2026 MA & PDP CAHPS Survey
Quality Assurance Protocols & Technical Specifications V16.0
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) V15.0 to V16.0.* This document is not a substitute for reviewing the MA & PDP CAHPS *QAP&TS V16.0* 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 V16.0* manual is effective upon its release in November 2025. 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 V16.0
Miscellaneous	• Changed V15.0 to V16.0 • Revised dates as necessary, e.g., 2025 to 2026 • Minor wording or formatting updates as needed
I. Reader's Guide	
	• No changes
II. Introduction and Overview	

	Added overview of new guidelines and protocols for 2026 survey administration under the *New for 2026* section, including the following:
	• Removed four questions from the MA-Only and MA-PD survey versions and one question from the PDP survey version:
	    o Lower the amount of your co-pay: Q38 (MA-Only, MA-PD)
	    o Offer you extra benefits: Q39 (MA-Only, MA-PD)
	    o Unfair or insensitive treatment: Q47 (MA-Only) / Q52 (MA-PD)
	    o Hispanic or Latino origin or descent: Q55 (MA-Only) / Q60 (MA-PD) / Q20 (PDP)
	• Revised the Race/Ethnicity question, Q52 (MA-Only) / Q57 (MA-PD) / Q20 PDP:
	    o Added "Hispanic or Latino" and "Middle Eastern or North African" options
	    o Removed "Other" from Native Hawaiian or Pacific Islander
	• Updated marketing and data use language:
	    o Clarified that vendors must not imply CAHPS scores or Star Ratings will improve by contracting for such services in promotional materials
	    o Vendor websites are subject to periodic review for adherence to guidelines
	• Updated the sample file layout:
	    o Removed the MMP field (program ends in 2025)
	    o Added eligible contract enrollment counts by coverage type (MA-Only, MA-PD, PDP)

Section of the QAP&TS	Summary of Key Changes in V16.0
	- Added "Inbound Customer Support" section that defines monitoring expectations and guidance for customer-support lines - Revised web survey redirection after submitting survey to go to www.medicare.gov (previously CMS homepage) - Added that sample management system must track if web survey was initiated using the optional QR code provided in the pre-notification or web invitation letter (if used) - Standardized text has been provided for all versions of the pre-notification and web invitation letters when using the optional QR code - Placeholders have been added to the pre-notification letters for the customer support email address - Revised CMS signature block for all letters - Revised pre-notification letter envelope options to allow Intelligent Mail Barcodes (IMb) built with appropriate service codes that include address updates or address service indicators ("Return Service Requested," "Change Service Requested," "Address Service Requested," or "Electronic Service Requested") - Standardized text has been added when using "Opt out" or "Unsubscribe" text in emails - A section has been added regarding quality checks and quality control guidelines for web mode - Added requirements for supplemental questions: - Must appear in the corresponding contract in all languages administered and all modes (web, mail, CATI) - Must be operational by start of inbound CATI protocol - Formatting must match survey template - Enrollee correspondence: it is not necessary to forward email or white mail that only indicates change of address - Added clarifying text regarding telephone attempts: - Bad or non-working numbers identified by a phone append vendor must be dialed at least once to verify number is still bad or non-working - Calls identified as having privacy screening (e.g., privacy screen, privacy manager, phone intercept, or blocked call), count as one attempt (up to the maximum of five) - Oversight activities clarification: - Testing links for web and CATI surveys in all languages being administered must allow multiple testers to test simultaneously and remain active until approved by the project

Section of the QAP&TS	Summary of Key Changes in V16.0
	team. Screenshots that include skip logic and reflect the 2026 survey are permissible if provision of CATI test links is not possible.
III. Program Requirements	
	• Added clarifying text regarding marketing materials and use of MA & PDP CAHPS Survey data o Project Team will periodically review vendor websites and other marketing materials for adherence to these guidelines • Clarified that enrollee counts are required for all identifiers in data append requests
IV. Sampling	
	• Added clarifying text regarding a consolidation, merger, or novation: o 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. • Removed MMP field • Added enrollment count variables by coverage type (MA-Only, MA-PD, PDP)
V. Communications and Technical Support	
	• No changes
VI. Data Collection Protocol	

