

**FAQ on the 2020 QHP Enrollee Experience Survey
Reporting Requirements Guidelines**

This FAQ serves as additional guidance for QHP issuers regarding the production of the 2020 QHP Enrollee Experience Survey Sample Frame. This FAQ is in accordance with the [Qualified Health Plan Enrollee Experience Survey: Technical Specifications for 2020](#).

Question	Answer
<p>What are the changes to the 2020 QHP Enrollee Survey sample frame, completeness thresholds for sample frame variables, and the rationale for these updates?</p>	<p>For the 2020 QHP Enrollee Survey CMS has included completeness thresholds for all variables and the 2020 QHP Enrollee Experience Survey Sample Frame includes two new variables:</p> <ul style="list-style-type: none"> - Enrollee Education - Enrollee Employment <p>In addition to these two variables, CMS has implemented completeness thresholds for each variable in the QHP Enrollee Survey Sample Frame File Layout.</p> <p><i>New variables:</i></p> <p>QHP issuers should use administrative data to populate the “Enrollee Education” and “Enrollee Employment” fields.</p> <p>CMS understands that some issuers may not have these administrative data. When that is the case, the sample frame should be populated with the valid values for <i>Missing</i>. In addition, the issuer should communicate the reason for not meeting the 50% completeness threshold (i.e., more than 50% of records within the sample frame have a valid value for <i>Missing</i>) to their auditor. Please see the Appendix F: Sample Frame File Layout in the Qualified Health Plan Enrollee Experience Survey: Technical Specifications for 2020.</p> <p>CMS added the enrollee education and enrollee employment variables for two reasons. Firstly, these variables can be used to validate survey responses helping to confirm the respondent corresponds to the individual in the sample frame. Secondly, these data may be candidates for case mix adjustment; variables used for case mix adjustment must be in the sample frame file in order to accurately adjust and represent the reporting unit population.</p>

Question	Answer
	<p><i>Completeness Thresholds:</i></p> <p>Case mix adjustment requires completeness of sample frames for all enrollees in the sample, in order to statistically control for enrollee characteristics that are not under the control of the issuer but may affect survey responses when scoring survey results.</p> <p>Incomplete or missing data for a reporting unit could decrease the amount of data available for case mix adjustment, which affects the scoring precision for both the QHP Enrollee Survey Quality Improvement (QI) Report scores and the scored survey measures included in the QRS.</p> <p>CMS identified six QHP Sample Frame variables (referred to as 0% bias variables) that must be populated for every record in the file. These variables must have a logic agreement for each record in the sample frame. For example, the Product Type must be the same for all records in the sample frame file layout. Discrepancies in these six variables can be indicative of a potential sampling error. HEDIS compliance auditors will not pass sample frame files that do not meet the logic agreement requirements. See Figure 1: 2020 Sample Frame 0% Bias Variables for criteria and logic agreement requirements.</p>

Figure 1: 2020 Sample Frame 0% Bias Variables

Variable	Criteria	Example
<p>1. Product Type</p>	<p>a. <i>Must</i> match the reported 3-character product type in the Reporting Unit ID variable.</p> <p>b. <i>Must not</i> be missing.</p> <p>c. <i>Must</i> be identical for all enrollees included in the sample frame</p>	<p>Reporting Unit ID=12345-TX-<u>PPO</u>; then all Product Type=<u>PPO</u>.</p>
<p>2. Issuer ID</p>	<p>a. <i>Must</i> match the reported 5-digit Issuer ID in the Reporting Unit ID variable.</p> <p>b. <i>Must not</i> be missing.</p> <p>c. <i>Must</i> be identical for all enrollees included in the sample frame</p>	<p>Reporting Unit ID=<u>12345</u>-TX-PPO; then all Issuer ID=<u>12345</u>.</p>

Variable	Criteria	Example
3. QHP State	<ul style="list-style-type: none"> a. <i>Must</i> match the reported 2-character QHP state postal code in the Reporting Unit ID variable. b. <i>Must not</i> be missing. c. <i>Must</i> be identical for all enrollees included in the sample frame 	Reporting Unit ID=12345- <u>TX</u> -PPO; then all QHP State= <u>TX</u> .
4. Reporting Unit ID	<ul style="list-style-type: none"> a. <i>Must</i> match the reported values for the Issuer ID, QHP State, and Product Type variables b. <i>Must not</i> be missing. c. <i>Must</i> be identical for all enrollees included in the sample frame. d. <i>Must</i> be listed as it appears in “Reporting Units Required to Submit 2020 QRS Clinical Measure Data and QHP Enrollee Survey Response Data” in the 2020 QHP Enrollee Survey: Operational Instructions, which will be available by the end of November 2019. 	Reporting Unit ID=12345-TX-PPO; then all 5-digit Issuer ID=Issuer ID variable= <u>12345</u> ; all 2-character QHP state postal code=QHP State variable= <u>TX</u> ; all 3-character product type=Product Type variable= <u>PPO</u> .
5. Reporting Status	<ul style="list-style-type: none"> a. <i>Must not</i> be missing. b. <i>Must</i> be identical for all enrollees included in the sample frame. 	
6. Total Enrollment	<ul style="list-style-type: none"> a. <i>Must not</i> be missing. b. <i>Must</i> be identical for all enrollees included in the sample frame. 	