

**2018 MA & PDP CAHPS Survey
Quality Assurance Protocols & Technical Specifications V8.0
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) V7.0 to V8.0*. This document is not a substitute for reviewing the MA & PDP CAHPS *QAP&TS V8.0* in its entirety or, if applicable, the most recent Technical Corrections and Clarifications document posted on the MA & PDP CAHPS Web site. The MA & PDP CAHPS *QAP&TS V8.0* manual is effective upon its release in October 2017. General format and minor wording revisions have occurred throughout the manual and are not included in this change matrix. Please contact MA & PDP CAHPS Survey Technical Assistance for any specific questions.

Section of the QAP&TS V8.0	Summary of Key Changes in V8.0
Miscellaneous	<ul style="list-style-type: none"> • Changed V7.0 to V8.0 • Revised dates as necessary, e.g., 2017 to 2018 • Minor wording updates as needed
I. Reader's Guide	
	<ul style="list-style-type: none"> • Revised Discrepancy Report to Event Report
II. Introduction and Overview	
	<ul style="list-style-type: none"> • Added Vietnamese as a new translation for 2018 • Added a requirement that survey vendors will need to track if a beneficiary starts the telephone survey in one language and completes it in another language • Added a requirement that the survey vendor will need to identify at what point of the interview the interviewer switched languages • Added a requirement that survey vendors will need to document and report the protocol used to administer Asian language surveys • Added a requirement that survey vendors must submit an Attestation form to document that they have met their compliance or legal department's TCPA requirements for dialing cell phones

**2018 MA & PDP CAHPS Survey
Quality Assurance Protocols & Technical Specifications V8.0
Summary of Updates**

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III. Program Requirements	
	<ul style="list-style-type: none"> • Revised the text related to data append request submission, to note that the requests must include sufficient detail for CMS to understand what identifier is being appended and that survey vendors specify all the categories that comprise the identifier • Added text that survey vendors must submit a signed Attestation Statement with both the interim and final data submission files affirming the accuracy and completeness of the data files • Added a requirement that survey vendors must include a description of the process for monitoring telephone interviewers in all applicable languages in their QAP • Added Project Manager to the list of personnel to be communicated to Data Coordination Team when a change occurs
IV. Sampling	
	<ul style="list-style-type: none"> • Added clarification that samples for the MA & PDP survey will be selected for current contracts in January • Added MMP field to the Sample File record layout
V. Communications and Technical Support	
	<ul style="list-style-type: none"> • No Changes

**2018 MA & PDP CAHPS Survey
Quality Assurance Protocols & Technical Specifications V8.0
Summary of Updates**

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VI. Data Collection Protocol	
	<ul style="list-style-type: none"> • Revised Data Collection Schedule for 2018 survey administration • Added a requirement that survey vendors must have procedures in place to conduct 10% monitoring of inbound telephone calls originating from the customer support line from the start of survey administration • Added Vietnamese as a new translation where applicable • Removed text requiring survey vendors to submit CATI telephone screenshots for review as part of their QAP, as CATI screenshots are submitted on a due date separate from the QAP • Revised guidance related to cover letters to indicate both survey mailings must contain Spanish text inviting Spanish speaking beneficiaries to call the survey vendor's toll-free telephone number to request the Spanish translation of the questionnaire • Added a requirement that survey vendors must include an identifier on each survey to differentiate between the first and second survey mailing • Revised guidance regarding supplemental items to indicate that contracts and survey vendors must avoid using supplemental questions <i>deemed by CMS</i> to be similar to any MA & PDP CAHPS Survey questions • Added text to the Quality Control Guidelines section that survey vendors should maintain documentation of seeded mailings • Added a note indicating survey vendors are required to submit an Attestation form to document they are following their compliance or legal department's TCPA requirements • Added guidance that occasional use of the beneficiary's name during the course of a telephone interview is permitted

**2018 MA & PDP CAHPS Survey
Quality Assurance Protocols & Technical Specifications V8.0
Summary of Updates**

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	<ul style="list-style-type: none">• Clarified text related to Telephone Monitoring and Oversight to include all languages in which the survey is administered• Added text that the Chinese language survey is appropriate for members who speak Cantonese or Mandarin, but survey vendors must maintain an interviewer pool that meets the needs of their Chinese speaking beneficiaries, if known (may require interviewers that speak both Cantonese and Mandarin)• Added guidance that survey vendors should perform reviews of language preference files received from contracts to ensure data quality

