

MA & PDP CAHPS Survey  
 Quality Assurance Protocols & Technical Specifications V9.0  
*Technical Corrections and Clarifications*  
 Issued December 2018

Subsequent to the production of the MA & PDP CAHPS Survey Quality Assurance Protocols & Technical Specifications V9.0 (QAP&TS V9.0), it has been determined that there are specific items that require content corrections. These items are identified below.

**1. MA & PDP Quality Assurance Protocols & Technical Specifications V9.0**

- The 2019 QAP&TS Data Collection Protocol chapter has been updated for the following item:

CHANGE MADE	CURRENT	REVISED
<ul style="list-style-type: none"> <li>➤ Added guidance regarding the pre-notification letter envelope</li> </ul>	<p><b>Pre-notification Letter</b></p> <ul style="list-style-type: none"> <li>➤ The pre-notification letter contains the salutation “Dear Medicare Beneficiary”</li> <li>➤ The pre-notification letter will include the customer service telephone number provided in advance by the survey vendor</li> <li>➤ The CMS logo must appear in the return address section of the pre-notification letter to alert sampled members that the packet is being sent to them by CMS</li> <li>➤ The pre-notification letter must be dated March 7, 2019</li> <li>➤ The pre-notification letter envelope must be marked “Return Service Requested” or “Change Service Requested” or “Address Service Requested” or “Electronic Service Requested” to update records for beneficiaries who have moved. In addition, the CMS logo must appear with the survey vendor’s return address.</li> </ul>	<p><b>Pre-notification Letter</b></p> <ul style="list-style-type: none"> <li>➤ The pre-notification letter contains the salutation “Dear Medicare Beneficiary”</li> <li>➤ The pre-notification letter will include the customer service telephone number provided in advance by the survey vendor</li> <li>➤ The CMS logo must appear in the return address section of the pre-notification letter to alert sampled members that the packet is being sent to them by CMS</li> <li>➤ The pre-notification letter must be dated March 7, 2019</li> <li>➤ The pre-notification letter envelope must be marked “Return Service Requested” or “Change Service Requested” or “Address Service Requested” or “Electronic Service Requested” to update records for beneficiaries who have moved. In addition, the CMS logo must appear with the survey vendor’s return address.</li> <li>➤ Use of colored envelopes for the pre-notification letter mailing is <b>not</b> permitted.</li> </ul>

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**2. Appendix M – English MA-PD Mail Survey**

- The 2019 English version of the MA-PD Mail Survey has been updated for the following item:

CHANGE MADE	CURRENT	REVISED
<ul style="list-style-type: none"> <li>Corrected “our” to “your” under the first bullet of the survey instructions</li> </ul>	<p style="text-align: center;"><b>MEDICARE SURVEY INSTRUCTIONS</b></p> <ul style="list-style-type: none"> <li>If you changed your Medicare plan for 2019, answer the questions thinking about our experiences in the last 6 months of 2018.</li> </ul>	<p style="text-align: center;"><b>MEDICARE SURVEY INSTRUCTIONS</b></p> <ul style="list-style-type: none"> <li>If you changed your Medicare plan for 2019, answer the questions thinking about <b>y</b>our experiences in the last 6 months of 2018.</li> </ul>

**3. Chinese MA-PD CATI Script**

- The 2019 Chinese version of the MA-PD CATI script has been updated for the following item:

CHANGE MADE	CURRENT	REVISED
<ul style="list-style-type: none"> <li>Added “Missing” as a response option for Q67</li> </ul>	<p>&lt;THIS QUESTION TO BE COMPLETED BY THE INTERVIEWER&gt;            Q67 &lt;DID SOMEONE HELP THE BENEFICIARY COMPLETE THE SURVEY&gt;            1 YES            2 NO [GO TO END]            98 &lt;DON'T KNOW&gt;</p>	<p>&lt;THIS QUESTION TO BE COMPLETED BY THE INTERVIEWER&gt;            Q67 &lt;DID SOMEONE HELP THE BENEFICIARY COMPLETE THE SURVEY&gt;            1 YES            2 NO [GO TO END]            98 &lt;DON'T KNOW&gt;  <b>M</b> <b>[MISSING]</b></p>

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4. Vietnamese MA-Only CATI Script

- The 2019 Vietnamese version of the MA-Only CATI script has been updated for the following item:

CHANGE MADE	CURRENT	REVISED
➤ Added "Missing" as a response option for Q36	Q36 Trong 6 tháng vừa qua, chương trình bảo hiểm sức khỏe của quý vị có gửi đơn nào để quý vị điền không? (READ RESPONSE OPTIONS ONLY IF NECESSARY) 1 CÓ 2 KHÔNG [GO TO Q38] 98 <DON'T KNOW> [GO TO Q38]  99 <REFUSED> [GO TO Q38]	Q36 Trong 6 tháng vừa qua, chương trình bảo hiểm sức khỏe của quý vị có gửi đơn nào để quý vị điền không? (READ RESPONSE OPTIONS ONLY IF NECESSARY) 1 CÓ 2 KHÔNG [GO TO Q38] 98 <DON'T KNOW> [GO TO Q38]  99 <REFUSED> [GO TO Q38] M [MISSING]