

MA & PDP CAHPS Survey
 Quality Assurance Protocols & Technical Specifications V15.0
Technical Corrections and Clarifications
 Issued March 2025

Subsequent to the production of the MA & PDP CAHPS Survey *Quality Assurance Protocols & Technical Specifications V15.0* (QAP&TS V15.0), it has been determined that there are specific items that require content corrections. These items are identified below.

1. Appendix E Frequently Asked Questions for Customer Support (New 3/25/2025)

CHANGE MADE	CURRENT	REVISED
<p>➤ Added details to the FAQ “Who is sponsoring this survey?”</p>	<p>➤ Who is sponsoring this survey?</p> <p>The survey is sponsored by the Centers for Medicare & Medicaid Services (CMS). This federal agency is part of the Department of Health and Human Services.</p>	<p>➤ Who is sponsoring this survey?</p> <p>The survey is sponsored by the Centers for Medicare & Medicaid Services (CMS). This federal agency is part of the Department of Health and Human Services. This is part of an effort to hear from you about the care you are receiving. Responses to the survey are used to improve Medicare services and will help other people with Medicare choose a health plan.</p>

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2. Chapter III. Program Requirements

- Revised requirements for updating the Data Use Agreement (DUA) have been added

CHANGE MADE	CURRENT	REVISED
<ul style="list-style-type: none"> ➤ Revised requirements for updating the Data Use Agreement (DUA) for 2025 	<ul style="list-style-type: none"> ➤ Execute a Data Use Agreement (DUA) with CMS to permit survey vendor access to the sample file and any other CMS data specified in the DUA. The Enterprise Privacy Policy Engine (EPPE) is the CMS system used for all DUA requests and updates. Survey vendors must use the EPPE system to request new DUAs, as well as updates, extensions, and closures to existing DUAs. Survey vendors must ensure that: <ul style="list-style-type: none"> ○ The DUA is updated within three business days any time there is a change in contact information and all contact information is accurate ○ Existing DUAs are extended before their expiration date if necessary. CMS will not approve new DUAs if a survey vendor’s organization has any outstanding DUAs which are expired. ○ Existing DUAs are updated to include the 2025 survey administration data ○ A DUA Addendum must be submitted for each subcontractor that comes into direct contact with an enrollee and/or data about or from an enrollee (e.g., name, address, telephone number). The DUA Addendum form must be signed and uploaded through the EPPE system (https://www.cms.gov/Research-Statistics-Data-and-Systems/Files-for-Order/Data-Disclosures-Data-Agreements/DUA-Contractors.html). 	<ul style="list-style-type: none"> ➤ Execute a Data Use Agreement (DUA) with CMS to permit survey vendor access to the sample file and any other CMS data specified in the DUA. The Enterprise Privacy Policy Engine (EPPE) is the CMS system used for all DUA requests and updates. Survey vendors must use the EPPE system to request new DUAs, as well as updates, extensions, and closures to existing DUAs. Survey vendors must ensure that: <ul style="list-style-type: none"> ○ The DUA is updated within three business days any time there is a change in contact information and all contact information is accurate ○ Existing DUAs are extended before their expiration date if necessary. CMS will not approve new DUAs if a survey vendor’s organization has any outstanding DUAs which are expired. <ul style="list-style-type: none"> ▪ Vendors must extend their organization’s DUA expiration date by the due date in the Data Collection Schedule, 1/2/25 ○ Existing DUAs are updated to include the 2025 survey administration data: <ul style="list-style-type: none"> ▪ Vendors must update the DUA with the 2025 data year and send a PDF copy of their organization’s DUA from the EPPE system noting the update by 1/31/25 ▪ Note: Vendors’ DUAs must be updated before the sample may be downloaded.

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		<ul style="list-style-type: none">○ A DUA Addendum must be submitted for each subcontractor that comes into direct contact with an enrollee and/or data about or from an enrollee (e.g., name, address, telephone number). The DUA Addendum form must be signed and uploaded through the EPPE system (https://www.cms.gov/Research-Statistics-Data-and-Systems/Files-for-Order/Data-Disclosures-Data-Agreements/DUA-Contractors.html).

