

MA & PDP CAHPS Survey

Quality Assurance Protocols & Technical Specifications V7.0

Technical Corrections and Clarifications

Issued February 9, 2017

Subsequent to the production of the *MA & PDP CAHPS Survey Quality Assurance Protocols & Technical Specifications V7.0* (QAP&TS V7.0), it has been determined that there are specific survey material items that require content corrections. These items are identified below.

1. Section IV, Sampling

- Update to the MA & PDP CAHPS 2017 Sample File Layout, pages 18-19:** The 2017 Sample File Record Layout, has been updated to reflect the addition of a new sample variable: ENROLL_DATE. This new variable promotes transparency in sample eligibility by providing the date the sample member last enrolled in the Medicare Advantage contract or Prescription Drug Plan. This is a key variable in identifying individuals with 6 or more months of continuous enrollment. The format of ENROLL_DATE is MMDDYYYY, and the variable will be stored in columns 357 through 364 of the sample file (see below).

RAND Field Name	Starting Position in Record	Field Length	Valid Codes	Field Contents
FINDER	1	8	Numeric	Unique Respondent Finder Number Assigned by MA & PDP CAHPS Data Coordination Team
FNAME	9	30	Text	CMS Beneficiary First Name
MNAME	39	15	Text	CMS Beneficiary Middle Name
LNAME	54	40	Text	CMS Beneficiary Last Name
DOB_C	94	8	yyyymmdd	Date of Birth
ZIP	102	9	Char	Mailing Address ZIP Code
ADDR1FINAL	111	50	Text	Mailing Address Line 1
ADDR2FINAL	161	50	Text	Mailing Address Line 2
CITY	211	40	Text	Mailing Address City Name
PR_CD	251	28	Text	Puerto Rican Urbanization Code
STATE	279	2	Char	Mailing Address USPS State Code
FIPS_STATE	281	2	Char	CMS State FIPS code, 2 numbers with leading zeros
FIPS_CNTY	283	3	Char	CMS County FIPS code, 3 numbers with leading zeros
GENDER	286	1	1-2	Gender code: 1 = Male, 2 = Female

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RAND Field Name	Starting Position in Record	Field Length	Valid Codes	Field Contents
CONTRACT	287	5	[H,R,E,S]nnnn	Five character contract number: Beginning with a letter, H, R, E or S, followed by 4 numbers
TYPE	292	1	1-3	Survey Type code: indicating which survey version to administer: 1 = MA-only; 2 = MA-PD; 3 = PDP
MARKETNAME	293	50	Free text	Contract Marketing Name from CMS
TELEPHONE NUMBER	343	10	Char	CMS Beneficiary Telephone Number
LAND/MOBILE	353	1	L/M/U	L = Land line; M = Mobile; U = Unknown
SPANISH PREFERENCE	354	1	Y/N	“Y” Indicates the beneficiary requested Medicare & You materials in Spanish
LIS	355	1	Y/N/U	Low Income Subsidy indicator Data values: Y = Yes, eligible N = No, not eligible U = Eligibility unknown
DUAL ELIGIBLE	356	1	Y/N/U	Dual Eligible indicator Data values: Y = Yes, eligible N = No, not eligible U = Eligibility unknown
ENROLL_DATE	357	8	MMDDYYYY	Date the sample member last enrolled in the Medicare Advantage contract or Prescription Drug Plan

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2. Section VI, Data Collection Protocol

- **2017 Data Collection Schedule, Pages 24-25:** CMS approved a revised schedule to allow additional days between the delivery of the sample file and the mailing of the pre-notification letter. The revised schedule gives MA & PDP CAHPS Survey vendors 26 days between delivery of the sample and mailing of the pre-notification letter, an increase of five days compared to the 2016 survey schedule.

