

**2021 MA & PDP CAHPS Survey
Quality Assurance Protocols & Technical Specifications V11.0
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) V10.0 to V11.0*. This document is not a substitute for reviewing the MA & PDP CAHPS QAP&TS V11.0 in its entirety or, if applicable, the most recent Technical Corrections and Clarifications document posted on the MA & PDP CAHPS website. The MA & PDP CAHPS QAP&TS V11.0 manual is effective upon its release in October 2020. General format and minor wording revisions have occurred throughout the manual and are not included in the table below. Please contact MA & PDP CAHPS Survey Technical Assistance for any specific questions.

Section of the QAP&TS V11.0	Summary of Key Changes in V11.0
Miscellaneous	<ul style="list-style-type: none"> • Changed V10.0 to V11.0 • Revised dates as necessary, e.g., 2020 to 2021 • Minor wording or formatting updates as needed • Added Tagalog as a current translation throughout as necessary
I. Reader’s Guide	
	<ul style="list-style-type: none"> • No changes
II. Introduction and Overview	
	<p>Added items that are new for 2021 survey administration, including the following:</p> <ul style="list-style-type: none"> • Added text to describe revision to survey content: MA-Only survey Q61; MA-PD survey Q66; and PDP survey Q24 • Tagalog as a new translation • Revised Minimum Business Requirements to accept subcontractor experience for fulfilling relevant survey experience requirements • Added text to clarify the guidance regarding data storage to include audio recordings and sample information • Removed reference to Puerto Rico in Administration of the MA & PDP CAHPS Survey
III. Program Requirements	
	<ul style="list-style-type: none"> • No changes
IV. Sampling	
	<ul style="list-style-type: none"> • Clarified the number of eligible enrollees that determine the target sample size for contracts • Removed reference to Puerto Rico in Sample Selection and Eligibility Criteria • Added “SPANISH PREFERENCE PROBABILITY” field to the sample file record layout

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V. Communications and Technical Support	
	<ul style="list-style-type: none"> • No changes
VI. Data Collection Protocol	
	<ul style="list-style-type: none"> • Revised Data Collection Schedule for 2021 survey administration • Added the requirement that the pre-notification letter envelope must include the CMS logo with the survey vendor's return address • Clarified that CMS and plan logos are the only logos that should appear on the envelope • Added text to clarify the data storage requirement applies to all data files, audio recordings, and returned paper questionnaires or scanned images of paper questionnaires • Clarified that the data retention requirement also applies to sample information • Clarified that the requirements regarding the timing of phone attempts applies whether the vendor dials one phone number or multiple phone numbers

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VII. Data Coding and Data Preparation	
	<ul style="list-style-type: none"> • Updated the website link regarding where to purchase PGP data encryption software • Added reference to Appendix H for valid Final Disposition Codes • Added Tagalog as a current translation to the Language Barrier code in the Final Survey Disposition Codes table
VIII. Data Submission	
	<ul style="list-style-type: none"> • Updated the website link regarding purchase of PGP data encryption software
IX. Data Analysis and Public Reporting	
	<ul style="list-style-type: none"> • Added reference to MA & PDP CAHPS website for information regarding coefficients • Added Tagalog to the Asian language survey completion case-mix variable
X. Oversight	
	<ul style="list-style-type: none"> • No changes
XI. Event Reports	
	<ul style="list-style-type: none"> • No changes

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Appendix A – Minimum Business Requirements	
	<ul style="list-style-type: none"> Added that subcontractor experience may be included to count toward the prior experience requirement; however, this does not apply to the number of years in business requirement Clarified guidance regarding data storage to include audio recordings and sample information Added clarification that survey vendor must be prepared to provide access to all aspects of MA & PDP CAHPS survey administration for the site visit team Added refusal to allow site visit team to observe MA & PDP CAHPS production activities to performance criteria that CMS will consider during approval process
Appendix B – 2019 Vendor Access to MA & PDP CAHPS Data Warehouse Form	
	<ul style="list-style-type: none"> No changes
Appendix C – Model Quality Assurance Plan	
	<ul style="list-style-type: none"> Removed the requirement to detail quality control activities implemented as a result of previous year’s site visits in the survey vendor’s QAP Added Tagalog as an optional language and for inclusion in the table indicating for each contract how the survey translations are distributed
Appendix D – General Interviewing Guidelines for Conducting Telephone Surveys	
	<ul style="list-style-type: none"> No changes
Appendix D-1 – Tips for Training Telephone Interviewers	
	<ul style="list-style-type: none"> No changes
Appendix E – Frequently Asked Questions for Customer Support	
	<ul style="list-style-type: none"> No changes