**2018 MA & PDP CAHPS Survey
Quality Assurance Protocols & Technical Specifications V8.0
Summary of Updates**

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VII. Data Coding and Data Preparation	
	<ul style="list-style-type: none"> • Added description of Survey Mailing field, which will denote whether a first or second wave mail survey was returned • Added a requirement that survey vendors must ensure scanning and key entry staff are trained on and understand decision rules to ensure uniformity in data coding
VIII. Data Submission	
	<ul style="list-style-type: none"> • Added Project Manager & Back-Up Data Administrator to the list of personnel to be communicated to the Data Coordination Team when changes occur
IX. Data Analysis and Public Reporting	
	<ul style="list-style-type: none"> • Clarified text in the Case-Mix Adjustment and Weighting section to include Asian (Chinese and Vietnamese) language survey completion as an adjustor • Clarified text in the Survey Vendor Analysis of MA & PDP CAHPS Survey Data section that the “vendor results are unofficial and are for the contract’s internal quality improvement purposes only” statement, which appears on each page of survey vendor reports to contracts, should be printed in a minimum 14-point font size
X. Oversight	
	<ul style="list-style-type: none"> • Added a bullet asking survey vendors to provide a description of the process for monitoring telephone interviewers in all applicable languages in the QAP

**2018 MA & PDP CAHPS Survey
Quality Assurance Protocols & Technical Specifications V8.0
Summary of Updates**

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XI. Event Reports	
	<ul style="list-style-type: none"> • Revised name of Discrepancy Reports to Event Reports • Added guidance that if survey vendors are unsure if an Event Report should be submitted, an email describing the occurrence should be sent to the project team • Added text to indicate that submitting an initial event report in a timely manner is critical as CMS may need to make a change in survey protocols to correct for the event • Added text stating that CMS may require the vendor to take an immediate and specific action

2018 MA & PDP CAHPS Survey
Quality Assurance Protocols & Technical Specifications V8.0
Summary of Updates

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Appendix A – Minimum Business Requirements	
	<ul style="list-style-type: none"> References to Discrepancy Report have been revised to indicate Event Report
Appendix B - DUA	
	<ul style="list-style-type: none"> No changes
Appendix C – 2018 Vendor Access to MA & PDP CAHPS Data Warehouse Form	
	<ul style="list-style-type: none"> Date change
Appendix D – Model Quality Assurance Plan	
	<ul style="list-style-type: none"> Added Vietnamese as new optional translation Added a note that the mail materials, CATI screenshots and the QAP may have different due dates for submission to the project team for review Added a bullet that survey vendors must detail all procedures used to dial cell/mobile phone numbers and indicate if procedures vary based on source of the phone number (e.g., CMS, client) Added a bullet that survey vendors must describe the process and criteria used to qualify an interviewer as proficient to administer the survey in all applicable languages, and a sub-bullet that survey vendors detail which Chinese dialects will be supported by the Chinese-speaking interviewers Added a bullet that survey vendors must describe the process for monitoring interviewers in all languages Added a bullet that survey vendors must describe the criteria monitoring staff have to meet in order to be qualified to monitor Spanish, Chinese and/or Vietnamese telephone interviewers Added a bullet that survey vendors must describe the process for ensuring that all returned surveys received up to three days before Interim Data Submission are included in the data file