➤ **Data Collection Schedule has been revised as follows:**

Pre-Data Collection Tasks

Task	Date	Time Frame in Survey Field Period
Survey vendors must complete and email a Vendor Access to MA & PDP CAHPS Data Warehouse Form to MA-PDPCAHPSTECHSUPPORT@rand.org	11/15/2016	-112 days
Survey vendors must submit English mail survey materials and English CATI screenshots to the MA & PDP CAHPS Survey Project Team via MA-PDPCAHP@HCQIS.org	11/29/2016	-98 days
Survey vendors provide toll-free customer support telephone numbers for inclusion in pre-notification letter. (Toll-free number to be used for 2017 customer support must be provided to MA-PDPCAHP@HCQIS.org . CMS will generate customized pre-notification letter for each vendor that includes the telephone number provided at a later date.)	11/29/2016	-98 days
Plan request for contract-level oversample. (Authorized contract staff submit a web-based request in which they select the desired contract, enter the size of the requested oversample.)	12/2/2016	-95 days
Plan must complete the web-based survey vendor authorization process to designate a survey vendor for each contract eligible for the 2017 MA & PDP CAHPS Survey	12/6/2016	-91 days
Survey vendors must submit any supplemental questions for approval	12/8/2016	-89 days
Survey vendors must submit Spanish (and Chinese, if applicable) mail surveys and MA-PD CATI screenshots to the MA & PDP CAHPS Survey Project Team via MA-PDPCAHP@HCQIS.org	12/20/2016	-77 days

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Survey vendors must complete and submit a new DUA or update existing DUA to CMS and provide a confirmation to the MA & PDP CAHPS Technical Assistance email (MA-PDPCAHP@HCQIS.org). Subcontractors that see beneficiary-level data (e.g., name, address, telephone number) must also have a DUA Addendum in place with CMS.	1/5/2017	-61 days
Survey vendors must submit QAP to the MA & PDP CAHPS Survey Project Team via MA-PDPCAHP@HCQIS.org	1/10/2017	-56 days

Data Collection Tasks

Survey Vendor Task	Date	Time Frame in Survey Field Period
Vendors download 2017 sample file	2/9/2017	-26 days
Mail out a pre-notification letter to all sampled members 1 week before the first survey questionnaire mailing	3/7/2017	day 1
Customer support telephone center opens. (Toll-free telephone number required.)	3/8/2017	days 2-88
Mail-out of the first questionnaire with cover letter within one week of the pre-notification letter. Begin inbound CATI protocol.	3/13/2017 – 3/14/2017	days 7-8
Mail-out of second mailing of questionnaire with cover letter to all non-respondents within <u>four</u> weeks after first mailing	4/6/2017- 4/7/2017	days 31-32
Initiate telephone follow-up by computer-assisted telephone interviews (CATI) for all non-respondents to the mail survey. (1 st attempt must occur during this time.)	4/21/2017 – 4/28/2017	days 46-53
Conduct additional telephone attempts by CATI according to the following specifications: <ul style="list-style-type: none"> • Call attempts must occur in three different calendar weeks • Call attempts must be scheduled at different times of the day and on different days of the week • The 5th call attempt must occur at least 21 days after the 1st call attempt, if a 5th call attempt is necessary 	4/29/2017 – 6/2/2017	days 54-88
Submit interim data files to CMS (RAND). Survey vendors may begin to submit data on 5/2/2017 but must have a fully correct interim data file submitted by 5/4/2017. No interim submission of MMP data is required.	5/2/2017 – 5/4/2017	days 57-59

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Cutoff date for returned mail surveys	6/2/2017	day 88
Customer support toll-free line closes	6/2/2017	day 88
Outbound telephone interviewing ends	6/2/2017	day 88
Submit final MA & PDP CAHPS data files to CMS approximately 2 weeks after close of data collection via the Data Submission web site provided by the RAND Corporation. Data can be submitted as early as 6/20/2017 but no later than 6/21/2017.	6/20/2017– 6/21/2017	days 106-107
Vendors serving MMP contracts submit the data from the fixed set of national MMP supplemental items approximately three weeks after the close of data collection via the Data Submission web site provided by the RAND Corporation. Data can be submitted as early as 6/26/2017 but no later than 6/28/2017.	6/26/2017 – 6/28/2017	days 112-114

- **Pre-notification Letter, Page 28:** Per the changes to the Data Collection Schedule, the date of the pre-notification letters has been revised.
 - **Original text:**
4th bullet: The pre-notification letter must be dated March 2, 2017
 - **Revised text:**
4th bullet: The pre-notification letter must be dated March 7, 2017
- **Cover Letter, Page 29:** Per the changes to the Data Collection Schedule, the dates of the cover letters for the first and second survey mailings have been revised.
 - **Original text:**
2nd bullet: The cover letter for the first questionnaire mailing must be dated March 9, 2017. The cover letter for the second questionnaire mailing must be dated April 5, 2017.
 - **Revised text:**
2nd bullet: The cover letter for the first questionnaire mailing must be dated March 14, 2017. The cover letter for the second questionnaire mailing must be dated April 7, 2017.

