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Cc: [QHP\\_Survey@air.org](mailto:QHP_Survey@air.org)

Bcc: 2023 and Prior QHP Enrollee Survey Vendor Contacts, 2023 CMS Vendor Contacts from Other Survey Projects

Subject: 2024 Qualified Health Plan Enrollee Experience Survey – Vendor Application Period Now Open [07/03/2023]

Attachments: 2024 QHP Enrollee Survey Minimum Business Requirements (MBR), 2024 QHP Enrollee Survey Participation Form

Dear Survey Vendor,

CMS is pleased to announce that the vendor solicitation period for the 2024 Qualified Health Plan Enrollee Experience Survey (QHP Enrollee Survey) will occur from **July 3, 2023 to July 14, 2023**. 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 324 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 2024 survey will contain approximately 67 items.

### **Instructions**

To administer the 2024 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 2024 QHP Enrollee Survey Minimum Business Requirements (MBR) (attached)
- Comply with the protocols and requirements in the *QHP Enrollee Survey Technical Specifications for 2024 (2024 Technical Specifications)*
- Submit a curriculum vitae (CV) for all identified vendor and subcontractor key project staff to the QHP Enrollee Survey Project Team (Project Team) at [QHP\\_Survey@air.org](mailto:QHP_Survey@air.org). Include the following in the subject line: “[Vendor Name] Key Staff CV Submission”
- Submit a completed Vendor Participation Form to the Project Team at [QHP\\_Survey@air.org](mailto:QHP_Survey@air.org) no later than 11:59 p.m. (ET) on July 14, 2023. Include the following in the subject line: “2024 QHP Participation Form\_[Vendor Name]\_DDMMYY”
- Complete 2024 QHP Enrollee Survey Vendor Training successfully (tentatively scheduled for **September 28, 2023**)

The 2024 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](mailto:QHP_Survey@air.org) for consideration of conditional HHS-approval by **July 14, 2023 at 11:59pm, ET**. Final HHS-approval is contingent on the successful completion of 2024 QHP Enrollee Survey Vendor Training.

If you have questions about applications or need additional information, please contact the Project Team via email at [QHP\\_Survey@air.org](mailto:QHP_Survey@air.org).

Sincerely,

The QHP Enrollee Survey Project Team

Email: [QHP\\_Survey@air.org](mailto:QHP_Survey@air.org)

Website: [Health Insurance Marketplace Quality Initiatives \(MQI\)](https://www.healthinsurancemarketplacequalityinitiatives.com/)