



## Qualified Health Plan Enrollee Experience Survey CMS-Approved Survey Vendor Participation Notice

CMS is pleased to announce that the survey vendor solicitation period for the Qualified Health Plan Enrollee Experience Survey (QHP Enrollee Survey) will occur on June 16 through July 7, 2014. Section 1311(c)(4) of the Affordable Care Act requires States to establish and operationalize Health Insurance Marketplaces by January 1, 2014. Marketplaces 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 CMS-approved QHP Enrollee Survey vendors using a standardized mixed mode survey with mail, telephone, and web survey protocols to facilitate comparison of QHPs both within and across Marketplaces. Initially, the survey will be conducted in three languages: English, Spanish and Chinese. CMS estimates that the survey will include approximately 600 QHP-based units, with a target of 300 completed enrollee questionnaires per unit. Approved survey vendors will draw a random sample based on a sampling frame provided by each QHP issuer and validated by an independent third party. The QHP Enrollee Survey is based on the CAHPS<sup>®</sup> 5.0 Adult Medicaid Health Plan Survey with additional items. The 2015 survey will contain approximately 107 items.

### Instructions

To participate in the QHP Enrollee Survey 2015 Beta Test Administration, prospective survey vendors must submit a Participation Form for consideration of approval by CMS in order to administer the QHP Enrollee Survey.

Survey vendors must achieve all of the following to be considered a CMS-approved QHP Enrollee Survey Vendor:

- Meet the QHP Enrollee Survey Minimum Business Requirements (MBR).
- Comply with the protocols and requirements in the *Qualified Health Plan Enrollee Experience Survey Quality Assurance Guidelines & Technical Specifications*.
- Submit a curriculum vitae (CV) for all identified key project staff, both survey vendor and subcontractor(s), and no more than three references.
- Successfully complete QHP Enrollee Survey Vendor trainings.

The MBR and the Participation Form with instructions will be available on the QHP Enrollee Survey website, <http://qhpcahps.cms.gov>, on **June 16, 2014**.

Prospective survey vendors must submit a Participation Form and all related participation materials through the QHP Enrollee Survey website on behalf of their organizations for consideration of conditional approval by **July 7, 2014**. Final approval is contingent on the successful completion of the QHP Enrollee Survey Vendor Training.

For more information, please visit the QHP Enrollee Survey website, <http://qhpcahps.cms.gov>. Questions should be directed to the following Technical Assistance e-mail address: [qhpcahps@air.org](mailto:qhpcahps@air.org).