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- **Obtaining Telephone Numbers, Page 36:** Additional information has been added regarding phone numbers provided with the sample file.

➤ **Original text:**

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:

- Sample file from CMS
- Number look-up service for 100% of the sample file
- Directly from plan
 - 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 web sites or applications for 100% of the sample
- Directory assistance

Survey vendors should use multiple telephone numbers for beneficiaries if available.

➤ **Revised text:**

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:

- Sample file from CMS
 - In 2017, CMS will continue to provide the most recent phone number available as part of the sample file. In 2016, CMS was able to provide a phone number for approximately 60% of the sample. In 2017, CMS expects to provide a phone number for approximately 90% of the sample. The expected increase in sample members with a phone number is due to a change in the procedure CMS uses to identify phone numbers; starting in 2017, CMS will use LexisNexis Contact Plus to identify a phone number. CMS tested use of LexisNexis for enrollees in Medicare Advantage or Medicare Prescription Drug contracts and obtained an accurate phone number for approximately 90% of the sample. Vendors continue to be responsible for obtaining and updating phone numbers as indicated in Version 7 of the Quality Assurance Protocols & Technical Specifications (QAP&TS), including confirming whether provided phone numbers are cell phone numbers.
- Number look-up service for 100% of the sample file
- Directly from plan
 - 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 web sites or applications for 100% of the sample
- Directory assistance

Survey vendors should use multiple telephone numbers for beneficiaries if available.

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3. Appendix H, Sample File Record Layout

- **Update to the MA & PDP CAHPS 2017 Sample File Layout**

Appendix H, the 2017 Sample File Record Layout, has been updated to reflect the addition of a new sample variable: ENROLL_DATE. This new variable promotes transparency in sample eligibility by providing the date the sample member last enrolled in the Medicare Advantage contract or Prescription Drug Plan. This is a key variable in identifying individuals with 6 or more months of continuous enrollment. The format of ENROLL_DATE is MMDDYYYY, and the variable will be stored in columns 357 through 364 of the sample file.

➤ **Sample file Record Layout has been revised as follows:**

RAND Field Name	Starting Position in Record	Field Length	Valid Codes	Field Contents
FINDER	1	8	Numeric	Unique Respondent Finder Number Assigned by MA & PDP CAHPS Survey Data Coordination Team
FNAME	9	30	Text	CMS Beneficiary First Name
MNAME	39	15	Text	CMS Beneficiary Middle Name
LNAME	54	40	Text	CMS Beneficiary Last Name
DOB_C	94	8	yyyymmdd	Date of Birth
ZIP	102	9	Char	Mailing Address ZIP Code
ADDR1FINAL	111	50	Text	Mailing Address Line 1
ADDR2FINAL	161	50	Text	Mailing Address Line 2
CITY	211	40	Text	Mailing Address City Name
PR_CD	251	28	Text	Puerto Rican Urbanization Code
STATE	279	2	Char	Mailing Address USPS State Code
FIPS_STATE	281	2	Char	CMS State FIPS code, 2 numbers with leading zeros
FIPS_CNTY	283	3	Char	CMS County FIPS code, 3 numbers with leading zeros
GENDER	286	1	1-2	Gender code: 1 = Male, 2 = Female

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TYPE	292	1	1-3	Survey Type code: indicating which survey version to administer. 1 = MA-only; 2 = MA PD; 3 = PDP
MARKETNAME	293	50	Free text	Contract Marketing Name from CMS
TELEPHONE NUMBER	343	10	Char	CMS Beneficiary Telephone Number
LAND/MOBILE	353	1	L/M/U	L = LAND LINE; M= MOBILE; U= UNKNOWN
SPANISH PREFERENCE	354	1	Y/N	“Y” Indicates the beneficiary requested Medicare & You materials in Spanish
LIS	355	1	Y/N/U	Low Income Subsidy indicator Data values: Y = Yes, eligible N = No, not eligible U = Eligibility unknown
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4. Appendix L, List of Reportable Measures (posted 2/1/2017)

- **Update to the MA & PDP CAHPS 2017 List of Reportable Measures, Appendix L:** Appendix L, List of Reportable Measures, has been updated to reflect the correction of the Getting Needed Care composite measure. The corrected List of Reportable Measures is reflected below.