**2018 MA & PDP CAHPS Survey
Quality Assurance Protocols & Technical Specifications V8.0
Summary of Updates**

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	<ul style="list-style-type: none"> • Added a bullet that survey vendors must describe the process for training and monitoring of customer service line staff in all languages • Added Vietnamese to the table which indicates how surveys in languages other than English are distributed • Added a bullet noting that survey vendors must include a copy of the Business Associate Agreement template signed by clients and/or business partners involved in any aspect of survey administration • Removed the section regarding Required Submission of MA & PDP CAHPS Survey Materials as the due dates are separate from the QAP submission date
Appendix E – General Interviewing Guidelines for Conducting Telephone Surveys	
	<ul style="list-style-type: none"> • Added guidance that occasional use of the beneficiary’s name is permitted during the telephone interview • Added guidance that when a beneficiary provides a response before the interviewer reads all of the response options, the interviewer must continue to read the responses
Appendix F – Frequently Asked Questions for Customer Support	
	<ul style="list-style-type: none"> • Added Spanish FAQ’s
Appendix G – Instructions for Survey Vendors on Accessing the MA & PDP CAHPS Data Warehouse	
	<ul style="list-style-type: none"> • Added updated screenshots from January 2017
Appendix H – Sample File Record Layout	
	<ul style="list-style-type: none"> • Added a new field, MMP, that will indicate if the contract is an MMP contract

2018 MA & PDP CAHPS Survey
Quality Assurance Protocols & Technical Specifications V8.0
Summary of Updates

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Appendix I – Vendor Survey File Layout	
	<ul style="list-style-type: none"> • Added fields to indicate whether the phone interview started in one language but was completed in another language and at what point the change in language occurred • Added clarification to the Phone Attempts field to indicate the following: Case finalized prior to start of outbound CATI = 88 Not Applicable • Added a Survey Mailing field to indicate whether returned mail survey came from first or second survey mailing
Appendix I – MA-only Data Submission File Layout	
	<ul style="list-style-type: none"> • No changes
Appendix I – MA-PD Data Submission File Layout	
	<ul style="list-style-type: none"> • No changes
Appendix I – PDP Data Submission File Layout	
	<ul style="list-style-type: none"> • No changes
Appendix J – Event Report	
	<ul style="list-style-type: none"> • Revisions throughout the Appendix to reflect the renaming of the Discrepancy Report to Event Report
Appendix K – MA-only Survey Items ATA	
	<ul style="list-style-type: none"> • No changes
Appendix K – MA-PD Survey Items ATA	
	<ul style="list-style-type: none"> • No changes

**2018 MA & PDP CAHPS Survey
Quality Assurance Protocols & Technical Specifications V8.0
Summary of Updates**

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Appendix K – PD Survey Items ATA	
	<ul style="list-style-type: none"> • No changes
Appendix L – List of Reportable Measures	
	<ul style="list-style-type: none"> • No changes
Appendix M – MA-only and MA-PD 2nd Mailing Cover Letter	
	<ul style="list-style-type: none"> • Added Spanish text at bottom of letter with instructions for requesting a Spanish translation of the questionnaire
Appendix M – PDP 2nd Mailing Cover Letter	
	<ul style="list-style-type: none"> • Added Spanish text at bottom of letter with instructions for requesting a Spanish translation of the questionnaire
Appendix M – MA-only Mail Survey	
	<ul style="list-style-type: none"> • Added expiration date to OMB clearance statement
Appendix M – MA-PD Mail Survey	
	<ul style="list-style-type: none"> • Added expiration date to OMB clearance statement
Appendix M – PDP Mail Survey	
	<ul style="list-style-type: none"> • Added expiration date to OMB clearance statement

**2018 MA & PDP CAHPS Survey
Quality Assurance Protocols & Technical Specifications V8.0
Summary of Updates**

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Appendix N – CATI Instructions and CATI Scripts	
	<ul style="list-style-type: none"> • Added a bullet to clarify that the CATI script does not provide scripted language for refusal avoidance, ending an interview at the request of the beneficiary before the survey is completed, etc., and that survey vendors may use their internal scripting for such modules • Added a bullet to indicate that when a beneficiary provides a response before the interviewer reads all of the response options, the interviewer must continue to read the responses. The interviewer may inform the beneficiary that all response options must be read by saying “I’m sorry, but I have to read all the answer choices.” • Added a bullet to clarify that during the course of the survey, occasional use of the beneficiary’s name is permitted
Appendix O – Guidance on Supplemental Questions	
	<ul style="list-style-type: none"> • No changes
Appendix P – Guidance on Appending Data	
	<ul style="list-style-type: none"> • Added guidance to clarify that any data merge or data append request requires providing sufficient detail for the MA & PDP CAHPS Survey project team to understand the specific categories for each identifier to be appended and how the analysis will be used by the contract