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3. Chapter IV. Sampling

- **Clarifying text regarding contract consolidation has been added**

CHANGE MADE	CURRENT	REVISED
<p>➤ Added clarifying text on the calculation of 6-month continuous enrollment for contracts surviving a consolidation.</p>	<p>When a contract is listed in CMS’s Health Plan Management System (HPMS) as a consolidation, merger, or novation between July of the prior year and January of the year when the CAHPS sample is drawn, the sampling frame for the surviving contract includes only enrollees who meet the 6-month continuous enrollment criteria. If a contract enrollee has any gaps in the CMS monthly enrollment data, he or she is excluded from the sample. Continuous enrollment is one of several eligibility criteria.</p>	<p>When a contract is listed in CMS’s Health Plan Management System (HPMS) as a consolidation, merger, or novation between July of the prior year and January of the year when the CAHPS sample is drawn, the sampling frame for the surviving contract includes only enrollees who meet the 6-month continuous enrollment criteria. Only the surviving contract will administer the MA & PDP CAHPS Survey. For consolidations, enrollment in the consumed contract is included in the calculation of 6-month continuous enrollment in the surviving contract. If a contract enrollee has any gaps in the CMS monthly enrollment data, he or she is excluded from the sample. Continuous enrollment is one of several eligibility criteria.</p>

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4. Chapter VI. Data Collection Protocol

- **The OMB expiration date has been added**

CHANGE MADE	CURRENT	REVISED
➤ Added the OMB expiration date to Web Survey Specifications and Formatting	➤ As indicated in the web survey templates, the instruction screen must include the Office of Management and Budget (OMB) clearance statement, number, and expiration date (TBD)	➤ As indicated in the web survey templates, the instruction screen must include the Office of Management and Budget (OMB) clearance statement, number, and expiration date (11/30/2027)
➤ Added the OMB expiration date to Mail Protocol	➤ The first page of the questionnaire must include the survey instructions and the Office of Management and Budget (OMB) clearance statement, number, and expiration date (TBD).	➤ The first page of the questionnaire must include the survey instructions and the Office of Management and Budget (OMB) clearance statement, number, and expiration date (11/30/2027).

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5. Chapter VII. Data Coding and Data Preparation – Decision Rules and Coding Guidelines section

- Decision rules and coding guidelines clarification for unanswered web survey questions has been added

CHANGE MADE	CURRENT	REVISED
<ul style="list-style-type: none"> ➤ Added clarifying text describing the decision rules and coding guidelines for web surveys when an enrollee breaks off the web survey 	<ul style="list-style-type: none"> ➤ For web survey skip patterns <ul style="list-style-type: none"> ○ In instances where the enrollee does not answer a screener question and the resulting associated dependent question(s), the screener question that was skipped should be coded in the data file as “99 – Refused” and the resulting associated dependent questions should be coded as “88 – Not Applicable” ○ Dependent questions appropriately skipped in accordance with the web survey specification in Appendix M should be coded as “88 – Not Applicable” in the data file 	<ul style="list-style-type: none"> ➤ For web survey skip patterns <ul style="list-style-type: none"> ○ In instances where the enrollee does not answer a screener question and the resulting associated dependent question(s), the screener question that was skipped should be coded in the data file as “99 – Refused” and the resulting associated dependent questions should be coded as “88 – Not Applicable” ○ Dependent questions appropriately skipped in accordance with the web survey specification in Appendix M should be coded as “88 – Not Applicable” in the data file ○ In instances when the enrollee breaks off the web survey and subsequent questions are not answered, then all unanswered questions should be coded “M – Missing”

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6. Appendix M-9 2025 Medicare Advantage Plan Web Survey

- The OMB expiration date and the word “expires” preceding the expiration date have been added

CHANGE MADE	CURRENT	REVISED
➤ Added the OMB expiration date and the word “expires” preceding the expiration date	The valid OMB control number for this information collection is 0938-0732 (TBD) .	The valid OMB control number for this information collection is 0938-0732 (expires 11/30/2027) .