Composite Measures	Survey Items Included in the Composite
Getting Needed Care	In the last 6 months, how often was it easy to get the care, tests or treatment you needed? MA-only - #10 MA-PD - #10 PDP - N/A
	In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed? MA-only - #29 MA-PD - #29 PDP - N/A
Getting Appointments and Care Quickly	In the last 6 months, when you needed care right away, how often did you get care as soon as you needed? MA-only - #4 MA-PD - #4 PDP - N/A
	In the last 6 months, how often did you get an appointment for a checkup or routine care as soon as you needed? MA-only - #6 MA-PD - #6 PDP - N/A
	Wait time includes time spent in the waiting room and exam room. In the last 6 months, how often did you see the person you came to see within 15 minutes of your appointment time? MA-only - #8 MA-PD - #8 PDP - N/A

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Composite Measures	Survey Items Included in the Composite
Doctors Who Communicate Well (reported to contracts – not reported to consumers)	In the last 6 months, how often did your personal doctor explain things in a way that was easy to understand? MA-only - #13 MA-PD - #13 PDP - N/A
	In the last 6 months, how often did your personal doctor listen carefully to you? MA-only - #14 MA-PD - #14 PDP - N/A
	In the last 6 months, how often did your personal doctor show respect for what you had to say? MA-only - #15 MA-PD - #15 PDP - N/A
	In the last 6 months, how often did your personal doctor spend enough time with you? MA-only - #16 MA-PD - #16 PDP - N/A
Customer Service	In the last 6 months, how often did your health plan's customer service give you the information or help you needed? MA-only - #34 MA-PD - #34 PDP - N/A
	In the last 6 months, how often did your health plan's customer service staff treat you with courtesy and respect? MA-only - #35 MA-PD - #35 PDP - N/A
	In the last 6 months, how often were the forms from your health plan easy to fill out? MA-only - #37 MA-PD - #37 PDP - N/A

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Composite Measures	Survey Items Included in the Composite
Getting Needed Prescription Drugs	In the last 6 months, how often was it easy to use your prescription drug plan to get the medicines your doctor prescribed? MA-only - N/A MA-PD - #42 PDP - #4
	In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription at your local pharmacy? MA-only - N/A MA-PD - #44 PDP - #6
	In the last 6 months, how often was it easy to use your prescription drug plan to fill a prescription by mail? MA-only - N/A MA-PD - #46 PDP - #8
Care Coordination	In the last 6 months, when you visited your personal doctor for a scheduled appointment, how often did he or she have your medical records or other information about your care? MA-only - #18 MA-PD - #18 PDP - N/A
	In the last 6 months, when your personal doctor ordered a blood test, x-ray or other test for you, how often did someone from your personal doctor's office follow up to give you those results? MA-only - #20 MA-PD - #20 PDP - N/A
	In the last 6 months, when your personal doctor ordered a blood test, x-ray or other test for you how often did you get those results as soon as you needed them? MA-only - #21 MA-PD - #21 PDP - N/A
	In the last 6 months, how often did you and your personal doctor talk about all the prescription medicines you were taking? MA-only - #23 MA-PD - #23 PDP - N/A
	In the last 6 months, did you get the help you needed from your personal doctor's office to manage your care among these different providers and services? MA-only - #26 MA-PD - #26 PDP - N/A
	In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists? MA-only - #32 MA-PD - #32 PDP - N/A

