

MA & PDP CAHPS Survey
 Quality Assurance Protocols & Technical Specifications V10.0
Technical Corrections and Clarifications
 Issued January 2020

Subsequent to the production of the MA & PDP CAHPS Survey Quality Assurance Protocols & Technical Specifications V10.0 (QAP&TS V10.0), it has been determined that there are specific items that require content corrections. These items are identified below.

1. Chinese MA-PD Mail Survey

- The 2020 Chinese version of the MA-PD mail survey has been updated for the following item:

CHANGE MADE	CURRENT	REVISED
➤ Removed the highlighted comma in the OMB Statement	<p>MA-PD: 根據1995年減少用紙條例，除非顯示有效的OMB控制號碼，否則不能要求任何人回應資訊的收集。這適用於強制和自願的資訊收集。此資訊收集的OMB控制號碼是0938-0732 (2021年4月30日到期)。完成此資訊收集所需時間，估計是平均15分鐘，包括審視指示、搜集現存數據資源、收集所需數據及完成和審視資訊收集的時間。若你對有關時間上估計的準確性或對改良這表格有意見，請寫信到：CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C1-25-05, Baltimore, Maryland 21244-1850。</p>	<p>MA-PD: 根據 1995 年減少用紙條例，除非顯示有效的 OMB 控制號碼，否則不能要求任何人回應資訊的收集。這適用於強制和自願的資訊收集。此資訊收集的 OMB 控制號碼是 0938-0732 (2021年4月30日到期)。完成此資訊收集所需時間，估計是平均15分鐘，包括審視指示、搜集現存數據資源、收集所需數據及完成和審視資訊收集的時間。若你對有關時間上估計的準確性或對改良這表格有意見，請寫信到：CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C1-25-05, Baltimore, Maryland 21244-1850。</p>

2. Chinese PDP Mail Survey

- The 2020 Chinese version of the PDP mail survey has been updated for the following item:

CHANGE MADE	CURRENT	REVISED
➤ Added a period to the end of the second response option	<p>Q25: 有沒有人幫助你完成這項調查？</p> <p><input type="checkbox"/> 有 <input type="checkbox"/> 沒有→謝謝。請把填妥的調查放入已付郵資的信封內寄回</p>	<p>Q25: 有沒有人幫助你完成這項調查？</p> <p><input type="checkbox"/> 有 <input type="checkbox"/> 沒有→謝謝。請把填妥的調查放入已付郵資的信封內寄回。</p>

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3. Korean MA-PD Mail Survey

- The 2020 Korean version of the MA-PD mail survey has been updated for the following item:

CHANGE MADE	CURRENT	REVISED
➤ Added an additional character in the body of Q28	<p>Q28: 지난 6개월간 전문의 진료를 약하신 적이 있습니까?</p> <p><input type="checkbox"/> 예 <input type="checkbox"/> 아니요 → '아니요'인 경우 33번 질문으로 가십시오</p> <p><input type="checkbox"/> 나 대신 다른 사람이 전문의 진료 예약을 해 주었음</p>	<p>Q28: 지난 6개월간 전문의 진료를 예 약하신 적이 있습니까?</p> <p><input type="checkbox"/> 예 <input type="checkbox"/> 아니요 → '아니요'인 경우 33번 질문으로 가십시오</p> <p><input type="checkbox"/> 나 대신 다른 사람이 전문의 진료 예약을 해 주었음</p>

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4. MA & PDP Quality Assurance Protocols & Technical Specifications V10.0

- The 2020 Introduction and Overview chapter has been updated for the following items:

