

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
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CENTER FOR DRUG and HEALTH PLAN CHOICE

TO: Medicare Compliance Officer, Medicare Advantage Quality Contact and/or Part D Quality Assurance Contact

FROM: Cynthia G. Tudor, Ph.D., Director, Medicare Drug Benefit and C & D Data Group

SUBJECT: 2009 Medicare CAHPS Survey

DATE: February 11, 2009

The Centers for Medicare & Medicaid Services (CMS) has contracted with Wilkerson & Associates (W&A) and the Center for the Study of Services to conduct the 2009 Medicare Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. The survey will begin in mid-February with the mailing of pre-notification letters to 685,000 sample members nationwide, followed by a first mailing of questionnaires at the end of February and a reminder postcard to those who have not yet returned a completed survey in early March. A second mailing of questionnaires will be sent to non-respondents at the end of March and outbound telephone follow-up will take place April through June.

The purpose of this survey is to learn about the experiences of persons obtaining health care and prescription drug coverage through the Medicare program. Medicare CAHPS employs five main questionnaires, one for persons enrolled in the Original Medicare program, one for those in a Medicare Advantage plan without a prescription drug plan, enrollees of a Medicare Advantage plan with a prescription drug plan, one for enrollees in a Medicare Advantage Preferred Provider Organization, and the fifth for enrollees of a Stand Alone Medicare Prescription drug plan. All surveys are conducted in English or Spanish. W&A has established a toll-free telephone number, 1-866-406-1110, for inquiries about the survey or for sample members to complete the survey by phone. The CMS 1-800-MEDICARE call centers also have a set of Frequently Asked Questions about the survey to respond to inquiries from beneficiaries about the survey. Copies of the 2009 Medicare CAHPS questionnaires are attached.

Attachments