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Overall Ratings	Survey Item
Rating of Health Plan	Using any number from 0 to 10, where 0 is the worst health plan possible and 10 is the best health plan possible, what number would you use to rate your health plan? MA-only - #38 MA-PD - #38 PDP - N/A
Rating of Health Care Quality	Using any number from 0 to 10, where 0 is the worst health care possible and 10 is the best health care possible, what number would you use to rate all your health care in the last 6 months? MA-only - #9 MA-PD - #9 PDP - N/A
Rating of Drug Plan	Using any number from 0 to 10, where 0 is the worst prescription drug plan possible and 10 is the best prescription drug plan possible, what number would you use to rate your prescription drug plan? MA-only - N/A MA-PD - #47 PDP - #9
Stand Alone Items	Survey Item
Annual Flu Vaccine	Have you had a flu shot since July 1, 2016? MA-only - #52 MA-PD - #57 PDP - N/A
Pneumonia Vaccine (not included in Star Ratings)	Have you ever had one or more pneumonia shots? Two shots are usually given in a person's lifetime and these are different from a flu shot. It is also called the pneumococcal vaccine. MA-only - #53 MA-PD - #58 PDP - N/A

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5. Appendix M, MA-only Mail Survey

- The English version of the MA-only mail survey has been updated to include a check box for the last response option for Q54.

➤ **Original – Q54:**

54. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- Every day
- Some days
- Not at all → **If Not at all, Go to Question 56**
- Don't know → **If Don't know, Go to Question 56**

➤ **Revised – Q54:**

54. Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

- Every day
- Some days
- Not at all → **If Not at all, Go to Question 56**
- Don't know → **If Don't know, Go to Question 56**

6. Appendix N, MA-only CATI Script (*posted 2/9/17*)

- The English version of the MA-only CATI script has been updated to change the word “past” to the word “last” in Q43.

➤ **Original – Q43:**

43. In the past 6 months, did you spend one or more nights in a hospital?

➤ **Revised – Q43:**

43. In the last 6 months, did you spend one or more nights in a hospital?

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7. Appendix N, MA-PD CATI Script (*posted 2/9/17*)

- The English version of the MA-PD CATI script has been updated to change the word “past” to the word “last” in Q50.

➤ **Original – Q50:**

50. In the past 6 months, did you spend one or more nights in a hospital?

➤ **Revised – Q50:**

50. In the last 6 months, did you spend one or more nights in a hospital?

8. Appendix N, PDP CATI Script (*posted 2/9/17*)

- The English version of the PDD CATI script has been updated to change the word “past” to the word “last” in Q12.

➤ **Original – Q12:**

12. In the past 6 months, did you spend one or more nights in a hospital?

➤ **Revised – Q12:**

12. In the last 6 months, did you spend one or more nights in a hospital?

9. Spanish MA-only Mail Survey (*posted 2/1/2017*)

- The Spanish version of the MA-only mail survey has been updated to correct capitalization, highlighted below for reference:

➤ **Original – Q19**

19. En los últimos 6 meses, ¿le mandó su doctor personal a hacerse una prueba de sangre, Rayos-x o alguna otra prueba?

➤ **Revised – Q19**

19. En los últimos 6 meses, ¿le mandó su doctor personal a hacerse una prueba de sangre, rayos X o alguna otra prueba?

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- The Spanish version of the MA-only mail survey has been updated to correct capitalization, highlighted below for reference:
 - **Original – Q20**

20. En los últimos 6 meses, cuando su doctor personal le mandó a hacerse una prueba de sangre, Rayos-x, o alguna otra prueba, ¿con qué frecuencia alguien del consultorio de su doctor personal se comunicó con usted para darle los resultados?
 - **Revised – Q20**

20. En los últimos 6 meses, cuando su doctor personal le mandó a hacerse una prueba de sangre, **rayos X**, o alguna otra prueba, ¿con qué frecuencia alguien del consultorio de su doctor personal se comunicó con usted para darle los resultados?
- The Spanish version of the MA-only mail survey has been updated to correct capitalization, highlighted below for reference:
 - **Original – Q21**

21. En los últimos 6 meses, cuando su doctor personal le mandó a hacerse una prueba de sangre, Rayos-x, o alguna otra prueba, ¿con qué frecuencia recibió los resultados tan pronto como los necesitaba?
 - **Revised – Q21**

21. En los últimos 6 meses, cuando su doctor personal le mandó a hacerse una prueba de sangre, **rayos X**, o alguna otra prueba, ¿con qué frecuencia recibió los resultados tan pronto como los necesitaba?
- The Spanish version of the MA-only mail survey has been updated to add a word, highlighted below for reference:
 - **Original – Q25**

25. En los últimos 6 meses, ¿necesitó usted ayuda de alguien del consultorio de su doctor personal para coordinar la atención médica entre estos diferentes profesionales y servicios?
 - **Revised – Q25**

25. En los últimos 6 meses, ¿necesitó usted ayuda de alguien del consultorio de su doctor personal para coordinar la atención médica entre estos diferentes profesionales y servicios **médicos**?

