

MA & PDP CAHPS Survey
 Quality Assurance Protocols & Technical Specifications V12.0
Technical Corrections and Clarifications
 Issued April 2022

Subsequent to the production of the MA & PDP CAHPS Survey Quality Assurance Protocols & Technical Specifications V12.0 (QAP&TS V12.0), it has been determined that there are specific items that require content corrections. These items are identified below.

1. Chapter IV, Sampling

- **The Sampling chapter, Sample File Record Layout table, Field Contents column has been updated to include a revision to the range of valid values for the “SPANISH PREFERENCE PROBABILITY” sample field**

CHANGE MADE	CURRENT	REVISED
➤ Revised the valid values range of the sample field “SPANISH PREFERENCE PROBABILITY”	Spanish Preference Probability Estimates using MBISG 2.1. Valid values range from 0.000000 to 1.000000	Spanish Preference Probability Estimates using MBISG 2.1. Valid values range from 1.000000 to 4.000000 1.000000 = High probability 2.000000 = Medium probability 3.000000 = Low probability 4.000000 = Very low probability

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2. Chapter VI, Data Collection Protocol

- **Data Collection Protocol chapter, Administering the Survey in Other Languages section has been updated to reflect the revision to the range of valid values of the “SPANISH PREFERENCE PROBABILITY” sample field in the example below**

CHANGE MADE	CURRENT	REVISED
➤ Revised the example of the sample field “SPANISH PREFERENCE PROBABILITY”	The SPANISH PREFERENCE PROBABILITY can also be used; for example, English and Spanish language questionnaires could be sent to enrollees with a value of 0.100000 or higher in this sample field.	The SPANISH PREFERENCE PROBABILITY can also be used; for example, English and Spanish language questionnaires could be sent to enrollees with a value of 2 or lower in this sample field.

3. Appendix G, Sample File Record Layout

- **Appendix G, Sample File Record Layout table, Field Contents column has been updated to include a revision to the range of valid values for the “SPANISH PREFERENCE PROBABILITY” sample field**

CHANGE MADE	CURRENT	REVISED
➤ Revised the valid values range of the sample field “SPANISH PREFERENCE PROBABILITY”	Spanish Preference Probability Estimates using MBISG 2.1. Valid values range from 0.000000 to 1.000000	Spanish Preference Probability Estimates using MBISG 2.1. Valid values range from 1.000000 to 4.000000 1.000000 = High probability 2.000000 = Medium probability 3.000000 = Low probability 4.000000 = Very low probability

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- The Data Collection Protocol chapter has been updated to include a revision to the phone number lookup requirements

CHANGE MADE	CURRENT	REVISED
<ul style="list-style-type: none"> ➤ Removed requirements for phone number lookup for 100% of the sample file 	<p>Obtaining Telephone Numbers Survey vendors are required to obtain telephone numbers for the subset of members in the sample that do not complete the survey by mail. All survey vendors must pursue telephone numbers for beneficiaries eligible for phone follow-up from at least two sources from the list below:</p> <ul style="list-style-type: none"> ➤ Sample file from CMS ➤ Number look-up service for 100% of the sample file ➤ Directly from plan <ul style="list-style-type: none"> ○ A list of numbers for all Medicare plan members ○ Sample must not be shared with plan ○ Share no information with plan that might identify a beneficiary ➤ Directory websites or applications for 100% of the sample ➤ Directory assistance <p>Survey vendors should use multiple telephone numbers for beneficiaries if available.</p>	<p>Obtaining Telephone Numbers Survey vendors are required to obtain telephone numbers for the subset of members in the sample that do not complete the survey by mail. All survey vendors must pursue telephone numbers for beneficiaries eligible for phone follow-up from at least two sources from the list below:</p> <ul style="list-style-type: none"> ➤ Sample file from CMS ➤ Number look-up service ➤ Directly from plan <ul style="list-style-type: none"> ○ A list of numbers for all Medicare plan members ○ Sample must not be shared with plan ○ Share no information with plan that might identify a beneficiary ➤ Directory websites or applications ➤ Directory assistance <p>Survey vendors should use multiple telephone numbers for beneficiaries if available.</p>

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4. Appendix O, Guidance on Appending or Merging Data *(New: 4/13/2022)*

CHANGE MADE	CURRENT	REVISED
<ul style="list-style-type: none"> ➤ Overview: Added the year of survey data as required information to include in the request 	<ul style="list-style-type: none"> ➤ The approval request must include a list of the specific data items that are to be appended, the source of the data items (e.g., client administrative data), and a summary of the proposed analysis. 	<ul style="list-style-type: none"> ➤ The approval request must include a list of the specific data items that are to be appended, the source of the data items (e.g., client administrative data), survey data year, and a summary of the proposed analysis.
<ul style="list-style-type: none"> ➤ Instructions for Submitting Data Append Requests: Added the year of survey data as required information to include in the request 	<ul style="list-style-type: none"> ➤ Include a description of the data elements to be appended and the contract number. Include name, source, data values, and value labels of each data element. All acronyms must be spelled out. Also describe what steps will be taken to ensure that no results generated from fewer than 11 observations (n <11) will be included in the report. 	<ul style="list-style-type: none"> ➤ Include a description of the data elements to be appended, survey data year, and the contract number. Include name, source, data values, and value labels of each data element. All acronyms must be spelled out. Also describe what steps will be taken to ensure that no results generated from fewer than 11 observations (n <11) will be included in the report.
<ul style="list-style-type: none"> ➤ Added the year of survey data to the Data Append Submission Form 	N/A	<p>See highlighted column in the Excel attachment to Appendix O</p> <p>Added Column H: “Year of Survey Data” to the required format for data append submission form</p>