

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

Participant Agenda

MA & PDP CAHPS Survey Vendor Training

Wednesday, November 5, 2025
12:00 PM – 4:00 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 Lauren Fuentes, MPH (presenting) 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 Enrollee Selection	Julie Brown, BA RAND
12:40 PM – 1:15 PM	Data Collection Protocol	Jan Heatherly HSAG
1:15 PM – 2:00 PM	Data Analysis and Reporting	Marc Elliott, PhD RAND
2:00 PM – 2:10 PM	Break	
2:10 PM – 2:20 PM	Questions	All
2:20 PM – 2:40 PM	Data Coding and Data Preparation	Afshin Rastegar RAND

Time	Agenda Item	Presenter
2:40 PM – 3:00 PM	Data Submission	Rodger Madison, MA RAND
3:00 PM – 3:10 PM	Vendor Oversight	Renny Bagchi, MBA HSAG
3:10 PM – 3:20 PM	Questions	All
3:20 PM – 3:30 PM	Wrap up and Next Steps	Laura Giordano, RN, MBA HSAG
3:30 PM – 3:40 PM	Training Feedback	Online
3:40 PM – 4:00 PM	Post Training Quiz	Online