

MA & PDP CAHPS Survey
 Quality Assurance Protocols & Technical Specifications V13.0
Technical Corrections and Clarifications
 Issued January 2023

Subsequent to the production of the MA & PDP CAHPS Survey Quality Assurance Protocols & Technical Specifications V13.0 (QAP&TS V13.0), it has been determined that there are specific items that require content corrections. These items are identified below.

1. Appendix L-1, 2023 MA-Only and MA-PD Survey Pre-Notification Letter - English

- **Appendix L-1, 2023 MA-Only and MA-PD Survey Pre-Notification Letter – English, Link in the pre-notification letter has been updated**

CHANGE MADE	CURRENT	REVISED
➤ Revised the link to the Medicare website to replace the highlighted space with a hyphen	You can learn more and see plan ratings online at medicare.gov/plan-compare and in the “Medicare & You” handbook.	You can learn more and see plan ratings online at medicare.gov/plan-compare and in the “Medicare & You” handbook.

2. Appendix L-2, 2023 Prescription Drug Plan Survey Pre-Notification Letter - English

- **Appendix L-2, 2023 Prescription Drug Plan Survey Pre-Notification Letter - English, Link in the pre-notification letter has been updated**

CHANGE MADE	CURRENT	REVISED
➤ Revised the link to the Medicare website to replace the highlighted space with a hyphen	You can learn more and see plan ratings online at medicare.gov/plan-compare and in the “Medicare & You” handbook.	You can learn more and see plan ratings online at medicare.gov/plan-compare and in the “Medicare & You” handbook.

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3. Appendix L-3, 2023 MA-Only and MA-PD Survey Initial Cover Letter – English

- **Appendix L-3, 2023 MA-Only and MA-PD Survey Initial Cover Letter – English, Link in the initial cover letter has been updated**

CHANGE MADE	CURRENT	REVISED
➤ Revised the link to the Medicare website to replace the highlighted space with a hyphen	You can learn more and see plan ratings online at medicare.gov/plan compare and in the “Medicare & You” handbook.	You can learn more and see plan ratings online at medicare.gov/plan-compare and in the “Medicare & You” handbook.

4. Appendix L-4, 2023 Prescription Drug Plan Survey Initial Cover Letter – English

- **Appendix L-4, 2023 Prescription Drug Plan Survey Initial Cover Letter – English, Link in the initial cover letter has been updated**

CHANGE MADE	CURRENT	REVISED
➤ Revised the link to the Medicare website to replace the highlighted space with a hyphen	You can learn more and see plan ratings online at medicare.gov/plan compare and in the “Medicare & You” handbook.	You can learn more and see plan ratings online at medicare.gov/plan-compare and in the “Medicare & You” handbook.

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5. **Appendix L-7, 2023 Medicare Advantage Plan Survey – English (New: 1/6/2023)**

- **Appendix L-7, 2023 Medicare Advantage Plan Survey – English, Added missing word in instructions**

CHANGE MADE	CURRENT	REVISED
➤ Added missing word in instructions	<ul style="list-style-type: none"> • Answer <u>all</u> the questions by putting an “X” in the box to the left of your answer, like this: <input type="checkbox"/> 	<ul style="list-style-type: none"> • Answer <u>all</u> the questions by putting an “X” in the box to the left of your answer, like this: <input checked="" type="checkbox"/> Yes

6. **Appendix L-8, 2023 Medicare Advantage Prescription Drug Survey – English (New: 1/6/2023)**

- **Appendix L-8, 2023 Medicare Advantage Prescription Drug Survey – English, Added missing word in instructions**

CHANGE MADE	CURRENT	REVISED
➤ Added missing word in instructions	<ul style="list-style-type: none"> • Answer <u>all</u> the questions by putting an “X” in the box to the left of your answer, like this: <input type="checkbox"/> 	<ul style="list-style-type: none"> • Answer <u>all</u> the questions by putting an “X” in the box to the left of your answer, like this: <input checked="" type="checkbox"/> Yes

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7. Appendix L-9, 2023 Prescription Drug Plan Survey – English **(New: 1/6/2023)**

- Appendix L-9, 2023 Prescription Drug Plan Survey – English, Added missing word in instructions

CHANGE MADE	CURRENT	REVISED
➤ Added missing word in instructions	<ul style="list-style-type: none"> • Answer <u>all</u> the questions by putting an “X” in the box to the left of your answer, like this: <input type="checkbox"/> 	<ul style="list-style-type: none"> • Answer <u>all</u> the questions by putting an “X” in the box to the left of your answer, like this: <input type="checkbox"/> Yes