

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
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CENTER FOR MEDICARE

DATE: June 25, 2010

TO: Medicare Advantage and Part D Quality Contacts and Medicare Compliance Officers

FROM: Cynthia G. Tudor, Ph.D., Director
Medicare Drug Benefit and C & D Data Group

SUBJECT: Update on the Medicare CAHPS® Survey Administration for 2011

As a reminder, beginning in 2011 CMS will require all Medicare Advantage and Prescription Drug contracts with 600 or more enrollees as of July 2010 to contract with CMS approved survey vendors to conduct the Medicare CAHPS survey data collection. The CAHPS® survey will continue to be conducted at the contract level for Medicare Advantage (MA), Medicare Advantage Prescription Drug (MA-PD), and Stand Alone Prescription Drug Plans (PDPs). MA, MA-PD and PDP contracts must contract with approved CMS CAHPS survey vendors. The approved list of survey vendors will be available by the end of September 2010. CMS will continue to pull the sample and will provide it to your approved survey vendor. Vendors will be required to successfully complete Medicare CAHPS training in November 2010 in order to proceed with data collection in 2011. The Medicare CAHPS survey will continue to be conducted annually between January and June.

CMS is pleased to announce the launch of the new Medicare CAHPS Survey website: <http://MA-PDPCAHP.org>. The website will provide Medicare contracts with information on the Medicare CAHPS surveys for 2011, survey vendor requirements, information on survey vendor training and approval, data collection protocols and procedures, and quality assurance guidelines. Additional information on the implementation of the Medicare CAHPS surveys for 2011 will be made available through this website.

For questions on this memo or for information regarding the implementation of the Medicare CAHPS Surveys for 2011, please contact the MA & PDP CAHPS Project Team via email at MA-PDPCAHP@azqio.sdps.org or by calling toll free at 1-877-735-8882. You may also contact CMS directly via email at MP-CAHPS@cms.hhs.gov.