 in 2016 ○ Q15 (2017): Same as Q17 in 2016 ○ Q16 (2017): Same as Q18 in 2016 ○ Q17 (2017): Same as Q19 in 2016 ○ Q18 (2017): Same as Q20 in 2016 ○ Q19 (2017): Same as Q21 in 2016 ○ Q20 (2017): Same as Q22 in 2016 ○ Q21 (2017): Same as Q23 in 2016 ○ Q22 (2017): Same as Q24 in 2016 ○ Q23 (2017): Same as Q25 in 2016 ○ Removed 2016 Q26 ○ Removed 2016 Q27 ○ Removed 2016 Q28 ○ Q24 (2017): Same as Q29 in 2016 ○ Q25 (2017): Same as Q30 in 2016 ○ Q26 (2017): Same as Q31 in 2016 ○ Removed 2016 Q32

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	<ul style="list-style-type: none"> • Getting Health Care From Specialists section: <ul style="list-style-type: none"> ○ Q27 (2017): Same as Q33 in 2016 ○ Q28 (2017): Removed “try to” from 2016 Q34 ○ Q29 (2017): Revised 2016 Q35 and removed one response option ○ Q30 (2017): Same as Q36 in 2016 ○ Q31 (2017): Same as Q37 in 2016 ○ Q32 (2017): Same as Q38 in 2016 ○ Removed 2016 Q39 ○ Removed 2016 Q40 • Your Health Plan section: <ul style="list-style-type: none"> ○ Q33 (2017): Removed “try to” from 2016 Q41 ○ Q34 (2017): Same as Q42 in 2016 ○ Q35 (2017): Same as Q43 in 2016 ○ Q36 (2017): Same as Q44 in 2016 ○ Q37 (2017): Same as Q45 in 2016 ○ Q38 (2017): Same as Q46 in 2016 ○ Q39 (2017): New question ○ Q40 (2017): New question ○ Removed 2016 Q47 ○ Moved 2016 Q48 to About You section – see Q43 (2017) ○ Removed 2016 Q49 • Removed “Your Medicare Rights” section as follows: <ul style="list-style-type: none"> ○ Removed 2016 Q50 ○ Removed 2016 Q51 ○ Removed 2016 Q52 ○ Removed 2016 Q53 ○ Removed 2016 Q54 ○ Removed 2016 Q55 ○ Removed 2016 Q56

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	<ul style="list-style-type: none"> • About You section: <ul style="list-style-type: none"> ○ Q41 (2017): Same as Q57 in 2016 ○ Q42 (2017): Same as Q58 in 2016 ○ Q43 (2017): Same as Q48 in 2016 (Previously in Your Health Plan section) ○ Removed 2016 Q59 ○ Removed 2016 Q60 ○ Removed 2016 Q61 ○ Removed 2016 Q62 ○ Q44 (2017): Same as Q63 in 2016 ○ Q45 (2017): Same as Q64 in 2016 ○ Q46 (2017): Same as Q65 in 2016 ○ Q47 (2017): Same as Q66 in 2016 ○ Q48 (2017): Same as Q67 in 2017 ○ Q49 (2017): New question ○ Q50 (2017): New question ○ Q51 (2017): New question ○ Q52 (2017): Same as Q68 in 2016, updated year ○ Q53 (2017): Revised 2016 Q69 ○ Q54 (2017): Same as Q70 in 2016 ○ Q55 (2017): Same as Q71 in 2016 ○ Q56 (2017): Same as Q72 in 2016 ○ Q57 (2017): Same as Q73 in 2016 ○ Q58 (2017): Same as Q74 in 2016 ○ Q59 (2017): Same as Q75 in 2016 ○ Q60 (2017): New question ○ Q61 (2017): Same as Q76 in 2016 ○ Q62 (2017): Same as Q77 in 2016 ○ Q63 (2017): Same as Q78 in 2016

