

Medicare Advantage and Prescription Drug Plan (MA & PDP) CAHPS® Survey

Participant Agenda

MA & PDP CAHPS Survey Vendor Training

Thursday, November 2, 2017
12:00 PM – 3:45 PM ET

Please note that all times listed are Eastern Time (ET)

Time	Agenda Item	Presenter
12:00 PM – 12:10 PM	Welcome and Training Logistics	Laura Giordano, RN, MBA Health Services Advisory Group (HSAG)
12:10 PM – 12:20 PM	Overview and Background	Elizabeth Goldstein, PhD Sarah Gaillot, PhD Julia Zucco, PhD Joy Binion, MS Centers for Medicare & Medicaid Services (CMS)
12:20 PM – 12:30 PM	Program Requirements	Renny Bagchi, MBA HSAG
12:30 PM – 12:40 PM	Sample Design and Beneficiary Selection	Julie Brown, BA RAND
12:40 PM – 1:05 PM	Data Collection Protocol	Jan Heatherly HSAG
1:05 PM – 1:45 PM	Data Analysis and Reporting	Marc Elliott, PhD RAND
1:45 PM – 1:55 PM	Questions	All
1:55 PM – 2:10 PM	Break	
2:10 PM – 2:25 PM	Data Coding and Data Preparation	Afshin Rastegar RAND

Time	Agenda Item	Presenter
2:25 PM – 2:45 PM	Data Submission	Rodger Madison, MA RAND
2:45 PM – 2:55 PM	Vendor Oversight	Renny Bagchi, MBA HSAG
2:55 PM – 3:05 PM	Questions	All
3:05 PM – 3:10 PM	Wrap up and Next Steps	Laura Giordano, RN, MBA HSAG
3:10 PM – 3:30 PM	Post Training Quiz	Survey Vendors
3:30 PM – 3:45 PM	Training Feedback	Survey Vendors