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7. Appendix M-10 2025 Medicare Advantage Prescription Drug Web Survey

- The OMB expiration date and the word “expires” preceding the expiration date have been added

CHANGE MADE	CURRENT	REVISED
➤ Added the OMB expiration date and the word “expires” preceding the expiration date	The valid OMB control number for this information collection is 0938-0732 (TBD) .	The valid OMB control number for this information collection is 0938-0732 (expires 11/30/2027) .

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8. Appendix M-11 2025 Prescription Drug Plan Web Survey

- The OMB expiration date and the word “expires” preceding the expiration date have been added

CHANGE MADE	CURRENT	REVISED
➤ Added the OMB expiration date and the word “expires” preceding the expiration date	The valid OMB control number for this information collection is 0938-0732 (TBD) .	The valid OMB control number for this information collection is 0938-0732 (expires 11/30/2027) .

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9. Appendix M-20 2025 Medicare Advantage Plan Web Survey – Spanish

- The OMB expiration date has been added

CHANGE MADE	CURRENT	REVISED
➤ Added the OMB expiration date	El número de control válido del OMB para esta recolección es 0938-0732 (vence TBD) .	El número de control válido del OMB para esta recolección es 0938-0732 (vence el 30 de noviembre 2027) .

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10. Appendix M-21 2025 Medicare Advantage Prescription Drug Web Survey – Spanish

- The OMB expiration date has been added

CHANGE MADE	CURRENT	REVISED
➤ Added the OMB expiration date	El número de control válido del OMB para esta recolección es 0938-0732 (vence TBD) .	El número de control válido del OMB para esta recolección es 0938-0732 (vence el 30 de noviembre 2027) .

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11. Appendix M-22 2025 Prescription Drug Plan Web Survey – Spanish

- The OMB expiration date has been added

CHANGE MADE	CURRENT	REVISED
➤ Added the OMB expiration date	El número de control válido del OMB para esta recolección es 0938-0732 (vence TBD) .	El número de control válido del OMB para esta recolección es 0938-0732 (vence el 30 de noviembre 2027) .

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12. Appendix N-5 2025 Medicare Advantage Plan Survey

- The OMB expiration date has been added

CHANGE MADE	CURRENT	REVISED
➤ Added the OMB expiration date	The valid OMB control number for this information collection 0938-0732 (expires TBD).	The valid OMB control number for this information collection 0938-0732 (expires 11/30/2027).

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13. Appendix N-6 2025 Medicare Advantage Prescription Drug Survey

- The OMB expiration date has been added

CHANGE MADE	CURRENT	REVISED
➤ Added the OMB expiration date	The valid OMB control number for this information collection 0938-0732 (expires TBD).	The valid OMB control number for this information collection 0938-0732 (expires 11/30/2027).

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14. Appendix N-7 2025 Prescription Drug Plan Survey

- The OMB expiration date has been added

CHANGE MADE	CURRENT	REVISED
➤ Added the OMB expiration date	The valid OMB control number for this information collection 0938-0732 (expires TBD) .	The valid OMB control number for this information collection 0938-0732 (expires 11/30/2027) .

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15. Appendix N-12 2025 Medicare Advantage Survey -Spanish

- The OMB expiration date has been added

CHANGE MADE	CURRENT	REVISED
➤ Added the OMB expiration date	El número de control válido del OMB para esta recolección es 0938-0732 (vence TBD) .	El número de control válido del OMB para esta recolección es 0938-0732 (vence el 30 de noviembre 2027) .

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16. Appendix N-13 2025 Medicare Advantage Prescription Drug Survey - Spanish

- The OMB expiration date has been added

CHANGE MADE	CURRENT	REVISED
➤ Added the OMB expiration date	El número de control válido del OMB para esta recolección es 0938-0732 (vence TBD).	El número de control válido del OMB para esta recolección es 0938-0732 (vence el 30 de noviembre 2027).

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17. Appendix N-14 2025 Prescription Drug Plan Survey - Spanish

- The OMB expiration date has been added

CHANGE MADE	CURRENT	REVISED
➤ Added the OMB expiration date	El número de control válido del OMB para esta recolección es 0938-0732 (vence TBD).	El número de control válido del OMB para esta recolección es 0938-0732 (vence el 30 de noviembre 2027).