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Appendix M – MA-PD Mail Survey	
	<p><i>When appropriate, skip logic was revised to reflect 2017 survey question order; these revisions are not noted individually in the questions below</i></p> <ul style="list-style-type: none"> • Intro Script: <ul style="list-style-type: none"> ○ Updated time required to complete survey to 15 minutes ○ Q1 (2017): Same as Q1 in 2016, updated year ○ Q2 (2017): Same as Q2 in 2016, updated year • Your Health Care in the Last 6 Months section: <ul style="list-style-type: none"> ○ Q3 (2017): Same as Q3 in 2016 ○ Q4 (2017): Removed “thought you” from 2016 Q4 ○ Q5 (2017): Revised 2016 Q5 ○ Q6 (2017): Revised 2016 Q6 ○ Q7 (2017): Same as Q7 in 2016, minor revision to 2 response options ○ Q8 (2017): Same as Q8 in 2016 ○ Removed 2016 Q9 ○ Removed 2016 Q10 ○ Removed 2016 Q11 ○ Q9 (2017): Same as Q12 in 2016 ○ Q10 (2017): New question • Your Personal Doctor section: <ul style="list-style-type: none"> ○ Q11 (2017): Same as Q13 in 2016 ○ Q12 (2017): Same as Q14 in 2016, minor revisions to 2 response options ○ Q13 (2017): Same as Q15 in 2016 ○ Q14 (2017): Same as Q16 in 2016 ○ Q15 (2017): Same as Q17 in 2016 ○ Q16 (2017): Same as Q18 in 2016 ○ Q17 (2017): Same as Q19 in 2016 ○ Q18 (2017): Same as Q20 in 2016

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	<ul style="list-style-type: none"> ○ Q19 (2017): Same as Q21 in 2016 ○ Q20 (2017): Same as Q22 in 2016 ○ Q21 (2017): Same as Q23 in 2016 ○ Q22 (2017): Same as Q24 in 2016 ○ Q23 (2017): Same as Q25 in 2016 ○ Removed 2016 Q26 ○ Removed 2016 Q27 ○ Removed 2016 Q28 ○ Q24 (2017): Same as Q29 in 2016 ○ Q25 (2017): Same as Q30 in 2016 ○ Q26 (2017): Same as Q31 in 2016 ○ Removed 2016 Q32 ● Getting Health Care From Specialists section: <ul style="list-style-type: none"> ○ Q27 (2017): Same as Q33 in 2016 ○ Q28 (2017): Removed “try to” from 2016 Q34 ○ Q29 (2017): Revised 2016 Q35 and removed one response option ○ Q30 (2017): Same as Q36 in 2016 ○ Q31 (2017): Same as Q37 in 2016 ○ Q32 (2017): Same as Q38 in 2016 ○ Removed 2016 Q39 ○ Removed 2016 Q40 ● Your Health Plan section: <ul style="list-style-type: none"> ○ Q33 (2017): Removed “try to” from 2016 Q41 ○ Q34 (2017): Same as Q42 in 2016 ○ Q35 (2017): Same as Q43 in 2016 ○ Q36 (2017): Same as Q44 in 2016 ○ Q37 (2017): Same as Q45 in 2016 ○ Q38 (2017): Same as Q46 in 2016 ○ Q39 (2017): New question ○ Q40 (2017): New question

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	<ul style="list-style-type: none"> ○ Removed 2016 Q47 ○ Moved 2016 Q48 to About You section – see Q50 (2017) ○ Removed 2016 Q49 ● Removed “Your Medicare Rights” section as follows: <ul style="list-style-type: none"> ○ Removed 2016 Q50 ○ Removed 2016 Q51 ○ Removed 2016 Q52 ○ Removed 2016 Q53 ○ Removed 2016 Q54 ○ Removed 2016 Q55 ○ Removed 2016 Q56 ● Your Prescription Drug Plan section: <ul style="list-style-type: none"> ○ Removed 2016 Q57 ○ Removed 2016 Q58 ○ Removed 2016 Q59 ○ Removed 2016 Q60 ○ Removed 2016 Q61 ○ Removed 2016 Q62 ○ Removed 2016 Q63 ○ Removed 2016 Q64 ○ Removed 2016 Q65 ○ Removed 2016 Q66 ○ Removed 2016 Q67 ○ Q41 (2017): Same as Q68 in 2016 ○ Q42 (2017): Same as Q69 in 2016 ○ Q43 (2017): Same as Q70 in 2016 ○ Q44 (2017): Same as Q71 in 2016 ○ Q45 (2017): Same as Q72 in 2016 ○ Q46 (2017): Same as Q73 in 2016 ○ Q47 (2017): Same as Q74 in 2016

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	<ul style="list-style-type: none"> ○ Removed 2016 Q75 ● About You section: <ul style="list-style-type: none"> ○ Q48 (2017): Same as Q76 in 2016 ○ Q49 (2017): Same as Q77 in 2016 ○ Q50 (2017): Same as Q48 (Previously in Your Health Plan section) ○ Removed 2016 Q78 ○ Removed 2016 Q79 ○ Removed 2016 Q80 ○ Removed 2016 Q81 ○ Q51 (2017): Same as Q82 in 2016 ○ Q52 (2017): Same as Q83 in 2016 ○ Q53 (2017): Same as Q84 in 2016 ○ Q54 (2017): New question ○ Q55 (2017): New question ○ Q56 (2017): New question ○ Q57 (2017): Same as Q85 in 2016, updated year ○ Q58 (2017): Revised 2016 Q86 ○ Q59 (2017): Same as Q87 in 2016 ○ Q60 (2017): Same as Q88 in 2016 ○ Q61 (2017): Same as Q89 in 2016 ○ Q62 (2017): Same as Q90 in 2016 ○ Q63 (2017): Same as Q91 in 2016 ○ Q64 (2017): Same as Q92 in 2016 ○ Q65 (2017): New question ○ Q66 (2017): Same as Q93 in 2016 ○ Q67 (2017): Same as Q94 in 2016 ○ Q68 (2017): Same as Q95 in 2016