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Appendix F – Instructions for Survey Vendors on Accessing the MA & PDP CAHPS Data Warehouse	
	<ul style="list-style-type: none"> • Clarified guidance for the sign-in process for users that have previously logged into the MA & PDP CAHPS Data Warehouse • Updated screenshots are provided
Appendix G – Sample File Record Layout	
	<ul style="list-style-type: none"> • Spanish Preference Probability was added as a sample file field
Appendix H – Vendor Survey File Record Layout	
	<ul style="list-style-type: none"> • Added Tagalog to the coding notes for the Dispo_Lang field and updated the valid codes to include Tagalog
Appendix H-1 – MA-Only Data Submission File Layout	
	<ul style="list-style-type: none"> • Edited the CATI specifications text in Q27 and Q28 to match the formatting in the CATI script • Revised Q61 regarding follow up from the Medicare Program
Appendix H-2 – MA-PD Data Submission File Layout	
	<ul style="list-style-type: none"> • Edited the CATI specifications text in Q27 and Q28 to match the formatting in the CATI script • Revised Q66 regarding follow up from the Medicare Program
Appendix H-3 – PDP Data Submission File Layout	
	<ul style="list-style-type: none"> • Revised Q24 regarding follow up from the Medicare Program
Appendix I – Event Report	
	<ul style="list-style-type: none"> • Edited existing text and added new text to the “Event Report Process” section to match what appears on the website

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Appendix J-1 – MA-Only Survey Items ATA	
	<ul style="list-style-type: none"> • Edited “Item Description” for Q61 to “Medicare Program follow up”
Appendix J-2 – MA-PD Survey Items ATA	
	<ul style="list-style-type: none"> • Edited “Item Description” for Q66 to “Medicare Program follow up”
Appendix J-3 – PD Survey Items ATA	
	<ul style="list-style-type: none"> • Edited “Item Description” for Q24 to “Medicare Program follow up”
Appendix K – List of Reportable Measures	
	<ul style="list-style-type: none"> • No changes
Appendix L-1 – MA-Only and MA-PD 1st Mailing Cover Letter	
	<ul style="list-style-type: none"> • No changes
Appendix L-2 – PDP 1st Mailing Cover Letter	
	<ul style="list-style-type: none"> • No changes
Appendix L-3 – MA-Only and MA-PD 2nd Mailing Cover Letter	
	<ul style="list-style-type: none"> • No changes
Appendix L-4 – PDP 2nd Mailing Cover Letter	
	<ul style="list-style-type: none"> • No changes

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Appendix L-5 – MA-Only Mail Survey	
	<ul style="list-style-type: none"> Revised Q61 regarding follow up from the Medicare Program
Appendix L-6 – MA-PD Mail Survey	
	<ul style="list-style-type: none"> Revised Q66 regarding follow up from the Medicare Program
Appendix L-7 – PDP Mail Survey	
	<ul style="list-style-type: none"> Revised Q24 regarding follow up from the Medicare Program
Appendix M – CATI Instructions and CATI Scripts	
	<ul style="list-style-type: none"> No changes
Appendix M-1 – MA-Only CATI Script	
	<ul style="list-style-type: none"> Revised Q61 regarding follow up from the Medicare Program
Appendix M-2 – MA-PD CATI Script	
	<ul style="list-style-type: none"> Revised Q66 regarding follow up from the Medicare Program
Appendix M-3 – PDP CATI Script	
	<ul style="list-style-type: none"> Revised Q24 regarding follow up from the Medicare Program
Appendix N – Guidance on Supplemental Questions	
	<ul style="list-style-type: none"> No changes
Appendix O – Guidance on Appending Data	
	<ul style="list-style-type: none"> Added guidance that data append requests that do not support quality improvement efforts will not be approved
Appendix P – Vendor Report of Outbound CATI	
	<ul style="list-style-type: none"> No changes