

**2025 MA & PDP CAHPS Survey
Quality Assurance Protocols & Technical Specifications V15.0
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) V14.1 to V15.0*. This document is not a substitute for reviewing the MA & PDP CAHPS QAP&TS V15.0 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 V15.0 manual is effective upon its release in November 2024. 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	Summary of Key Changes in V15.0
Miscellaneous	<ul style="list-style-type: none"> • Changed V14.1 to V15.0 • Revised dates as necessary, e.g., 2024 to 2025 • 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 overview of new guidelines and protocols for 2025 survey administration under the <i>New for 2025</i> section, including the following:</p> <ul style="list-style-type: none"> • Removed three questions from the MA-Only and MA-PD survey versions (no changes were made to the PDP survey version): <ul style="list-style-type: none"> ○ Wait time for appointment: Q8 (MA-Only and MA-PD) ○ Tobacco use: Q55 (MA-Only) / Q60 (MA-PD) ○ Advised to quit smoking: Q56 (MA-Only) / Q61 (MA-PD) • Added requirement that confidentiality agreements must be reviewed and re-signed annually • Renamed the sample file record variable “Spanish Preference Probability” to “Predicted Spanish Preference” • Revised sample delivery procedures; LIS and DUAL ELIGIBLE fields will be delivered in a refreshed sample file in March of each calendar year • The introduction screens in the CATI scripts have been revised • Revised and clarified Web Survey Administration requirements, including the following: <ul style="list-style-type: none"> ○ Reordered the initial two web screens so the choice of language screen is first followed by the screen for the enrollee to enter the PIN

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	<ul style="list-style-type: none"> ○ The first screen should display only the languages offered by the contract. English instructions should be in bold text, and there should be a line break between each language. ○ Creation of a password to access or resume the web survey is not permitted ○ The unique PIN code cannot exceed 10 characters and should not be case sensitive ○ The enrollee-specific URL and PIN must be stored in the survey vendor’s survey management system ○ Completed web surveys must be tracked by date of submission, the data validated within three business days, and those records removed from further web, mail, or CATI follow-up, as appropriate ○ Web survey seeds are required for all survey versions and languages being administered; vendors must maintain documentation of web survey seeds including date of receipt and quality checks conducted on the seeds ○ Vendors must not send emails from “noreply” or “donotreply” email addresses or email accounts that cannot receive messages (e.g., no-rely@surveyvendordname.com or donotreply@surveyvendorname.com) ● Added the option for vendors to include a QR code containing the survey URL and enrollee-specific PIN on the pre-notification letter and web survey letter. Use of QR code is an option, not a requirement. <ul style="list-style-type: none"> ○ Clarified that the QR code does not replace the survey URL and enrollee-specific PIN ○ Clarified that if a QR code is used it must appear in all versions of the letters for any of the applicable languages ● Added requirement that the pre-notification and web survey invitation letters must not be folded using an accordion style fold (zigzag fold or fan fold); half-fold or tri-fold is permitted ● Revised the survey material submission requirements: <ul style="list-style-type: none"> ○ Submit web survey testing links for all survey versions and languages being administered <ul style="list-style-type: none"> ▪ Web survey screenshots are not required to be submitted ○ Submit CATI testing links for all survey versions in English and Spanish (screenshots including skip programming may be submitted if submission of testing link is not possible) ○ Submit screenshots of the CATI survey, including skip programming logic, for all survey versions for the optional survey languages being administered

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	<ul style="list-style-type: none"> • The 2025 Model QAP has been updated to include new items under Work Plan for Survey Administration (see Appendix C items below) • Added to the list of identifiers that would not be approved for data append requests (see Appendix Q items below) • Updated the response rate section for vendor reports (see Appendix R and Appendix S items below)
III. Program Requirements	
	<ul style="list-style-type: none"> • Removed detailed list of survey materials to be submitted for review and referred readers to the Data Collection Protocol chapter and Oversight chapter for the detailed information and due dates
IV. Sampling	
	<ul style="list-style-type: none"> • Renamed the sample file record layout variable “SPANISH PREFERENCE PROBABILITY” to “PREDICTED SPANISH PREFERENCE” • Added note that the LIS and DUAL ELIGIBLE fields will be blank in the initial sample delivery and delivered in a refreshed sample file in March of each calendar year
V. Communications and Technical Support	
	<ul style="list-style-type: none"> • No changes
VI. Data Collection Protocol	
	<ul style="list-style-type: none"> • Modified the Data Collection Schedule to require vendors to submit: <ul style="list-style-type: none"> ○ CATI test links for the English and Spanish MA-Only, MA-PD, and PDP CATI surveys <ul style="list-style-type: none"> ▪ Screenshots that include skip logic and reflect the programmed survey that will be used for 2025 telephone administration may be submitted if provision of test links is not possible ▪ Test links must remain available for testing until CATI is approved by the project team and must allow for multiple testers to conduct tests simultaneously ○ Web test links for all survey versions and languages being administered ○ Screenshots of Chinese, Korean, Tagalog, and/or Vietnamese, if applicable, MA-Only, MA-PD, and PDP telephone surveys that include skip logic and reflect the programmed survey