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- The Spanish version of the MA-only mail survey has been updated to add a word, highlighted below for reference:
 - **Original – Q26**

26. En los últimos 6 meses, ¿recibió usted la ayuda que necesitaba de alguien del consultorio de su doctor personal para coordinar la atención médica que recibió de estos diferentes profesionales y servicios?
 - **Revised – Q26**

26. En los últimos 6 meses, ¿recibió usted la ayuda que necesitaba de alguien del consultorio de su doctor personal para coordinar la atención médica que recibió de estos diferentes profesionales y servicios **médicos**?
- The Spanish version of the MA-only mail survey has been updated to add a phrase, highlighted below for reference:
 - **Original – Q63**

63. ¿Cómo le ayudó a usted esta persona? Marque todas las respuestas que correspondan.
 - **Revised – Q63**

63. ¿Cómo le ayudó a usted esta persona? **Por favor** **marque** todas las respuestas que correspondan.

10. Spanish MA-PD Mail Survey

- The Spanish version of the MA-PD mail survey has been updated to add a check box for the first response option of Q12, as highlighted below for reference.
 - **Original – Q12:**

12. En los últimos 6 meses, ¿cuántas veces fue a ver a su doctor personal para recibir atención médica para usted mismo?

Ninguna → **Si contestó “Ninguna”, pase a la pregunta 27**

1 vez

2

3

4

5 a 9

10 veces o más

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➤ **Revised – Q12:**

12. En los últimos 6 meses, ¿cuántas veces fue a ver a su doctor personal para recibir atención médica para usted mismo?

- Ninguna → Si contestó “Ninguna”, pase a la pregunta 27
- 1 vez
- 2
- 3
- 4
- 5 a 9
- 10 veces o más

(posted 2/1/2017):

- The Spanish version of the MA-PD mail survey has been updated to correct capitalization, highlighted below for reference:

➤ **Original – Q19**

19. En los últimos 6 meses, ¿le mandó su doctor personal a hacerse una prueba de sangre, Rayos-x o alguna otra prueba?

➤ **Revised – Q19**

19. En los últimos 6 meses, ¿le mandó su doctor personal a hacerse una prueba de sangre, rayos X o alguna otra prueba?

(posted 2/1/2017):

- The Spanish version of the MA-PD mail survey has been updated to correct capitalization, highlighted below for reference:

➤ **Original – Q20**

20. En los últimos 6 meses, cuando su doctor personal le mandó a hacerse una prueba de sangre, Rayos-x, o alguna otra prueba, ¿con qué frecuencia alguien del consultorio de su doctor personal se comunicó con usted para darle los resultados?

➤ **Revised – Q20**

20. En los últimos 6 meses, cuando su doctor personal le mandó a hacerse una prueba de sangre, rayos X, o alguna otra prueba, ¿con qué frecuencia alguien del consultorio de su doctor personal se comunicó con usted para darle los resultados?

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(posted 2/1/2017):

- The Spanish version of the MA-PD mail survey has been updated to correct capitalization, highlighted below for reference:
 - **Original – Q21**

21. En los últimos 6 meses, cuando su doctor personal le mandó a hacerse una prueba de sangre, Rayos-x, o alguna otra prueba, ¿con qué frecuencia recibió los resultados tan pronto como los necesitaba?
 - **Revised – Q21**

21. En los últimos 6 meses, cuando su doctor personal le mandó a hacerse una prueba de sangre, rayos X, o alguna otra prueba, ¿con qué frecuencia recibió los resultados tan pronto como los necesitaba?

(posted 2/1/2017):

- The Spanish version of the MA-PD mail survey has been updated to add a word, highlighted below for reference:
 - **Original – Q25**

25. En los últimos 6 meses, ¿necesitó usted ayuda de alguien del consultorio de su doctor personal para coordinar la atención médica entre estos diferentes profesionales y servicios?
 - **Revised – Q25**

25. En los últimos 6 meses, ¿necesitó usted ayuda de alguien del consultorio de su doctor personal para coordinar la atención médica entre estos diferentes profesionales y servicios médicos?