	• Modified the Data Collection Schedule including key dates with updated cutoff dates:
	    o 5/30/2026:
	        ▪ Cutoff date for web surveys
	        ▪ Close customer support toll-free line email
	        ▪ Telephone interviewing ends
	    o 6/1/2026
	        ▪ Cutoff date for returned mail surveys
	• Added Inbound Customer Support section
	    o Voicemail messages must generate a return call within 48 hours
	    o Return calls must be documented in vendor call logs, including:
	        ▪ whether the call was answered
	        ▪ the specific question(s) the caller asked

Section of the QAP&TS	Summary of Key Changes in V16.0
	- the specific information communicated to the caller - whether the call was transferred to the call center for CATI administration - any other action taken during or after the call - All calls answered by a live operator must be logged and include the same items as for return calls noted above - Vendors must conduct quality control monitoring of 10% of calls to the customer support line throughout survey administration - Standardized guidance for "unsubscribe" or "opt out" text in emails - Text should be specific to the MA & PDP CAHPS Survey, and the web page link should make clear that only the specific survey is being unsubscribed from - Added Quality Control Guideline checks for web survey administration to include: - Perform validation tests of the URL and unique PIN - Perform validation tests of the QR code, if applicable - Confirm formatting of all screens matches the CMS templates and that web survey presents similarly on different browser applications, browser sizes, and platforms; survey should automatically re-size for different screens (phone, tablet, computer) - Conduct tests of all versions of the web surveys in all languages being administered to ensure skip logic is correct, enrollees can advance to the next screen without a response being required, and enrollees can exit survey and re-enter at a later time and be returned to the first unanswered question - Verify that the appropriate supplemental items are displaying for each client - Track, review, and document web seeds for timeliness of delivery and accuracy of the email seed, and any quality checks conducted - Monitor web survey responses to ensure data are captured as expected - Added that Intelligent Mail Barcodes (IMb) are permissible for the prenotification letter envelope to obtain updated address information - Revised phrase to be used when including additional contract names printed on the survey ("*You may also know your plan by the following name(s):*") and clarified that it must be printed in the same language as the survey (English, Spanish, Chinese, Korean, Tagalog, or Vietnamese) - Added requirements for supplemental questions: - Must appear in all languages administered and all modes (web, mail, CATI) for the corresponding contract

Section of the QAP&TS	Summary of Key Changes in V16.0
	- o Must be operational by start of inbound CATI protocol - o Formatting must match survey template - Added requirement that phone numbers identified as bad or non-working by a phone append vendor must be dialed at least one time to verify that the number is still bad or non-working - Added requirement when a number is identified as having call screening (e.g., privacy screen, privacy manager, phone intercept, or blocking of unknown callers), additional attempts must be made (up to the maximum of five) to reach the enrollee - Added requirements for CATI test links submitted for review: - o Must remain available for testing until materials have been approved by project team - o Must allow multiple testers to conduct testing simultaneously
VII. Data Coding and Data Preparation	
	- Clarified text regarding coding: - o If, prior to the start of data collection, an enrollee is found to be ineligible and removed, assign code "40 – Excluded from survey" - o Surveys assigned a code of 11, 20, 22, 24, 32, 33, 35, 40 (that is, any final survey disposition code OTHER THAN 10, 31, or 34) do not need to report the date the completed survey was received - Clarified text regarding bad address and bad telephone number: - o Note: Survey vendors must retain a record of their attempts to acquire valid telephone numbers and valid addresses. All materials relevant to survey administration are subject to review by CMS.
VIII. Data Submission	
	No changes
IX. Data Analysis and Public Reporting	
	- Removed references to Fee-for-Service (FFS) - Added text regarding an Expectation-Maximization (EM) algorithm used to estimate between-contract variance, which require scores and sampling variances for all contracts

Section of the QAP&TS	Summary of Key Changes in V16.0
X. Oversight	

	• Added requirements for CATI test links submitted for review:
	   o Test links may be submitted for optional translations; screenshots that include skip logic and reflect the 2026 survey may be submitted if provision of CATI testing links is not possible
	   o Must remain available for testing until materials have been approved by project team
	   o Must allow multiple testers to conduct test simultaneously

XI. Event Reports	
	• Emphasized language regarding requirement for vendors to submit Event Reports as soon as the event or variation is identified, and must be submitted no later than one business day after discovery o Added that multiple staff members must have authority to submit Event Reports so there is no delay in reporting due to staff availability
XII. Exception Requests	
	• No changes

Section of the QAP&TS	Summary of Key Changes in V16.0
Appendix A – Minimum Business Requirements	

	• Added requirements for "unsubscribe" or "opt out" text on emails
	   o The link should direct enrollees to a web page that:
	   o Is specific to the MA & PDP CAHPS Survey
	   o Indicates that opting out or unsubscribing results in removal from further email invitations for the current survey administration period only
	   o Does not result in removal from mail or phone follow-up of survey administration
	• Added requirement that vendor must have capacity to track completed surveys by date of receipt, validate the data within 3 business days, and remove those records from further web, mail, or CATI follow-up, as appropriate
	• Added that CATI testing links must be provided for all translations, including optional language translations. Screenshots may be submitted if provision of testing links is not possible.