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	<ul style="list-style-type: none"> ○ Massachusetts and Minnesota D-SNP supplemental items data (if applicable) approximately four weeks after the close of data collection via the Data Submission website provided by RAND ● Updated web survey system specifications, including: <ul style="list-style-type: none"> ○ Clarified that web survey system must allow the removal of enrollees from further attempts by mail or telephone within three business days following submission of a web survey ○ Added that the enrollee-specific PIN must not exceed 10 characters ● Updated the web invitation email section, including: <ul style="list-style-type: none"> ○ Added requirement that the sender email address must accept incoming messages (no use of “noreply” or “donotreply” email address) ○ Revised sample data field name from SPANISH PREFERENCE PROBABILITY to PREDICTED SPANISH PREFERENCE in the list of ways vendors can identify sampled enrollees requiring a Spanish invitation email ● Updated the web reminder email section, including: <ul style="list-style-type: none"> ○ Added requirement that the sender email address must accept incoming messages (no use of “noreply” or “donotreply” email address) ○ Revised sample data field name from SPANISH PREFERENCE PROBABILITY to PREDICTED SPANISH PREFERENCE in the list of ways vendors can identify sampled enrollees requiring a Spanish invitation email ● Updated the web survey specifications and formatting including: <ul style="list-style-type: none"> ○ Clarification that enrollees must not be required to create a password to initiate or resume the web survey ○ Requirement to store the enrollee-specific URL and PIN in the vendor’s survey management system ○ Requirement that the language selection screen should display only the languages being offered by the contract, English instructions should be in bold text, and there should be a line break between each language as in the CMS-provided web survey screens ○ Added requirement to create and track web survey seeds for all survey versions in all languages being administered <ul style="list-style-type: none"> ▪ Recommend to seed vendor staff at an email address other than the vendor’s business email address

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	<ul style="list-style-type: none"> ▪ Requirement to document the web survey seeds including date of receipt and any quality checks conducted ▪ Requirement to send the project team web seeds for all survey types and languages being administered • Revised pre-notification letter and web invitation letter guidance including: <ul style="list-style-type: none"> ○ PIN code may not exceed 10 characters and may not be case-sensitive ○ Option to include a QR code containing the survey URL and enrollee-specific PIN on the letters <ul style="list-style-type: none"> ▪ Noted that a QR code does not replace the survey URL and enrollee-specific PIN. The URL and PIN must be printed on the letter. ▪ Clarified that if a QR code is used it must appear in all languages being administered ○ Must not be folded using an accordion style fold (zigzag fold or fan fold); half-fold or tri-fold is permitted for the letters • Clarified that completed web surveys must be tracked by date of submission, the data validated within three business days, and those records removed from further web, mail, or CATI follow-up, as appropriate • Added that contracts and survey vendors must avoid using supplemental questions that require skip logic that is not included in the question • Clarified that vendors should not submit enrollee emails or mailed correspondence acknowledging completion of the survey, requesting to complete the survey via another mode, or providing comments on individual survey items • Clarified that quality checks should include all survey versions in all languages being administered • Clarified that seeded mailing tracking and verifying should be conducted for or all survey versions in all languages being administered
VII. Data Coding and Data Preparation	
	<ul style="list-style-type: none"> • Clarified web administration coding of the “race” question: Where one or more race categories are marked and some of the race categories are left blank, code the categories left blank as “2” for “No.” If no categories are selected, enter “M – Missing” for all categories.

