

# Medicare Advantage and Prescription Drug Plan (MA & PDP) CAHPS® Survey

## Participant Agenda

### MA & PDP CAHPS Survey Vendor Training

Wednesday, October 28, 2020  
12:00 PM – 3:45 PM ET

Please note that all times listed are Eastern Time (ET)

Time	Agenda Item	Presenter
12:00 PM – 12:10 PM	Welcome and Training Logistics	Laura Giordano, RN, MBA Health Services Advisory Group (HSAG)
12:10 PM – 12:15 PM	Overview and Background	Elizabeth Goldstein, PhD Sarah Gaillot, PhD (presenting) Joy Binion, MS Israel Cross, PhD Centers for Medicare & Medicaid Services (CMS)
12:15 PM – 12:25 PM	Program Requirements	Renny Bagchi, MBA HSAG
12:25 PM – 12:35PM	Sample Design and Beneficiary Selection	Julie Brown, BA RAND
12:35 PM – 1:00 PM	Data Collection Protocol	Jan Heatherly HSAG
1:00 PM – 1:40PM	Data Analysis and Reporting	Marc Elliott, PhD RAND
1:40 PM – 1:50 PM	Questions	All
1:50 PM – 2:05 PM	Break	
2:05 PM – 2:25 PM	Data Coding and Data Preparation	Afshin Rastegar RAND

<b>Time</b>	<b>Agenda Item</b>	<b>Presenter</b>
<b>2:25 PM – 2:45 PM</b>	<b>Data Submission</b>	Rodger Madison, MA RAND
<b>2:45 PM – 2:55 PM</b>	<b>Vendor Oversight</b>	Renny Bagchi, MBA HSAG
<b>2:55 PM – 3:05 PM</b>	<b>Questions</b>	All
<b>3:05 PM – 3:10 PM</b>	<b>Wrap up and Next Steps</b>	Laura Giordano, RN, MBA HSAG
<b>3:10 PM – 3:30 PM</b>	<b>Post Training Quiz</b>	Online
<b>3:30 PM – 3:45 PM</b>	<b>Training Feedback</b>	Online