Appendix B – Vendor Access to MA & PDP CAHPS Data Warehouse Form	
	• No changes
Appendix C – Model Quality Assurance Plan	

	• Supplemental questions:
	   o Description must be included of vendor's process to translate supplemental items for use in web, mail, and CATI versions of the MA & PDP CAHPS Survey for all languages being administered
	   o Description must be included of the checks conducted to ensure the supplemental questions added to the English survey are included in all applicable survey versions and languages for the corresponding contract
	• III. Survey Administration Table of Translations and Contract Membership Lists
	   o Revised table to include count of email addresses provided by contract and whether membership lists with telephone numbers were provided
	• IV. Confidentiality, Privacy and Data Security Procedures

Section of the QAP&TS	Summary of Key Changes in V16.0
	o Description must be included of the process used for transferring files between vendor and subcontractor(s) o Description must be included of how vendor verifies subcontractor staff sign the annual confidentiality agreement
Appendix D – General Interviewing Guidelines for Conducting Telephone Surveys	
	• No changes
Appendix D-1 – Tips for Training Telephone Interviewers	
	• Added that mock/practice interviews should occur in all languages the survey will be administered
Appendix E – Frequently Asked Questions for Customer Support	
	• Minor revisions to responses for: o "Who is sponsoring this survey?" o "What is the purpose of the survey?"
Appendix F – Instructions for Survey Vendors on Accessing the MA & PDP CAHPS Data Warehouse	
	• Updated screenshots provided

Section of the QAP&TS	Summary of Key Changes in V16.0
Appendix G – Sample File Record Layout	
	• Removed the MMP field (program ends in 2025) • Added eligible contract enrollment counts by plan coverage (MA-Only, MA-PD, PDP)
Appendix H – Vendor Survey File Record Layout	
	• No changes
Appendix H-1 – MA-Only Data Submission File Layout	
	• Removed Q38 (Offer to lower your co-pay) • Removed Q39 (Offer you extra benefits) • Removed Q47 (Unfair or insensitive treatment) • Removed Q55 (Hispanic or Latino origin or descent) • Added response options to Q52 (Race/Ethnicity) • Renumbered subsequent questions, field positions, programming specifications, and skip logic as necessary
Appendix H-2 – MA-PD Data Submission File Layout	
	• Removed Q38 (Offer to lower your co-pay) • Removed Q39 (Offer you extra benefits) • Removed Q52 (Unfair or insensitive treatment) • Removed Q60 (Hispanic or Latino origin or descent) • Added response options to Q57 (Race/Ethnicity) • Renumbered subsequent questions, field positions, programming specifications, and skip logic as necessary

Section of the QAP&TS	Summary of Key Changes in V16.0
Appendix H-3 – PDP Data Submission File Layout	
	• Removed Q20 (Hispanic or Latino origin or descent) • Added response options to new Q20 (Race/Ethnicity) • Renumbered subsequent questions, field positions, programming specifications, and skip logic as necessary
Appendix I – Event Report	
	• Added clarifying text that vendors are required to notify CMS of events immediately upon discovery even if internal investigations into the event are ongoing
Appendix J-1 – MA-Only Survey Items ATA	
	• Removed Q38 (Offer to lower your co-pay) • Removed Q39 (Offer you extra benefits) • Renumbered survey questions beginning at Q38 • Removed Q47 (Unfair or insensitive treatment) • Removed Q55 (Hispanic or Latino origin or descent) • Added response options to Q52 (Race/Ethnicity)
Appendix J-2 – MA-PD Survey Items ATA	
	• Removed Q38 (Offer to lower your co-pay) • Removed Q39 (Offer you extra benefits) • Renumbered survey questions beginning at Q38 • Removed Q52 (Unfair or insensitive treatment) • Removed Q60 (Hispanic or Latino origin or descent) • Added response options to Q57 (Race/Ethnicity)
Appendix J-3 – PDP Survey Items ATA	
	• Removed Q20 (Hispanic or Latino origin or descent) • Added response options to new Q20 (Race/Ethnicity) • Renumbered survey questions beginning at Q20