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	<ul style="list-style-type: none"> • Clarified that for MA-Only Q42, MA-PD Q49, PDP Q12: If a response is written into the other language field but the response option “Some other language” is not marked, the survey vendor’s data capture system or data validation process should mark or select “Some other language.” • Clarified that multi-answer questions count as a single question no matter how many responses are chosen when calculating percent complete the
VIII. Data Submission	
	<ul style="list-style-type: none"> • No changes
IX. Data Analysis and Public Reporting	
	<ul style="list-style-type: none"> • Clarified case-model that proxy completion of the survey or other proxy assistance are mutually exclusive • Added clarification to Significance Testing, Reliability and Star Assignment section that “Scores for contracts in a consolidation with very low interunit reliability for a given measure do not affect the score, base group, or Star Rating of the surviving contract of the consolidation. However, data from all contracts in a consolidation are included when calculating means and standard errors for the two-tailed tests as well as for reporting the sample size and interunit reliability for the surviving contract of the consolidation.”
X. Oversight	
	<ul style="list-style-type: none"> • Added requirements and clarifications regarding QAP submission including: <ul style="list-style-type: none"> ○ Requirement to include tracking of key events, and documentation that quality control procedures are conducted for all survey versions in all languages being administered in the QAP <ul style="list-style-type: none"> ▪ Emphasized that descriptions of the results from previous survey administration quality control activities and any corrective action plan(s) implemented required with QAP submission ▪ CMS may also request additional survey-related materials for review as needed ○ Clarified that quality checks should include all survey versions in all languages being administered • Revised and clarified the guidance regarding review of vendors’ survey materials including: <ul style="list-style-type: none"> ○ All versions and languages of survey materials, including pre-notification letters and envelopes, web survey materials, mail survey materials, and telephone survey materials, must be submitted for review

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	<ul style="list-style-type: none"> ○ A minimum of six web survey test links must be submitted for review ○ Mail materials submitted for review must look the same as the versions that will be used for production without the variable information and supplemental questions ○ The CATI survey must be programmed with skip logic that reflects the specifications in Appendix O <ul style="list-style-type: none"> ▪ CATI test links (minimum of six) for the English and Spanish MA-Only, MA-PD, and PDP telephone surveys (screenshots may be submitted if provision of test links is not possible) must be submitted for review ▪ CATI test links must remain available for testing until CATI has been approved by the project team ▪ CATI test links must allow for multiple testers to conduct testing simultaneously ○ Optional language MA-Only, MA-PD, and PDP CATI screenshots with skip logic that reflects the programmed survey that will be used for 2025 telephone survey administration must be submitted for review ● Reiterated that it is CMS's expectation that each survey vendor conduct a thorough quality review of all survey materials before submitting the materials to the project team for review ● Screenshots of online reports, if applicable, should be included when providing a template of the MA & PDP CAHPS Survey report your organization plans to provide to clients with QAP submission ● Added completed quality control checklists/logs to the list of materials subject to review during the site visits
XI. Event Reports	
	<ul style="list-style-type: none"> ● No changes
XII. Exception Requests	
	<ul style="list-style-type: none"> ● No changes

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Appendix A – Minimum Business Requirements	
	<ul style="list-style-type: none"> • Added requirement that vendors’ system resources must support use of a URL and enrollee-specific PIN code without requiring sampled enrollees to create a password or other identifier • Added requirement that vendors be able to produce a unique PIN no longer than 10 characters for enrollees to access the web survey • Added requirement that confidentiality agreements be reviewed and re-signed annually • Clarified that vendors must submit web survey testing links for all survey versions and languages being administered to project team • Clarified that requirement to submit mail materials must include all survey versions and languages • Added requirement to submit CATI testing links for all survey versions in English and Spanish to the project team by specified due date <ul style="list-style-type: none"> ○ Screenshots of the CATI survey may be provided if provision of a CATI survey test link is not possible • Added requirement to submit screenshots of all CATI screens in optional survey languages including programming logic
Appendix B – 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"> • Clarified that test links to web survey materials in all applicable languages must be submitted for review • Added CATI test links to the MA-Only, MA-PD, and PDP telephone scripts in English and Spanish to the list of survey materials that must be submitted for review (screenshots may be submitted if provision of a test link is not possible) • Added requirement to submit screenshots of the MA-Only, MA-PD, and PDP telephone scripts in optional survey languages (Chinese, Korean, Tagalog, and/or Vietnamese), if applicable

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	<ul style="list-style-type: none"> • Clarified that vendors must provide the specific software used for programming and administering the web survey • Added requirement to include a description of how the enrollee-specific PIN and URL are generated and stored within your sample management system • Added requirement to include a description of the frequency and method used to monitor the web server for DNS traffic or other unusual activity during MA & PDP CAHPS administration • Expanded the quality control checks of printed materials to include checks conducted prior to production, during the production and insertion process, and after the mailing packets have been assembled; include specifics for survey versions and languages being administered • Added that screenshots of online reports, if applicable, should be submitted with the template of the report your organization plans to provide to clients
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
Appendix F – Instructions for Survey Vendors on Accessing the MA & PDP CAHPS Data Warehouse	
	<ul style="list-style-type: none"> • Updated screenshots

