

2021 QHP Enrollee Survey Expression of Interest Notice

CMS is pleased to announce that the vendor solicitation period for the 2021 Qualified Health Plan Enrollee Experience Survey (QHP Enrollee Survey) will occur from **July 15, 2020 to July 31, 2020**. Exchanges are required to publicly report information on costs, coverage, quality ratings, and enrollee experience for each Qualified Health Plan (QHP) offered. Enrollee experience data will be collected through the QHP Enrollee Survey.

QHP Enrollee Survey Vendor Participation

The QHP Enrollee Survey will be administered by HHS-approved vendors using a standardized mixed-mode survey with mail, telephone, and internet survey protocols to facilitate comparison of QHPs both within and across Exchanges. The survey will be conducted in three languages: English, Spanish, and optionally in Chinese. It is estimated that the survey will include approximately 275 QHP reporting units. HHS-approved vendors will draw a random sample of enrollees based on a sample frame provided by each QHP issuer and validated by an independent third party. The 2021 survey will contain approximately 70 items.

Instructions

To administer the 2021 QHP Enrollee Survey, prospective vendors must submit a Vendor Participation Form for approval consideration by CMS. Vendors must fulfill all of the following criteria to be considered an HHS-approved QHP Enrollee Survey vendor:

- Meet all 2021 QHP Enrollee Survey Minimum Business Requirements (MBR).
- Comply with the protocols and requirements in the *2021 Qualified Health Plan Enrollee Experience Survey Technical Specifications*.
- Submit a curriculum vitae (CV) for all identified key project staff, for both vendor and subcontractor(s), to the Project Team at QHPSurveyVendor@bah.com. Include the following in the subject line: “[Vendor Name] Key Staff CV Submission”.
- Submit the Vendor Participation Form to the Project Team at QHPSurveyVendor@bah.com no later than 11:59 p.m. (ET) on July 31, 2020. Include the following in the subject line: “[Vendor Name] 2020 Vendor Participation Form”.
- Successfully complete 2021 QHP Enrollee Survey Vendor Training (tentatively scheduled for **October 20, 2020**).

The 2021 MBR and the Vendor Participation Form are attached to this email. Prospective vendors must submit a Vendor Participation Form and all related participation materials on behalf of their organizations for consideration of conditional HHS-approval by **July 31, 2020**. Submit all materials to: QHPSurveyVendor@bah.com. Final HHS-approval is contingent on the successful completion of 2021 QHP Enrollee Survey Vendor Training.

For more information, please contact the QHP Enrollee Survey Project Team. Questions regarding applications should be directed to QHPSurveyVendor@bah.com.