Section of the QAP&TS	Summary of Key Changes in V16.0
Appendix K – List of Reportable Measures	
	• Renumbered questions as necessary in Composite Measures as applicable
Appendix L-1 – 2026 MA and MA-PD INITIAL Pre-Notification Letter	
	• Added placeholders for customer support email address and telephone number • Revised CMS signature block
Appendix L-2 – 2026 MA and MA-PD INITIAL Pre-Notification Letter with QR optional code	
	• Added new template for use with optional QR code • Renumbered subsequent appendices as applicable
Appendix L-3 – 2026 PDP Pre-Notification Letter	
	• Added placeholders for customer support email address and telephone number • Revised CMS signature block
Appendix L-4 – 2026 PDP Pre-Notification Letter with optional QR code	
	• Added new template for use with optional QR code
Appendix M-1 – 2026 MA and MA-PD Initial Email Invitation English	
	• No changes
Appendix M-2 – 2026 PDP Initial Email Invitation English	
	• No changes

2026 MA & PDP CAHPS Survey
Quality Assurance Protocols & Technical Specifications V16.0
Summary of Updates

Section of the QAP&TS	Summary of Key Changes in V16.0
Appendix M-3 – 2026 MA-Only and MA-PD Survey reminder email English	
	• No changes
Appendix M-4 – 2026 PDP Reminder Email English	
	• No changes
Appendix M-5 – 2026 MA-Only and MA-PD Web Survey Invitation Letter with CMS logo only English	
	• Revised CMS signature block
Appendix M-6 – 2026 MA-Only and MA-PD Web Survey Invitation Letter with CMS logo and optional QR code English	
	• Added new template for use with optional QR code
Appendix M-7 – 2026 MA-Only and MA-PD Web Survey Invitation Letter with optional plan logo English	
	• Revised CMS signature block

Section of the QAP&TS	Summary of Key Changes in V16.0
Appendix M-8 – MA-Only and MA-PD Web Survey Invitation Letter with optional plan logo and optional QR code English	
	• Added new template for use with optional plan logo and optional QR code
Appendix M-9 – 2026 PDP Web Survey Invitation Letter with CMS logo only English	
	• Revised CMS signature block
Appendix M-10 – 2026 PDP Web Survey Invitation Letter with optional QR code English	
	• Added new template for use with optional QR code
Appendix M-11 – 2026 PDP Web Survey Invitation Letter with optional plan logo English	
	• Revised CMS signature block
Appendix M-12 – 2026 PDP Web Survey Invitation Letter with optional plan logo and QR code English	
	• Added new template for use with optional plan logo and optional QR code

2026 MA & PDP CAHPS Survey
Quality Assurance Protocols & Technical Specifications V16.0
Summary of Updates

Section of the QAP&TS	Summary of Key Changes in V16.0
Appendix M-13 – text 2026 MA-Only Web Survey	
	• Removed Q38 (Offer to lower your co-pay) • Removed Q39 (Offer you extra benefits) • Removed Q47 (Unfair or insensitive treatment) • Removed Q55 (Hispanic or Latino origin or descent) • Added response options to Q52 (Race/Ethnicity) • Renumbered questions, programming specifications, and skip logic as necessary
Appendix M-14 – 2026 MA-PD Web Survey	
	• Removed Q38 (Offer to lower your co-pay) • Removed Q39 (Offer you extra benefits) • Removed Q52 (Unfair or insensitive treatment) • Removed Q60 (Hispanic or Latino origin or descent) • Added response options to Q57 (Race/Ethnicity) • Renumbered questions, programming specifications, and skip logic as necessary
Appendix M-15 – 2026 PDP Web Survey	
	• Removed Q20 (Hispanic or Latino origin or descent) • Added response options to new Q20 (Race/Ethnicity) • Renumbered questions, programming specifications, and skip logic as necessary
Appendix M-16 – 2026 MA and MA-PD Initial Email Invitation Spanish	
	• No change
Appendix M-17 – 2026 PDP Initial Email Invitation Spanish	
	• No change