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Appendix G – Sample File Record Layout	
	<ul style="list-style-type: none"> • Renamed the sample file record variable “Spanish Preference Probability” to “Predicted Spanish Preference” • Revised sample delivery procedures as LIS and DUAL ELIGIBLE fields will be delivered in a refreshed sample file in March of each calendar year
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"> • Removed Q8 (Wait time for appointment) <ul style="list-style-type: none"> ○ Removed skip logic in Q7 ○ Renumbered subsequent questions, field positions, programming specifications, and skip logic as necessary • Removed Q55 (Tobacco use) and Q56 (Advised to quit smoking) <ul style="list-style-type: none"> ○ Renumbered subsequent questions, field positions, programming specifications, and skip logic as necessary
Appendix H-2 – MA-PD Data Submission File Layout	
	<ul style="list-style-type: none"> • Removed Q8 (Wait time for appointment) <ul style="list-style-type: none"> ○ Removed skip logic in Q7 ○ Renumbered subsequent questions, field positions, programming specifications, and skip logic as necessary • Removed Q60 (Tobacco use) and Q61(Advised to quit smoking) <ul style="list-style-type: none"> ○ Renumbered subsequent questions, field positions, programming specifications, and skip logic as necessary

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Appendix H-3 – PDP Data Submission File Layout	
	<ul style="list-style-type: none"> • No changes
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"> • Renumbered survey questions beginning at Q8 • Removed item: Frequency of cigarette/tobacco use (Q55) <ul style="list-style-type: none"> ○ Renumbered subsequent items and questions as necessary • Revised some question descriptions • Clarified that multi answer questions count as a single question no matter how many responses are chosen when calculating percent complete
Appendix J-2 – MA-PD Survey Items ATA	
	<ul style="list-style-type: none"> • Renumbered survey questions starting at Q8 • Removed Item: Frequency of cigarette/tobacco use (Q60) <ul style="list-style-type: none"> ○ Renumbered subsequent items and questions as necessary • Revised some question descriptions • Clarified that multi answer questions count as a single question no matter how many responses are chosen when calculating percent complete
Appendix J-3 – PDP Survey Items ATA	
	<ul style="list-style-type: none"> • Revised some question descriptions • Clarified that multi answer questions count as a single question no matter how many responses are chosen when calculating percent complete
Appendix K – List of Reportable Measures	
	<ul style="list-style-type: none"> • Renumbered questions as necessary in Composite Measures as applicable

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Appendix L-1 – MA and MA-PD INITIAL Pre-Notification Letter	
	<ul style="list-style-type: none"> • No changes
Appendix L-2 – PDP Pre-Notification Letter	
	<ul style="list-style-type: none"> • No changes
L-3 MA and MA-PD INITIAL Pre-Notification Letter Spanish	
	<ul style="list-style-type: none"> • No changes
L-4 PDP Pre-Notification Letter Spanish	
	<ul style="list-style-type: none"> • No changes
Appendix M-1 MA and MA-PD INITIAL Email Invitation English	
	<ul style="list-style-type: none"> • No changes
Appendix M-2 PDP INITIAL Email Invitation English	
	<ul style="list-style-type: none"> • No changes
Appendix M-3 MA-Only MA-PD Web Survey Invitation Letter English	
	<ul style="list-style-type: none"> • No changes

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Appendix M-4 MA-Only MA-PD Web Survey Invitation Letter (plan logo) English	
	<ul style="list-style-type: none"> • No changes
Appendix M-5 PDP Web Survey Invitation Letter with CMS logo English	
	<ul style="list-style-type: none"> • No changes
Appendix M-6 PDP Web Survey Invitation Letter (plan logo) English	
	<ul style="list-style-type: none"> • No changes
Appendix M-7 MA-Only MA-PD Reminder Email English	
	<ul style="list-style-type: none"> • No changes
Appendix M-8 PDP Reminder Email English	
	<ul style="list-style-type: none"> • No changes
Appendix M-9 2025 MA-Only Web Survey English	
	<ul style="list-style-type: none"> • Reordered the initial two web screens <ul style="list-style-type: none"> ○ The first screen should display only the languages offered by the contract ○ English instructions should be in bold ○ A line break should be included between each language • Removed Q8 (Wait time for appointment) <ul style="list-style-type: none"> ○ Removed programming specification in Q7