CHANGE MADE	CURRENT	REVISED
<p>➤ Added guidance regarding:</p> <ul style="list-style-type: none"> Pre-notification letter Cover letters Outgoing mail survey 	<p>New for 2020 Effective November 6, 2019, the email address for technical assistance has changed. The new email address is MA-PDCAHPS@hsag.com. The address has been updated throughout the QAP&TS V10.0, including the Communications and Technical Support chapter on page 21.</p>	<p>New for 2020 Effective November 6, 2019, the email address for technical assistance has changed. The new email address is MA-PDCAHPS@hsag.com. The address has been updated throughout the QAP&TS V10.0, including the Communications and Technical Support chapter on page 21.</p> <p>CMS will provide two versions of the pre-notification letter, one for MA-Only and MA-PD survey types and one for PDP survey type. The letters will be shorter in length and be more specific to the plan type. The pre-notification letter must contain a salutation personalized to the beneficiary's name (using the sample variables FNAME and LNAME).</p> <p>The survey cover letters must contain a salutation personalized to include the beneficiary's name (using the sample variables FNAME and LNAME). Cover letters will be signed by a CMS official. The survey cover letter must be printed using the CMS logo; however, the return address must be that of the survey vendor ONLY (or survey vendor's mail processing location). The survey vendor has the option of including the MA or PDP logo (or the MA or PDP parent organization logo).</p> <p>The envelope in which the questionnaire is mailed must be printed with the CMS logo and the survey vendor's address as the return address (or survey vendor's mail processing location).</p>

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- The 2020 QAP&TS Data Collection Protocol chapter has been updated for the following items:

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<ul style="list-style-type: none"> ➤ Added guidance regarding the pre-notification letter protocol 	<p>Pre-notification Letter and Survey Cover Letters All correspondence sent to sampled beneficiaries must adhere to the guidelines described below:</p> <ul style="list-style-type: none"> ➤ Full name and address are used to address all envelopes to the sampled beneficiary 	<p>Pre-notification Letter and Survey Cover Letters CMS will provide two versions of the pre-notification letter, one for MA-Only and MA-PD survey types and one for PDP survey type. The letters will be shorter in length and be more specific to the plan type.</p> <p>All correspondence sent to sampled beneficiaries must adhere to the guidelines described below:</p> <ul style="list-style-type: none"> ➤ Full name and address are used to address all envelopes to the sampled beneficiary

CHANGE MADE	CURRENT	REVISED
<ul style="list-style-type: none"> ➤ Revised guidance regarding the pre-notification letter salutation 	<p>Pre-notification Letter</p> <ul style="list-style-type: none"> ➤ The pre-notification letter contains the salutation “Dear Medicare Beneficiary” 	<p>Pre-notification Letter</p> <ul style="list-style-type: none"> ➤ The pre-notification letters must contain a salutation personalized to include the beneficiary’s name (using the sample variables FNAME and LNAME)

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<ul style="list-style-type: none"> ➤ Revised guidance regarding the signature on the 1st and 2nd mailing cover letters 	<p>Cover Letter</p> <ul style="list-style-type: none"> ➤ All questionnaires must include a survey cover letter that is to be printed on a separate sheet of paper, and not attached to the questionnaire ➤ The cover letter for the first questionnaire mailing must be dated March 12, 2020. The cover letter for the second questionnaire mailing must be dated April 2, 2020. ➤ The survey cover letters must contain a salutation personalized to include the beneficiary's name ➤ The cover letters for the first and second questionnaire mailings must be signed by a senior employee of the survey vendor 	<p>Cover Letter</p> <ul style="list-style-type: none"> ➤ All questionnaires must include a survey cover letter that is to be printed on a separate sheet of paper, and not attached to the questionnaire ➤ The cover letter for the first questionnaire mailing must be dated March 12, 2020. The cover letter for the second questionnaire mailing must be dated April 2, 2020. ➤ The survey cover letters must contain a salutation personalized to include the beneficiary's name (using the sample variables FNAME and LNAME) ➤ The cover letters for the first and second questionnaire mailings will be signed by a CMS official

CHANGE MADE	CURRENT	REVISED
<ul style="list-style-type: none"> ➤ Revised guidance regarding the logo to appear on the 1st and 2nd mailing cover letters to note the inclusion of the CMS logo instead of the survey vendor logo 	<p>Cover Letter</p> <ul style="list-style-type: none"> ➤ The survey cover letter must be printed using the survey vendor logo, or the MA or PDP logo (or the MA or PDP parent organization logo), or both; however, the return address must be that of the survey vendor ONLY ➤ The survey cover letters must be printed using a font size equal to or larger than Times New Roman 12 or Arial 12 point font 	<p>Cover Letter</p> <ul style="list-style-type: none"> ➤ The survey cover letter must be printed using the CMS logo, however, the return address must be that of the survey vendor ONLY (or survey vendor's mail processing location); it is optional to include the MA or PDP logo (or the MA or PDP parent organization logo) ➤ The survey cover letters must be printed using a font size equal to or larger than Times New Roman 12 or Arial 12 point font

