

QHP Enrollee Survey: Exception Request Instructions and Form

Exception Request Instructions

An exception is defined as any variation from the specified QHP Enrollee Survey administration requirements as described in the *2023 QHP Enrollee Survey Technical Specifications*. Exceptions provide vendors with additional flexibility to implement certain variations from the specified requirements (given organizational need), while still maintaining the integrity of the data for standardized data collection and reporting.

Exceptions fall into the following categories:

- **Operations:** Changes to protocols and operations specified in the *2023 QHP Enrollee Survey Technical Specifications*. For example, vendors must request an exception to continue telephone interviews with disenrollees.
- **Survey Materials:** Changes to survey material templates posted on the [MQI website](#). For example, vendors must request an exception to use internet survey login credentials that do not meet the specified requirements.
- **Other:** Vendors must request an exception for alternative strategies not identified in the specified requirements of the *2023 QHP Enrollee Survey Technical Specifications*.

Please follow the below instructions if an exception is requested:

- Submit the Exception Request Form to the Project Team via email (QHP_Survey@air.org) prior to the start of survey fielding. If requesting multiple exceptions, submit one Exception Request Form for each proposed exception. Do not include any Protected Health Information (PHI)/Personally Identifiable Information (PII) in the Exception Request Form itself or in any emails to the Project Team.
- Complete each section of the Exception Request Form with sufficient detail, including clearly defined timeframes, for the Project Team to make an informed decision. Subcontractor (if applicable) information must be included on the form.
- Provide the following information in the Exception Request Form:
 - A detailed description of the exception (i.e., type, rationale, explanation of rationale, evidence that it will not pose bias or affect survey results).
 - Information for each QHP reporting unit(s) if the exception applies to a subset of QHP reporting unit(s).
 - Any other information that might assist the Project Team in its review.

Contact the Project Team via email (QHP_Survey@air.org) if you have questions regarding exception requests.

I. General Information

Vendor Organization Information

Organization Name	
Mailing Address	
City	
State	
Zip Code	

Vendor Contact Person

First Name, Last Name	
Title	
Telephone Number	
Email Address	

Subcontractor Organization Information (if applicable)

Organization Name	
Mailing Address	
City	
State	
Zip Code	

Subcontractor Contact Person (if applicable)

First Name, Last Name	
Title	
Telephone Number	
Email Address	

II. Exception Request Information

Provide detailed information for each of the following items:

Type of Exception Request (Select One):

<input type="checkbox"/> New <input type="checkbox"/> Renewal/Update

Exception Request Category (Select One):

<input type="checkbox"/> Operations <input type="checkbox"/> Material <input type="checkbox"/> Other Exception (Specify) <table border="1" data-bbox="350 808 1386 905"><tr><td> </td></tr></table>	

Rationale for Proposed Exception Requested:

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Explanation of Implementation of Proposed Exception Request (key personnel involved; system resources; physical, electronic, and data security procedures; enrollee confidentiality procedures; remote access procedures; data transmittal procedures; risk mitigation procedures; and quality control, staff oversight, and training procedures):

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Evidence that Exception Will Not Pose Bias or Affect Survey Responses:

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III. QHP Reporting Units, If Applicable

Vendors complete the following information if the Exception Request applies to a subset of QHP reporting unit(s) rather than to all QHP reporting units:

Plan Name	Reporting Unit ID	Total Eligible Enrollees	Total Sampled Enrollees