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	<ul style="list-style-type: none"> ○ Renumbered subsequent questions, programming specifications, and skip logic as necessary ● Removed Q55 (Tobacco use) and Q56 (Advised to quit smoking) <ul style="list-style-type: none"> ○ Renumbered subsequent questions, programming specifications, and skip logic as necessary
Appendix M-10 2025 MA-PD Web Survey English	
	<ul style="list-style-type: none"> ● Reordered the initial two web screens <ul style="list-style-type: none"> ○ The first screen should display only the languages offered by the contract ○ English instructions should be in bold ○ A line break should be included between each language ● Removed Q8 (Wait time for appointment) <ul style="list-style-type: none"> ○ Removed programming specification in Q7 ○ Renumbered subsequent questions, programming specifications, and skip logic as necessary ● Removed Q60 (Tobacco use) and Q61 (Advised to quit smoking) <ul style="list-style-type: none"> ○ Renumbered subsequent questions, programming specifications, and skip logic as necessary
Appendix M-11 2025 PDP Web Survey English	
	<ul style="list-style-type: none"> ● Reordered the initial two web screens <ul style="list-style-type: none"> ○ The first screen should display only the languages offered by the contract ○ English instructions should be in bold ○ A line break should be included between each language
Appendix M-12 MA and MA-PD INITIAL Email Invitation Spanish	
	<ul style="list-style-type: none"> ● No change

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Appendix M-13 PDP INITIAL Email Invitation Spanish	
	<ul style="list-style-type: none"> • No change
Appendix M-14 MA-Only MA-PD Web Survey Invitation Letter Spanish	
	<ul style="list-style-type: none"> • No change
Appendix M-15 MA-Only MA-PD Web Survey Invitation Letter (plan logo) Spanish	
	<ul style="list-style-type: none"> • No change
Appendix M-16 PDP Web Survey Invitation Letter Spanish	
	<ul style="list-style-type: none"> • No change
Appendix M-17 PDP Web Survey Invitation Letter (plan logo) Spanish	
	<ul style="list-style-type: none"> • No change
Appendix M-18 MA-Only MA-PD Reminder Email Spanish	
	<ul style="list-style-type: none"> • No change
Appendix M-19 PDP Reminder Email Spanish	
	<ul style="list-style-type: none"> • No change

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Appendix M-20 MA-Only Web Survey Spanish	
	<ul style="list-style-type: none"> • Revisions for accent marks, grammar, and formatting, including: <ul style="list-style-type: none"> ○ The word “ATRAS” was revised to “ATRÁS” (accent mark) throughout the survey ○ Q4: revised for grammar ○ Q5: revised for grammar ○ Q51: revised for removal of accent mark ○ Q54: revised for formatting ○ Q56: revised for grammar • Reordered the initial two web screens <ul style="list-style-type: none"> ○ The first screen should display only the languages offered by the contract ○ English instructions should be in bold ○ A line break should be included between each language • Removed Q8 (Wait time for appointment) <ul style="list-style-type: none"> ○ Removed programming specification in Q7 ○ Renumbered subsequent questions, programming specifications, and skip logic as necessary • Removed Q55 (Tobacco use) and Q56 (Advised to quit smoking) <ul style="list-style-type: none"> ○ Renumbered subsequent questions, programming specifications, and skip logic as necessary
Appendix M-21 MA-PD Web Survey Spanish	
	<ul style="list-style-type: none"> • Revisions for accent marks, grammar, and formatting, including: <ul style="list-style-type: none"> ○ The word “ATRAS” was revised to “ATRÁS” (accent mark) throughout the survey ○ Q4: revised for grammar ○ Q5: revised for underline ○ Q17: revised for formatting ○ Q56: revised for removal of accent mark ○ Q59: revised for formatting ○ Q61: revised for grammar • Reordered the initial two web screens

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	<ul style="list-style-type: none"> ○ The first screen should display only the languages offered by the contract ○ English instructions should be in bold ○ A line break should be included between each language ● Removed Q8 (Wait time for appointment) <ul style="list-style-type: none"> ○ Removed programming specification in Q7 ○ Renumbered subsequent questions, programming specifications, and skip logic as necessary ● Removed Q60 (Tobacco use) and Q61 (Advised to quit smoking) <ul style="list-style-type: none"> ○ Renumbered subsequent questions, programming specifications, and skip logic as necessary
Appendix M-22 PDP Web Survey Spanish	
	<ul style="list-style-type: none"> ● Revisions for accent marks, grammar, and formatting, including: <ul style="list-style-type: none"> ○ The word “ATRAS” was revised to “ATRÁS” (accent mark) throughout the survey ○ Q15: revised for language ○ Q 19: revised for formatting ○ Q21: revised for grammar ● Reordered the initial two web screens <ul style="list-style-type: none"> ○ The first screen should display only the languages offered by the contract ○ English instructions should be in bold ○ A line break should be included between each language
Appendix N-1 MA and MA-PD INITIAL Cover Letter English	
	<ul style="list-style-type: none"> ● No changes
Appendix N-2 PDP Initial Cover Letter English	
	<ul style="list-style-type: none"> ● No changes