(posted 2/1/2017):

- The Spanish version of the MA-PD mail survey has been updated to add a word, highlighted below for reference:
 - **Original – Q26**

26. En los últimos 6 meses, ¿recibió usted la ayuda que necesitaba de alguien del consultorio de su doctor personal para coordinar la atención médica que recibió de estos diferentes profesionales y servicios?
 - **Revised – Q26**

26. En los últimos 6 meses, ¿recibió usted la ayuda que necesitaba de alguien del consultorio de su doctor personal para coordinar la atención médica que recibió de estos diferentes profesionales y servicios médicos?

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- The Spanish version of the MA-PD mail survey has been updated to delete an extra check box for the fifth response option for Q46, as highlighted below for reference.

➤ **Original – Q46:**

46. En los últimos 6 meses, ¿con qué frecuencia le fue fácil usar su plan de medicinas recetadas para conseguir medicinas recetadas por correo?

- Nunca
- A veces
- La mayoría de las veces
- Siempre
- No usé mi plan de medicinas recetadas para conseguir una medicina recetada por correo en los últimos 6 meses
- No estoy seguro si mi plan de medicinas recetadas ofrece medicinas recetadas por correo

➤ **Revised – Q46:**

46. En los últimos 6 meses, ¿con qué frecuencia le fue fácil usar su plan de medicinas recetadas para conseguir medicinas recetadas por correo?

- Nunca
- A veces
- La mayoría de las veces
- Siempre
- No usé mi plan de medicinas recetadas para conseguir una medicina recetada por correo en los últimos 6 meses
- No estoy seguro si mi plan de medicinas recetadas ofrece medicinas recetadas por correo

(posted 2/1/2017):

- The Spanish version of the MA-PD mail survey has been updated to add a phrase, highlighted below for reference:

➤ **Original – Q68**

68. ¿Cómo le ayudó a usted esta persona? Marque todas las respuestas que correspondan.

➤ **Revised – Q68**

68. ¿Cómo le ayudó a usted esta persona? **Por favor** marque todas las respuestas que correspondan.

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11. Spanish PDP Mail Survey (posted 2/1/2017)

- The Spanish version of the PDP mail survey has been updated to add a phrase, highlighted below for reference:
 - **Original – Q26**

26. ¿Cómo le ayudó a usted esta persona? Marque todas las respuestas que correspondan.
 - **Revised – Q26**

26. ¿Cómo le ayudó a usted esta persona? **Por favor** marque todas las respuestas que correspondan.

12. Spanish MA-only CATI Script (posted 2/1/2017)

- The Spanish version of the MA-only CATI script has been updated to correct capitalization, highlighted below for reference:
 - **Original – Q19**

19. En los últimos 6 meses, ¿le mandó su doctor personal a hacerse una prueba de sangre, Rayos-x o alguna otra prueba?
 - **Revised – Q19**

19. En los últimos 6 meses, ¿le mandó su doctor personal a hacerse una prueba de sangre, **rayos X** o alguna otra prueba?
- The Spanish version of the MA-only CATI script has been updated to correct capitalization, highlighted below for reference:
 - **Original – Q20**

20. En los últimos 6 meses, cuando su doctor personal le mandó a hacerse una prueba de sangre, Rayos-x, o alguna otra prueba, ¿con qué frecuencia alguien del consultorio de su doctor personal se comunicó con usted para darle los resultados?
 - **Revised – Q20**

20. En los últimos 6 meses, cuando su doctor personal le mandó a hacerse una prueba de sangre, **rayos X**, o alguna otra prueba, ¿con qué frecuencia alguien del consultorio de su doctor personal se comunicó con usted para darle los resultados?

