

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
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CENTER FOR MEDICARE

DATE: October 20, 2011

TO: Medicare Advantage and Part D Quality Contacts and Medicare Compliance Officers

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

SUBJECT: 2012 Medicare CAHPS® Survey Vendors

CMS would like to remind all Medicare Advantage (MA), Medicare Advantage Prescription Drug (MA-PD), and Stand Alone Prescription Drug Plan (PDP) contracts with 600 or more enrollees as of July 2011 that they are required to contract with a CMS approved survey vendor to conduct the Medicare CAHPS survey for a sample of enrollees in their plan. This is a reminder to those contracts that do not currently have a contract in place with a CMS approved survey vendor to implement a contract. The list of approved survey vendors can be found on the MA-PDPCAHP website, <http://ma-pdpcahps.org>.

Beginning this year, all Employer/Union Only Direct Contract Private Fee-for-Service (PFFS) and Employer/Union Only Direct PDP contracts with 600 or more enrollees as of July 2011 are also required to contract with an approved vendor to conduct the Medicare CAHPS survey. As noted above the list of approved vendors is posted on <http://ma-pdpcahps.org>. The website has information on all aspects of Medicare CAHPS survey implementation (see the 2011 Medicare CAHPS Quality Assurance and Technical Specifications Manual) as well as information on public reporting and uses of the Medicare CAHPS data.

Another change planned for 2012, is that all MA, MA-PDP and stand alone PDP contracts required to conduct the Medicare CAHPS survey will have the option of surveying a sample of enrollees that is larger than the required sample size. Interested contracts must make a formal request for an increased sample no later than November 7, 2011. The request should be made to the MA and PDP CAHPS project team via email to MA-PDPCAHP@azqio.sdps.org. The email must include the contract number for which the increased sample is being requested, and the total sample size that is being requested. As in 2011, the 2012 sample will be pulled by CMS and provided directly to the vendor authorized by you to conduct your survey.

The 2012 Medicare CAHPS Survey versions for MA contracts and stand alone PDP contracts will include a small number of new items, including new items on coordination of care for MA contracts.

Additional information on the 2012 Medicare CAHPS survey is also available on the <http://ma-pdpcahps.org> website or may be obtained by contacting the MA & PDP CAHPS Project Team via email at MA-PDPCAHP@azqio.sdps.org and by phone at the following toll free number: 1-877-735-8882.