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Appendix N-3 2025 MA and MA-PD 2nd Mailing Cover Letter English	
	<ul style="list-style-type: none"> • No changes
Appendix N-4 PDP 2nd Mailing Cover Letter English	
	<ul style="list-style-type: none"> • No changes
Appendix N-5 2025 MA-Only Mail Survey English	
	<ul style="list-style-type: none"> • Removed Q8 (Wait time for appointment) <ul style="list-style-type: none"> ○ Removed skip logic in Q7 ○ Renumbered subsequent questions, programming specifications, and skip logic as necessary • Removed Q55 (Tobacco use) and Q56 (Advised to quit smoking) <ul style="list-style-type: none"> ○ Renumbered subsequent questions, programming specifications, and skip logic as necessary
Appendix N-6 2025 MA-PD Mail Survey English	
	<ul style="list-style-type: none"> • Removed Q8 (Wait time for appointment) <ul style="list-style-type: none"> ○ Removed skip logic in Q7 ○ Renumbered subsequent questions, programming specifications, and skip logic as necessary • Removed Q60 (Tobacco use) and Q61 (Advised to quit smoking) <ul style="list-style-type: none"> ○ Renumbered subsequent questions, programming specifications, and skip logic as necessary
Appendix N-7 2025 PDP Mail Survey English	
	<ul style="list-style-type: none"> • No changes

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Appendix N-8 MA and MA-PD INITIAL Cover Letter Spanish	
	<ul style="list-style-type: none"> • No changes
Appendix N-9 PDP Initial Cover Letter Spanish	
	<ul style="list-style-type: none"> • No changes
Appendix N-10 MA and MA-PD 2nd Mailing Cover Letter Spanish	
	<ul style="list-style-type: none"> • No changes
Appendix N-11 PDP 2nd Mailing Cover Letter Spanish	
	<ul style="list-style-type: none"> • No changes
Appendix N-12 2025 MA-Only Mail Survey Spanish	
	<ul style="list-style-type: none"> • Some questions were revised for accent marks, grammar, and formatting, including: <ul style="list-style-type: none"> ○ Q4: revised for grammar ○ Q10: revised for formatting ○ Q51: revised for removal of accent mark ○ Q54: revised for formatting ○ Q56: revised for grammar • Removed Q8 (Wait time for appointment) <ul style="list-style-type: none"> ○ Removed skip logic in Q7 ○ Renumbered subsequent questions, programming specifications, and skip logic as necessary • Removed Q55 (Tobacco use) and Q56 (Advised to quit smoking) <ul style="list-style-type: none"> ○ Renumbered subsequent questions, programming specifications, and skip logic as necessary

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Appendix N-13 2025 MA PD Mail Survey Spanish	
	<ul style="list-style-type: none"> • Some questions were revised for accent marks, grammar, and formatting, including: <ul style="list-style-type: none"> ○ Q4: revised for grammar ○ Q56: revised for removal of accent mark ○ Q59: revised for formatting ○ Q61: revised for grammar • Removed Q8 (Wait time for appointment) <ul style="list-style-type: none"> ○ Removed skip logic in Q7 ○ Renumbered subsequent questions, programming specifications, and skip logic as necessary • Removed Q60 (Tobacco use) and Q61 (Advised to quit smoking) <ul style="list-style-type: none"> ○ Renumbered subsequent questions, programming specifications, and skip logic as necessary
Appendix N-14 2025 PDP Mail Survey Spanish	
	<ul style="list-style-type: none"> • Some questions were revised for accent marks, grammar, and formatting, including: <ul style="list-style-type: none"> ○ Q3b: revised for formatting ○ Q13: revised for removal of accent mark ○ Q19: revised for formatting ○ Q21: revised for grammar
Appendix O 2025 CATI Instructions	
	<ul style="list-style-type: none"> • Clarified that the CATI scripts use the same questions as those found in the web and mail versions • Clarified that “88-NOT APPLICABLE” is for coding purposes and should not appear as a response choice on any CATI screen • Revised example questions on page 3 to reflect current text and question numbers • Included language references as items interviewers should be familiar with and able to pronounce correctly (e.g., Tagalog)

