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Bcc: 2022 and Prior QHP Enrollee Survey Vendor Contacts, 2022 CMS Vendor Contacts from Other Survey Projects, QHP_Survey@air.org

Subject: 2023 Qualified Health Plan Enrollee Experience Survey – Vendor Application Period Now Open [07/15/2022]

Attachments: 2023 QHP Enrollee Survey Minimum Business Requirements (MBR) Excerpt, 2023 QHP Enrollee Survey Participation Form

Dear Survey Vendor,

CMS is pleased to announce that the vendor solicitation period for the Qualified Health Plan Enrollee Experience Survey (QHP Enrollee Survey) will occur from **July 15, 2022 to July 29, 2022**. Federal regulations require all Exchanges to publicly report information on costs, coverage, quality ratings, and enrollee experience for each Qualified Health Plan (QHP) offered. The QHP Enrollee Survey collects Enrollee experience data.

QHP Enrollee Survey Vendor Participation

Department of Health and Human Services (HHS)-approved vendors administer the QHP Enrollee Survey by using a standardized mixed-mode survey with mail, telephone, and internet survey protocols to facilitate comparison of QHPs both within and across Exchanges. To maximize the scope of the survey responses, the survey is available in three languages: English, Spanish, and optionally in Chinese. There are approximately 275 QHP Enrollee Survey 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 2023 survey will contain approximately 70 items.

Instructions

To administer the 2023 QHP Enrollee Survey, prospective vendors must submit the attached Vendor Participation Form for approval by HHS. Vendors must fulfill the following criteria to be considered an HHS-approved QHP Enrollee Survey vendor:

- Meet all 2023 QHP Enrollee Survey Minimum Business Requirements (MBR).
- Comply with the protocols and requirements in the *2023 Qualified Health Plan Enrollee Experience Survey Technical Specifications*.
- Submit a curriculum vitae (CV) for all identified vendor and subcontractor key project staff to the Project Team QHP_Survey@air.org. Include the following in the subject line: “[Vendor Name] Key Staff CV Submission”.
- Submit the Vendor Participation Form to the Project Team at QHP_Survey@air.org no later than 11:59 p.m. (ET) on July 29, 2022. Include the following in the subject line: “[Vendor Name] 2023 Vendor Participation Form”.
- Complete 2023 QHP Enrollee Survey Vendor Training successfully (tentatively scheduled for **October 3, 2022**).

The 2023 MBR and the Vendor Participation Form are attached to this email. Prospective vendors must submit a completed Vendor Participation Form and all related participation materials on behalf of their organizations to QHP_Survey@air.org for consideration of conditional HHS-approval by **July 29, 2022**. Final HHS-approval is contingent on the successful completion of 2023 QHP Enrollee Survey Vendor Training.

If you have questions about applications or need additional information, please contact the QHP Enrollee Survey Project Team via email at QHP_Survey@air.org

Sincerely,

The QHP Enrollee Survey Project Team

Email: QHP_Survey@air.org

Website: [Health Insurance Marketplace Quality Initiatives \(MQI\)](https://www.healthinsurancemarketplace.gov/quality-initiatives)