2026 MA & PDP CAHPS Survey
Quality Assurance Protocols & Technical Specifications V16.0
Summary of Updates

Section of the QAP&TS	Summary of Key Changes in V16.0
Appendix M-18 – 2026 MA-Only and MA-PD Survey reminder email Spanish	
	• No change
Appendix M-19 – 2026 PDP Reminder Email Spanish	
	• No change
Appendix M-20 – 2026 MA-Only and MA-PD Web Survey Invitation Letter with CMS logo only Spanish	
	• Revised CMS signature block
Appendix M-21 – 2026 MA-Only and MA-PD Web Survey Invitation Letter with CMS logo and optional QR code Spanish	
	• Added new template for use with optional QR code

Section of the QAP&TS	Summary of Key Changes in V16.0
Appendix M-22 – 2026 MA-Only and MA-PD Web Survey Invitation Letter with optional plan logo Spanish	
	• Revised CMS signature block
Appendix M-23 – 2026 MA-Only and MA-PD Web Survey Invitation Letter with optional plan logo and optional QR code Spanish	
	• Added new template for use with optional plan logo and optional QR code
Appendix M-24 – 2026 PDP Web Survey Invitation Letter with CMS logo only Spanish	
	• Revised CMS signature block
Appendix M-25 – 2026 PDP Web Survey Invitation Letter with optional QR code Spanish	
	• Added new template for use with optional QR code
Appendix M-26 – 2026 PDP Web Survey Invitation Letter with optional plan logo Spanish	
	• Revised CMS signature block

Section of the QAP&TS	Summary of Key Changes in V16.0
Appendix M-27 – 2026 PDP Web Survey Invitation Letter with optional plan logo and QR code Spanish	
	• Added new template for use with optional plan logo and optional QR code
Appendix M-28 – 2026 MA-Only Web Survey Spanish	
	• Removed Q38 (Offer to lower your co-pay) • Removed Q39 (Offer you extra benefits) • Removed Q47 (Unfair or insensitive treatment) • Removed Q55 (Hispanic or Latino origin or descent) • Added response options to Q52 (Race/Ethnicity) • Renumbered questions, programming specifications, and skip logic as necessary
Appendix M-29 – 2026 MA-PD Web Survey Spanish	
	• Removed Q38 (Offer to lower your co-pay) • Removed Q39 (Offer you extra benefits) • Removed Q52 (Unfair or insensitive treatment) • Removed Q60 (Hispanic or Latino origin or descent) • Added response options to Q57 (Race/Ethnicity) • Renumbered questions, programming specifications, and skip logic as necessary
Appendix M-30 – 2026 PDP Web Survey Spanish	
	• Removed Q20 (Hispanic or Latino origin or descent) • Added response options to new Q20 (Race/Ethnicity) • Renumbered questions, programming specifications, and skip logic as necessary

Section of the QAP&TS	Summary of Key Changes in V16.0
Appendix N-1 – 2026 MA and MA-PD INITIAL Cover Letter English	
	• Revised CMS signature block
Appendix N-2 – 2026 PDP Initial Cover Letter English	
	• Revised CMS signature block
Appendix N-3 – 2026 MA and MA-PD 2nd Mailing Cover Letter English	
	• Revised CMS signature block
Appendix N-4 – 2026 PDP 2nd Mailing Cover Letter English	
	• Revised CMS signature block
Appendix N-5 2026 MA-Only Mail Survey English	
	• Removed Q38 (Offer to lower your co-pay) • Removed Q39 (Offer you extra benefits) • Removed Q47 (Unfair or insensitive treatment) • Removed Q55 (Hispanic or Latino origin or descent) • Added response options to Q52 (Race/Ethnicity) • Renumbered questions and skip instructions as necessary
Appendix N-6 2026 MA-PD Mail Survey English	
	• Removed Q38 (Offer to lower your co-pay) • Removed Q39 (Offer you extra benefits) • Removed Q52 (Unfair or insensitive treatment) • Removed Q60 (Hispanic or Latino origin or descent) • Added response options to Q57 (Race/Ethnicity)