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Appendix O-1 2025 MA-Only English CATI	
	<ul style="list-style-type: none"> • Added programming specifications at the beginning of the script including: <ul style="list-style-type: none"> ○ NEVER DISPLAY “88 [NOT APPLICABLE]” ON INTERVIEWER SCREEN ○ NEVER DISPLAY “M [MISSING]” ON INTERVIEWER SCREEN ○ NEVER DISPLAY “[GO TO]” INSTRUCTIONS OR ANY OTHER PROGRAM LOGIC ON INTERVIEWER SCREEN • In paragraph before INTRO1-OUT, changed “SAMPLED MEMBER” to “ENROLLEE” in two places • In paragraph before INTRO1-IN, changed “SAMPLED MEMBER” to “ENROLLEE” in two places • Revisions were made to the text of the following: <ul style="list-style-type: none"> ○ INTRO2-OUT ○ INTRO2-IN ○ PROXY_INTRO 1 ○ PROXY_INTRO2 • Changed “the Centers for Medicare and Medicaid Services (CMS)” to “Medicare” in RESUME2 • Removed Q8 (Wait time for appointment) <ul style="list-style-type: none"> ○ Removed Q7 skip logic ○ Renumbered subsequent questions, programming specifications, and skip logic as necessary • Revised “READ ONLY IF NECESSARY” text for Q47 b - j • Removed Q55 (Tobacco Use) and Q56 (Advised to quit smoking) <ul style="list-style-type: none"> ○ Renumbered subsequent questions, programming specifications, and skip logic as necessary
Appendix O-2 2025 MA-PD English CATI	
	<ul style="list-style-type: none"> • Added programming specifications at the beginning of the script including: <ul style="list-style-type: none"> ○ NEVER DISPLAY “88 [NOT APPLICABLE]” ON INTERVIEWER SCREEN ○ NEVER DISPLAY “M [MISSING]” ON INTERVIEWER SCREEN ○ NEVER DISPLAY “[GO TO]” INSTRUCTIONS OR ANY OTHER PROGRAM LOGIC ON INTERVIEWER SCREEN • In paragraph before INTRO1-OUT, changed “SAMPLED MEMBER” to “ENROLLEE” in two places • In paragraph before INTRO1-IN, changed “SAMPLED MEMBER” to “ENROLLEE” in two places

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	<ul style="list-style-type: none"> • Revisions were made to the text of the following: <ul style="list-style-type: none"> ○ INTRO2-OUT ○ INTRO2-IN ○ PROXY_INTRO 1 ○ PROXY_INTRO2 • Changed “the Centers for Medicare and Medicaid Services (CMS)” to “Medicare” in RESUME2 • Removed Q8 (Wait time for appointment) <ul style="list-style-type: none"> ○ Removed Q7 programming specifications ○ Renumbered subsequent questions, programming specifications, and skip logic as necessary • Revised “READ ONLY IF NECESSARY” text for Q52 b - j • Removed Q60 (Tobacco use) and Q61 (Advised to quit smoking) <ul style="list-style-type: none"> ○ Renumbered subsequent questions, programming specifications, and skip logic as necessary
Appendix O-3 2025 PDP English CATI	
	<ul style="list-style-type: none"> • Added programming specifications at the beginning of the script including: <ul style="list-style-type: none"> ○ NEVER DISPLAY “88 [NOT APPLICABLE]” ON INTERVIEWER SCREEN ○ NEVER DISPLAY “M [MISSING]” ON INTERVIEWER SCREEN ○ NEVER DISPLAY “[GO TO]” INSTRUCTIONS OR ANY OTHER PROGRAM LOGIC ON INTERVIEWER SCREEN • In paragraph before INTRO1-OUT, changed “SAMPLED MEMBER” to “ENROLLEE” in two places • In paragraph before INTRO1-IN, changed “SAMPLED MEMBER” to “ENROLLEE” in two places • Revisions were made to the text of the following: <ul style="list-style-type: none"> ○ INTRO2-OUT ○ INTRO2-IN ○ PROXY_INTRO 1 ○ PROXY_INTRO2 • Changed “the Centers for Medicare and Medicaid Services (CMS)” to “Medicare” in RESUME2

