

**2022 MA & PDP CAHPS Survey
Quality Assurance Protocols & Technical Specifications V12.0
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) V11.0 to V12.0*. This document is not a substitute for reviewing the MA & PDP CAHPS QAP&TS V12.0 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 V12.0 manual is effective upon its release in October 2021. 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 V12.0	Summary of Key Changes in V12.0
Miscellaneous	<ul style="list-style-type: none"> • Changed V11.0 to V12.0 • Revised dates as necessary, e.g., 2021 to 2022 • Minor wording or formatting updates as needed
I. Reader's Guide	
	<ul style="list-style-type: none"> • No changes
II. Introduction and Overview	
	<p>Added items that are new for 2022 survey administration, including the following:</p> <ul style="list-style-type: none"> • Revised the pre-notification and survey cover letters to make them more clear and concise • Spanish survey materials, including pre-notification and survey cover letters, mail surveys, and CATI scripts, have been included in Appendices L and M • The timeline to complete initial CATI attempts has been extended to 10 days after start of outbound CATI protocol • Added a second interim data submission for 2022. The first interim submission must include survey data from mail returns only, and the second interim submission must include survey data from both mail and phone returns. • Added quality control guidelines to require CATI script errors that are not linked to programming logic to be corrected within two business days of identification. Script errors linked to programming logic must be corrected within three business days of identification. • Added clarification that subcontractors must be listed in the Participation Form when applying for approval as an MA &PDP CAHPS Survey vendor and must be approved by CMS. The project team must be immediately notified if subcontractors are added or removed after submission of the Participation Form. The vendor's DUA must be updated for addition or removal of subcontractors within three business days.

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	<ul style="list-style-type: none"> Clarified guidance for submitting beneficiary correspondence, including instructions for scanning, naming, and categorizing pieces of mail
III. Program Requirements	
	<ul style="list-style-type: none"> Added the requirement that survey vendors must update their DUA within three business days any time there is a change in contact information Clarified that subcontractors may not come into direct contact with a beneficiary and/or data about or from a beneficiary without being on the vendor's DUA Clarified that Attestation Statements must be submitted with both interim data submissions and the final data submission affirming the accuracy and completeness of the data files Added clarification that subcontractors must be listed in vendor's Participation Form and approved by CMS; the project team must be immediately notified if subcontractors are added or removed after submission of the Participation Form. The vendor's DUA must be updated within three business days for the removal or addition of subcontractors.
IV. Sampling	
	<ul style="list-style-type: none"> No changes
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"> • Clarified the Data Collection Schedule to note that subcontractors that come into direct contract with a beneficiary and/or data about or from a beneficiary must also have a DUA Addendum in place with CMS • Extended the timeline to complete first CATI attempts to the first 10 days of outbound CATI protocol • Revised Data Collection Schedule for 2022 survey administration to include a second interim data submission, with the first interim data submission to include returned mail survey data, and the second interim submission to include returned mail and phone survey data • Recommended that the questionnaire instructions be formatted using bullets • Clarified guidance for submitting beneficiary correspondence (“white mail”); added information on scanning, saving, and categorizing while mail • Revised guidance for seeded mailings to include all languages in which the survey is being administered for each of the three survey types, MA-Only, MA-PD, and PDP (as applicable), for the prenotifications letters, first, and second survey mailings • Added requirement for script programming errors to be corrected before resuming survey interviews. Script errors not linked to programming logic must be corrected within two business days; script errors linked to programming logic must be corrected within three business days. • Added clarification that official MA & PDP CAHPS sample may not be used to de-duplicate an off-cycle survey sample
VII. Data Coding and Data Preparation	
	<ul style="list-style-type: none"> • Added clarification regarding acceptable ASCII file format to submit the survey data files • Added “hospice facilities” to the list of non-household facilities that would identify a beneficiary to be institutionalized • Added a note that a disposition code of institutionalized (code 11) is always the final disposition code when two disposition codes may be equally applicable

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VIII. Data Submission	
	<ul style="list-style-type: none"> Added instructions for submitting the second interim data file
IX. Data Analysis and Public Reporting	
	<ul style="list-style-type: none"> Clarified guidance on the three components needed for case-mix adjustment at the contract level Clarified the age range example table for how the contract mean for a given case-mix variable is calculated to note there are five age ranges with the sixth age range serving as the reference category; also added assumption of no applicable Part D weights for simplicity Added clarification about the variables in the formula to calculate interunit reliability Updated the URL in which CAHPS reliability calculation details may be found
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"> • No changes
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"> • Reinstated the requirement to detail quality control activities implemented as a result of previous year’s site visits in the survey vendor’s QAP
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"> • Revised question about how to get a COVID-19 vaccine
Appendix F – Instructions for Survey Vendors on Accessing the MA & PDP CAHPS Data Warehouse	
	<ul style="list-style-type: none"> • Updated screenshots
Appendix G – Sample File Record Layout	
	<ul style="list-style-type: none"> • No changes

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Appendix H – Vendor Survey File Record Layout	
	<ul style="list-style-type: none"> • No changes
Appendix H-1 – MA-Only Data Submission File Layout	
	<ul style="list-style-type: none"> • Revised CATI Specifications column for Q61 to add “Would you say...Yes, or No?” at the end of the question
Appendix H-2 – MA-PD Data Submission File Layout	
	<ul style="list-style-type: none"> • Revised CATI Specifications column for Q66 to add “Would you say...Yes, or No?” at the end of the question
Appendix H-3 – PDP Data Submission File Layout	
	<ul style="list-style-type: none"> • Revised CATI Specifications column for Q24 to add “Would you say...Yes, or No?” at the end of the question
Appendix I – Event Report	
	<ul style="list-style-type: none"> • No changes
Appendix J-1 – MA-Only Survey Items ATA	
	<ul style="list-style-type: none"> • No changes
Appendix J-2 – MA-PD Survey Items ATA	
	<ul style="list-style-type: none"> • No changes
Appendix J-3 – PD Survey Items ATA	
	<ul style="list-style-type: none"> • No changes
Appendix K – List of Reportable Measures	
	<ul style="list-style-type: none"> • No changes