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- The Spanish version of the MA-only CATI script has been updated to correct capitalization, highlighted below for reference:
 - **Original – Q21**

21. En los últimos 6 meses, cuando su doctor personal le mandó a hacerse una prueba de sangre, Rayos-x, o alguna otra prueba, ¿con qué frecuencia recibió los resultados tan pronto como los necesitaba?
 - **Revised – Q21**

21. En los últimos 6 meses, cuando su doctor personal le mandó a hacerse una prueba de sangre, rayos X, o alguna otra prueba, ¿con qué frecuencia recibió los resultados tan pronto como los necesitaba?
- The Spanish version of the MA-only CATI script has been updated to add a word, highlighted below for reference:
 - **Original – Q25**

25. En los últimos 6 meses, ¿necesitó usted ayuda de alguien del consultorio de su doctor personal para coordinar la atención médica entre estos diferentes profesionales y servicios?
 - **Revised – Q25**

25. En los últimos 6 meses, ¿necesitó usted ayuda de alguien del consultorio de su doctor personal para coordinar la atención médica entre estos diferentes profesionales y servicios médicos?
- The Spanish version of the MA-only CATI script has been updated to add a word, highlighted below for reference:
 - **Original – Q26**

26. En los últimos 6 meses, ¿recibió usted la ayuda que necesitaba de alguien del consultorio de su doctor personal para coordinar la atención médica que recibió de estos diferentes profesionales y servicios?
 - **Revised – Q26**

26. En los últimos 6 meses, ¿recibió usted la ayuda que necesitaba de alguien del consultorio de su doctor personal para coordinar la atención médica que recibió de estos diferentes profesionales y servicios médicos?

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- The Spanish version of the MA-only CATI script has been updated to correct numbering, highlighted below for reference:
 - **Original – Q63**
78. HOW DID THAT PERSON HELP THE BENEFICIARY COMPLETE THE SURVEY?
 - **Revised – Q63**
63. HOW DID THAT PERSON HELP THE BENEFICIARY COMPLETE THE SURVEY?

13. Spanish MA-PD CATI Script (*posted 2/1/2017*)

- The Spanish version of the MA-PD CATI script has been updated to correct capitalization, highlighted below for reference:
 - **Original – Q19**
19. En los últimos 6 meses, ¿le mandó su doctor personal a hacerse una prueba de sangre, Rayos-x o alguna otra prueba?
 - **Revised – Q19**
19. En los últimos 6 meses, ¿le mandó su doctor personal a hacerse una prueba de sangre, **rayos X** o alguna otra prueba?
- The Spanish version of the MA-PD CATI script has been updated to correct capitalization, highlighted below for reference:
 - **Original – Q20**
20. En los últimos 6 meses, cuando su doctor personal le mandó a hacerse una prueba de sangre, Rayos-x, o alguna otra prueba, ¿con qué frecuencia alguien del consultorio de su doctor personal se comunicó con usted para darle los resultados?
 - **Revised – Q20**
20. En los últimos 6 meses, cuando su doctor personal le mandó a hacerse una prueba de sangre, **rayos X**, o alguna otra prueba, ¿con qué frecuencia alguien del consultorio de su doctor personal se comunicó con usted para darle los resultados?

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21. En los últimos 6 meses, cuando su doctor personal le mandó a hacerse una prueba de sangre, Rayos-x, o alguna otra prueba, ¿con qué frecuencia recibió los resultados tan pronto como los necesitaba?
 - **Revised – Q21**

21. En los últimos 6 meses, cuando su doctor personal le mandó a hacerse una prueba de sangre, rayos X, o alguna otra prueba, ¿con qué frecuencia recibió los resultados tan pronto como los necesitaba?
- The Spanish version of the MA-PD CATI script has been updated to add a word, highlighted below for reference:
 - **Original – Q25**

25. En los últimos 6 meses, ¿necesitó usted ayuda de alguien del consultorio de su doctor personal para coordinar la atención médica entre estos diferentes profesionales y servicios?
 - **Revised – Q25**

25. En los últimos 6 meses, ¿necesitó usted ayuda de alguien del consultorio de su doctor personal para coordinar la atención médica entre estos diferentes profesionales y servicios médicos?
- The Spanish version of the MA-PD CATI script has been updated to add a word, highlighted below for reference:
 - **Original – Q26**

26. En los últimos 6 meses, ¿recibió usted la ayuda que necesitaba de alguien del consultorio de su doctor personal para coordinar la atención médica que recibió de estos diferentes profesionales y servicios?
 - **Revised – Q26**

26. En los últimos 6 meses, ¿recibió usted la ayuda que necesitaba de alguien del consultorio de su doctor personal para coordinar la atención médica que recibió de estos diferentes profesionales y servicios médicos?