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	<p><i>When appropriate, skip logic was revised to reflect 2017 survey question order; these revisions are not noted individually in the questions below</i></p> <ul style="list-style-type: none"> • Intro: <ul style="list-style-type: none"> ○ Updated time required to complete survey to 10 minutes ○ Q1 (2017): Same as Q1 in 2016, updated year ○ Q2 (2017): Same as Q2 in 2016, updated year ○ Removed 2016 Q3 ○ Removed 2016 Q4 ○ Removed 2016 Q5 ○ Removed 2016 Q6 ○ Removed 2016 Q7 ○ Removed 2016 Q8 ○ Removed 2016 Q9 ○ Removed 2016 Q10 ○ Removed 2016 Q11 ○ Removed 2016 Q12 ○ Removed 2016 Q13 ○ Removed 2016 Q14 ○ Removed 2016 Q15 ○ Removed 2016 Q16 ○ Q3 (2017): Same as Q17 in 2016 ○ Q4 (2017): Same as Q18 in 2016 ○ Q5 (2017): Same as Q19 in 2016 ○ Q6 (2017): Same as Q20 in 2016 ○ Q7 (2017): Same as Q21 in 2016 ○ Q8 (2017): Same as Q22 in 2016 ○ Q9 (2017): Same as Q23 in 2016

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	<ul style="list-style-type: none"> • About You section: <ul style="list-style-type: none"> ○ Removed 2016 Q24 ○ Q10 (2017): Same as Q25 in 2016 ○ Q11 (2017): Same as Q26 in 2016 ○ Q12 (2017): New question ○ Removed 2016 Q27 ○ Removed 2016 Q28 ○ Removed 2016 Q29 ○ Removed 2016 Q30 ○ Q13 (2017): Same as Q31 in 2016 ○ Q14 (2017): Same as Q32 in 2016 ○ Q15 (2017): Same as Q33 in 2016 ○ Q16 (2017): New question ○ Q17 (2017): New question ○ Q18 (2017): New question ○ Q19 (2017): Same as Q34 in 2016 ○ Q20 (2017): Same as Q35 in 2016 ○ Q21 (2017): Same as Q36 in 2016 ○ Q22 (2017): Same as Q37 in 2016 ○ Q23 (2017): New question ○ Q24 (2017): Same as Q38 in 2016 ○ Q25 (2017): Same as Q39 in 2016 ○ Q26 (2017): Same as Q40 in 2016

**2017 MA & PDP CAHPS Survey
Quality Assurance Protocols & Technical Specifications V7.0
Summary of Updates**

Section of the QAP&TS V7.0	Summary of Key Changes in V7.0
Appendix N – CATI Instructions and CATI Scripts	
	<ul style="list-style-type: none"> • Added note that survey vendors are permitted to indicate emphasis of text in a different manner, if CATI system does not permit any styles indicated • Added guidance that “Don’t Know” answer category that appears as an option and not within < > should be read to the respondent • Modified list of neutral acknowledgment words permitted. “Alright” is no longer on the list. • Added introductory text for inbound calls • Added text for call back to resume a survey • See Appendix M – MA-Only Mail Survey for revisions to MA-only survey questions • See Appendix M – MA-PD Mail Survey for revisions to MA-PD survey questions • See Appendix M – PDP Mail Survey for revisions to PDP survey questions
Appendix O – Guidance on Supplemental Questions	
	<ul style="list-style-type: none"> • Added bullet that 2016 questions that were deleted from the 2017 MA & PDP CAHPS Survey are automatically approved as supplemental questions and do not need to be submitted for approval. If the contract elects to use any of the 2016 survey questions that were deleted from the 2017 surveys as supplemental questions, those questions cannot be revised in any way. • Revised example of supplemental questions that would not meet the CMS approved guidelines for a “Question that may cause termination of survey due to sensitivity of topic” by removing the “What is your sexual preference?” question
Appendix P – Guidance on Appending Data	
	<ul style="list-style-type: none"> • Added new appendix outlining the requirements for submitting data append requests for approval