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Appendix O-4 2025 MA-Only Spanish CATI	
	<ul style="list-style-type: none"> • Added programming specifications at the beginning of the script including: <ul style="list-style-type: none"> ○ NEVER DISPLAY “88 [NOT APPLICABLE]” ON INTERVIEWER SCREEN ○ NEVER DISPLAY “M [MISSING]” ON INTERVIEWER SCREEN ○ NEVER DISPLAY “[GO TO]” INSTRUCTIONS OR ANY OTHER PROGRAM LOGIC ON INTERVIEWER SCREEN • Revisions were made to the text of the following: <ul style="list-style-type: none"> ○ INTRO2-OUT ○ INTRO2-IN ○ PROXY_INTRO 1 ○ PROXY_INTRO2 • Changed “the Centers for Medicare and Medicaid Services (CMS)” to “Medicare” in RESUME2 • Some revisions were made for grammar and formatting, including: <ul style="list-style-type: none"> ○ Q4: revised for grammar ○ Q54: revised for formatting • Removed Q8 (Wait time for appointment) <ul style="list-style-type: none"> ○ Removed Q7 skip logic ○ Renumbered subsequent questions, programming specifications, and skip logic as necessary • Revised “READ ONLY IF NECESSARY” text for Q47 b - j • Removed Q55 (Tobacco use) and Q56 (Advised to quit smoking) <ul style="list-style-type: none"> ○ Renumbered subsequent questions, programming specifications, and skip logic as necessary
Appendix O-5 2025 MA-PD Spanish CATI	
	<ul style="list-style-type: none"> • Added programming specifications at the beginning of the script including: <ul style="list-style-type: none"> ○ NEVER DISPLAY “88 [NOT APPLICABLE]” ON INTERVIEWER SCREEN ○ NEVER DISPLAY “M [MISSING]” ON INTERVIEWER SCREEN ○ NEVER DISPLAY “[GO TO]” INSTRUCTIONS OR ANY OTHER PROGRAM LOGIC ON INTERVIEWER SCREEN • Revisions were made to the text of the following:

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	<ul style="list-style-type: none"> ○ INTRO2-OUT ○ INTRO2-IN ○ PROXY_INTRO 1 ○ PROXY_INTRO2 • Changed “the Centers for Medicare and Medicaid Services (CMS)” to “Medicare” in RESUME2 • Some revisions were made for grammar and formatting, including: <ul style="list-style-type: none"> ○ Q4: revised for grammar ○ Q10: revised for formatting ○ Q20: revised for formatting ○ Q59: revised for formatting • Removed Q8 (Wait time for appointment) <ul style="list-style-type: none"> ○ Removed Q7 programming specifications ○ Renumbered subsequent questions, programming specifications, and skip logic as necessary • Removed Q60 (Tobacco use) and Q61 (Advised to quit smoking) <ul style="list-style-type: none"> ○ Renumbered subsequent questions, programming specifications, and skip logic as necessary
Appendix O-6 2025 PDP Spanish CATI	
	<ul style="list-style-type: none"> • Added programming specifications at the beginning of the script including: <ul style="list-style-type: none"> ○ NEVER DISPLAY “88 [NOT APPLICABLE]” ON INTERVIEWER SCREEN ○ NEVER DISPLAY “M [MISSING]” ON INTERVIEWER SCREEN ○ NEVER DISPLAY “[GO TO]” INSTRUCTIONS OR ANY OTHER PROGRAM LOGIC ON INTERVIEWER SCREEN • Revisions were made to the text of the following: <ul style="list-style-type: none"> ○ INTRO2-OUT ○ INTRO2-IN ○ PROXY_INTRO 1 ○ PROXY_INTRO2 • Changed “the Centers for Medicare and Medicaid Services (CMS)” to “Medicare” in RESUME2 • Q19: revised for formatting

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Appendix P Guidance on Supplemental Questions	
	<ul style="list-style-type: none"> • No changes
Appendix Q Guidance on Appending Data	
	<ul style="list-style-type: none"> • Added “Requests that are duplicative of reports CMS provides directly to plans” to the list of examples of data append requests that CMS would not approve
Appendix R Vendor Report of Outbound CATI	
	<ul style="list-style-type: none"> • Revised the “Instructions for Calculating the Response Rate” section to standardize the response rate calculation • Clarified that the response rate provided should be across all modes of administration
Appendix S Web and Mail Survey Activity and Returns	
	<ul style="list-style-type: none"> • Revised the “Instructions for Calculating the Response Rate” section to standardize the response rate calculation • Clarified that the response rate provided should be across all modes of administration • Added notes to clarify Report Row 7 and Report Row 8