Section of the QAP&TS	Summary of Key Changes in V16.0
	• Renumbered questions and skip instructions as necessary
Appendix N-7 2026 PDP Mail Survey English	
	• Removed Q20 (Hispanic or Latino origin or descent) • Added response options to new Q20 (Race/Ethnicity) • Renumbered questions and skip instructions as necessary
Appendix N-8 – 2026 MA and MA-PD INITIAL Cover Letter Spanish	
	Revised CMS signature block
Appendix N-9 – 2026 PDP Initial Cover Letter Spanish	
	Revised CMS signature block
Appendix N-10 – 2026 MA and MA-PD 2nd Mailing Cover Letter Spanish	
	Revised CMS signature block
Appendix N-11 – 2026 PDP 2nd Mailing Cover Letter Spanish	
	Revised CMS signature block
Appendix N-12 2026 MA-Only Mail Survey Spanish	
	• Removed Q38 (Offer to lower your co-pay) • Removed Q39 (Offer you extra benefits) • Removed Q47 (Unfair or insensitive treatment) • Removed Q55 (Hispanic or Latino origin or descent) • Added response options to Q52 (Race/Ethnicity) • Renumbered questions and skip instructions as necessary

2026 MA & PDP CAHPS Survey
Quality Assurance Protocols & Technical Specifications V16.0
Summary of Updates

Section of the QAP&TS	Summary of Key Changes in V16.0
Appendix N-13 2026 MA-PD Mail Survey Spanish	
	• Removed Q38 (Offer to lower your co-pay) • Removed Q39 (Offer you extra benefits) • Removed Q52 (Unfair or insensitive treatment) • Removed Q60 (Hispanic or Latino origin or descent) • Added response options to Q57 (Race/Ethnicity) • Renumbered questions and skip instructions as necessary
Appendix N-14 2026 PDP Mail Survey Spanish	
	• Removed Q20 (Hispanic or Latino origin or descent) • Added response options to new Q20 (Race/Ethnicity) • Renumbered questions and skip instructions as necessary
Appendix O 2026 CATI Instructions	
	• Renumbered example questions as applicable
Appendix O-1 2026 MA-Only English CATI	
	• Removed Q38 (Offer to lower your co-pay) • Removed Q39 (Offer you extra benefits) • Removed Q47 (Unfair or insensitive treatment) • Removed Q55 (Hispanic or Latino origin or descent) • Added response options to Q52 (Race/Ethnicity) • Renumbered questions, programming specifications, and skip logic as necessary
Appendix O-2 2026 MA-PD English CATI	
	• Removed Q38 (Offer to lower your co-pay) • Removed Q39 (Offer you extra benefits) • Removed Q52 (Unfair or insensitive treatment) • Removed Q60 (Hispanic or Latino origin or descent) • Added response options to Q57 (Race/Ethnicity)

Section of the QAP&TS	Summary of Key Changes in V16.0
	• Renumbered questions, programming specifications, and skip logic as necessary
Appendix O-3 2026 PDP English CATI	
	• Removed Q20 (Hispanic or Latino origin or descent) • Added response options to new Q20 (Race/Ethnicity) • Renumbered questions, programming specifications, and skip logic as necessary
Appendix O-4 2026 MA-Only Spanish CATI	
	• Removed Q38 (Offer to lower your co-pay) • Removed Q39 (Offer you extra benefits) • Removed Q47 (Unfair or insensitive treatment) • Removed Q55 (Hispanic or Latino origin or descent) • Added response options to Q52 (Race/Ethnicity) • Renumbered questions, programming specifications, and skip logic as necessary
Appendix O-5 2026 MA-PD Spanish CATI	
	• Removed Q38 (Offer to lower your co-pay) • Removed Q39 (Offer you extra benefits) • Removed Q52 (Unfair or insensitive treatment) • Removed Q60 (Hispanic or Latino origin or descent) • Added response options to Q57 (Race/Ethnicity) • Renumbered questions, programming specifications, and skip logic as necessary
Appendix O-6 2026 PDP Spanish CATI	
	• Removed Q20 (Hispanic or Latino origin or descent) • Added response options to new Q20 (Race/Ethnicity) • Renumbered questions, programming specifications, and skip logic as necessary

2026 MA & PDP CAHPS Survey
Quality Assurance Protocols & Technical Specifications V16.0
Summary of Updates

Section of the QAP&TS	Summary of Key Changes in V16.0
Appendix P Guidance on Supplemental Questions	
	• Added requirement that if supplemental questions are used, they must be included in all modes (web, mail, CATI) and all applicable languages • Added requirement that supplemental items must be fully programmed and operational for telephone administration by the start of the inbound CATI protocol
Appendix Q Guidance on Appending Data	
	• Added text that count of enrollees should be included for every identifier
Appendix R Vendor Report of Outbound CATI	
	• Clarified response rate calculation
Appendix S Web and Mail Survey Activity and Returns	
	• Clarified response rate calculation