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Appendix L-1 – MA and MA-PD INITIAL Pre-Notification Letter	
	<ul style="list-style-type: none"> Added English MA-Only and MA-PD pre-notification letter; revised the pre-notification letter to make it clearer and more concise
Appendix L-2 – PDP Pre-Notification Letter	
	<ul style="list-style-type: none"> Added English PDP pre-notification letter; revised the pre-notification letter to make it clearer and more concise
Appendix L-3 – MA-Only and MA-PD 1st Mailing Cover Letter	
	<ul style="list-style-type: none"> Revised the survey cover letter to make it clearer and more concise
Appendix L-4 – PDP 1st Mailing Cover Letter	
	<ul style="list-style-type: none"> Revised the survey cover letter to make it clearer and more concise
Appendix L-5 – MA-Only and MA-PD 2nd Mailing Cover Letter	
	<ul style="list-style-type: none"> Revised the survey cover letter to make it clearer and more concise
Appendix L-6 – PDP 2nd Mailing Cover Letter	
	<ul style="list-style-type: none"> Revised the survey cover letter to make it clearer and more concise
Appendix L-7 – MA-Only Mail Survey	
	<ul style="list-style-type: none"> No changes
Appendix L-8 – MA-PD Mail Survey	
	<ul style="list-style-type: none"> No changes
Appendix L-9 – PDP Mail Survey	
	<ul style="list-style-type: none"> No changes

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Appendix L-10 – MA and MA-PD INITIAL Pre-Notification Letter Spanish	
	<ul style="list-style-type: none"> • Added Spanish MA-Only and MA-PD pre-notification letter to Appendix L • Revised the pre-notification letter to make it clearer and more concise
Appendix L-11 – PDP Pre-Notification Letter Spanish	
	<ul style="list-style-type: none"> • Added Spanish PDP pre-notification letter to Appendix L • Revised the pre-notification letter to make it clearer and more concise
Appendix L-12 – MA-Only and MA-PD 1st Mailing Cover Letter Spanish	
	<ul style="list-style-type: none"> • Added Spanish MA-Only and MA-PD 1st mailing cover letter to Appendix L • Revised the survey cover letter to make it clearer and more concise
Appendix L-13 – PDP 1st Mailing Cover Letter Spanish	
	<ul style="list-style-type: none"> • Added Spanish PDP 1st mailing cover letter to Appendix L • Revised the survey cover letter to make it clearer and more concise
Appendix L-14 – MA-Only and MA-PD 2nd Mailing Cover Letter Spanish	
	<ul style="list-style-type: none"> • Added Spanish MA-Only and MA-PD 2nd mailing cover letter to Appendix L • Revised the survey cover letter to make it clearer and more concise
Appendix L-15 – PDP 2nd Mailing Cover Letter Spanish	
	<ul style="list-style-type: none"> • Added Spanish PDP 2nd mailing cover letter to Appendix L • Revised the survey cover letter to make it clearer and more concise
Appendix L-16 – MA-Only Mail Survey Spanish	
	<ul style="list-style-type: none"> • Added Spanish MA-Only survey to Appendix L • No changes

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Appendix L-17 – MA-PD Mail Survey	
	<ul style="list-style-type: none"> • Added Spanish MA-PD survey to Appendix L • No changes
Appendix L-18 – 2022 PDP Mail Survey Spanish	
	<ul style="list-style-type: none"> • Added Spanish PDP survey to Appendix L • No changes
Appendix M-1 – MA-Only CATI Script	
	<ul style="list-style-type: none"> • Revised Q61 regarding follow up from the Medicare Program to add “Would you say...Yes, or No?” at the end of the question
Appendix M-2 – MA-PD CATI Script	
	<ul style="list-style-type: none"> • Revised Q66 regarding follow up from the Medicare Program to add “Would you say...Yes, or No?” at the end of the question
Appendix M-3 – PDP CATI Script	
	<ul style="list-style-type: none"> • Revised Q24 regarding follow up from the Medicare Program to add “Would you say...Yes, or No?” at the end of the question
Appendix M-4 – MA-Only CATI Script Spanish	
	<ul style="list-style-type: none"> • Added Spanish CATI MA-Only Script to Appendix M • Revised Q61 regarding follow up from the Medicare Program to match update to English script
Appendix M-5 – MA-PD CATI Script Spanish	
	<ul style="list-style-type: none"> • Added Spanish MA-PD CATI Script to Appendix M • Revised Q66 regarding follow up from the Medicare Program to match update to English script

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Appendix M-6 – PDP CATI Script Spanish	
	<ul style="list-style-type: none"> • Added Spanish PDP CATI Script to Appendix M • Revised Q24 regarding follow up from the Medicare Program to match update to English script
Appendix N – Guidance on Supplemental Questions	
	<ul style="list-style-type: none"> • Added AHRQ website URL
Appendix O – Guidance on Appending Data	
	<ul style="list-style-type: none"> • Added clarification that beneficiary and provider counts must be included in the Excel spreadsheet, as necessary
Appendix P – Vendor Report of Outbound CATI	
	<ul style="list-style-type: none"> • Revised the format of the spreadsheet and combined instructions to be more concise • Added clarification that Row 9 of the report will automatically sum the column values