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<ul style="list-style-type: none"> ➤ Revised guidance regarding the survey packet envelopes to note requirement to include CMS logo instead of the survey vendor logo and the option to add the plan logo 	<p>Envelopes</p> <ul style="list-style-type: none"> ➤ The envelope in which the questionnaire is mailed must be printed with the survey vendor’s address as the return address. The envelope should be printed with the survey vendor logo, the MA or PDP plan logo (or the MA or PDP plan parent organization logo), or both. ➤ Survey vendors have the option of placing the CMS logo on survey mailing envelopes 	<p>Envelopes</p> <ul style="list-style-type: none"> ➤ The envelope in which the questionnaire is mailed must be printed with the survey vendor’s address as the return address. The envelope must be printed with the CMS logo. ➤ Survey vendors have the option of placing the MA or PDP logo on survey mailing envelopes

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<ul style="list-style-type: none"> ➤ Revised guidance regarding timing of phone attempts 	<p><i>Timing of attempts.</i> Phone attempts must occur at different times of day, on different days of the week and in different weeks. Beneficiary cases finalized as maximum attempts must have had dialings over no fewer than 21 calendar days. If a beneficiary is present but unable to complete the survey for any reason (e.g., he/she is hard of hearing, has a speech impediment, or is too ill or frail to do the interview), survey vendors may attempt to complete the survey with a qualified proxy (see Proxy Respondents in this section).</p>	<p><i>Timing of attempts.</i> Phone attempts must occur at different times of day, on different days of the week and in different weeks. Beneficiary cases finalized as maximum attempts must have had dialings over no fewer than 21 calendar days, whether the vendor dials one phone number or multiple phone numbers. If a beneficiary is present but unable to complete the survey for any reason (e.g., he/she is hard of hearing, has a speech impediment, or is too ill or frail to do the interview), survey vendors may attempt to complete the survey with a qualified proxy (see Proxy Respondents in this section).</p>

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<p>➤ Added example regarding dialing multiple numbers</p>	<p><i>There currently is no Example 6</i></p>	<p>Example 6: The vendor loads two phone numbers for beneficiary #45674567 into the CATI system. The first attempt occurs during a weekday afternoon on the first day of outbound CATI. On the first attempt, the phone rings six times with no answer. The second attempt is made four calendar days later on a weekend morning, and again the phone rings six times with no answer. Over the next nine days the third, fourth, and fifth attempts are made and each time the phone rings six times with no answer. The first phone number has had five attempts across different times of day and different week and weekend days. Interviewers begin attempts on the second phone number on the fifteenth day of outbound CATI. On the first attempt to the second phone number, the phone rings six times with no answer. Over the next 11 days the second, third, fourth, and fifth attempts are made and each time the phone rings six times with no answer. The second phone number has had five attempts across different times of day and different week and weekend days. The beneficiary case has had attempts across a total of 26 days and is finalized as max attempts.</p>

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- The 2020 QAP&TS Data Analysis and Public Reporting chapter has been updated for the following item:

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<p>➤ Revised guidance regarding provision of detailed plan reports to Medicare Compliance Officers</p>	<p>Additional Reporting of 2020 Medicare CAHPS Data to Plans Official CAHPS preview reports will be emailed to Medicare Compliance Officers in late August 2020. CMS provides each MA and PDP contract that participates in the MA & PDP CAHPS Survey a more detailed report that summarizes that contract’s survey results and compares contract scores to state and national-level benchmarks. Each plan report also compares the contract’s CAHPS scores to those from FFS beneficiaries, as well as to other MA or PDP contracts within the contract’s market area. Official CAHPS plan reports will be mailed (on removable media) to Medicare Compliance Officers in late fall 2020.</p>	<p>Additional Reporting of 2020 Medicare CAHPS Data to Plans Official CAHPS preview reports will be emailed to Medicare Compliance Officers in late August 2020. CMS provides each MA and PDP contract that participates in the MA & PDP CAHPS Survey a more detailed report that summarizes that contract’s survey results and compares contract scores to state and national-level benchmarks. Each plan report also compares the contract’s CAHPS scores to those from FFS beneficiaries, as well as to other MA or PDP contracts within the contract’s market area. Official CAHPS plan reports will be provided via email to Medicare Compliance Officers in late fall 2020.</p>