



CENTER FOR MEDICARE

DATE: November 8, 2013

TO: Medicare Advantage, 1876 Cost Contracts, and Prescription Drug Plan Quality Contacts and Medicare Compliance Officers

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

SUBJECT: 2014 Medicare CAHPS® Survey

CMS would like to remind all Medicare Advantage Organizations, 1876 Cost Contracts, and Part D sponsors about the 2014 Medicare CAHPS® Survey, the procedures for requesting additional sample (referred to as oversampling), and the rule regarding the number of supplemental items. This memo also includes information on delivery of reports of official CMS survey results to contracts.

Vendors

Medicare Advantage Organizations, 1876 Cost Contracts, and Part D sponsors will be required to contract for the 2014 survey administration with an approved MA and Prescription Drug Plan (PDP) CAHPS Survey vendor to collect the CAHPS data on their behalf. Specifically, sponsors with 600 or more enrollees as of July 1, 2013 are required to contract with CMS-approved MA & PDP CAHPS Survey vendors to conduct data collection. **Sponsors must inform CMS of the vendor that will be submitting data on their behalf no later than January 3, 2014.** A list of approved vendors and the vendor authorization form can be found on the MA & PDP CAHPS website at <http://www.ma-pdpcahps.org>.

Oversampling

The standard sample size for contracts is the same as in previous years:

- 800 for MA-only, MA-PD, PFFS, and 1876 Cost
- 1,500 for PDP

CMS will continue to allow oversampling for the 2014 survey administration. All contracts required to conduct the survey will have the option of surveying a sample of enrollees that is larger than the required sample size. **Interested contracts must make a formal request for an increased sample no later than December 6, 2013.** The request should be made to the MA & PDP CAHPS Project Team, via email to MA-PDPCAHPs@azqio.sdps.org. The request must include the following information:

- The contract number for which increased sample is being requested
- The standard sample size for the contract (800 for MA; 1,500 for PDP)

- The amount of oversample being requested
- The total sample being requested (standard sample plus oversample amount)

Supplemental Items

Note that CMS limits the number of supplemental items added to the MA & PDP CAHPS Survey instruments to a maximum of 12 questions. The purpose of limiting the number of supplemental items is to assure the highest possible response rate to the MA & PDP CAHPS Survey.

Please direct any questions about supplemental items or any other aspect of survey administration to the MA & PDP CAHPS Project Team via email at MA-PDPCAHP@azqio.sdps.org or by phone at the following toll free number: 1-877-735-8882.

Reports

Contracts participating in the 2014 survey administration will receive official reports of survey results from CMS. Those results will be delivered in a plan preview version in August 2014 and a full plan report in late September 2014. The preview version is sent to the contract's Medicare Compliance Officer listed in HPMS; contracts are reminded to review and update their contact information on HPMS. Any questions about preview or final reports should be directed to CMS via email at MP-CAHPS@cms.hhs.gov. Timely submission of questions will facilitate CMS' response. Contracts are reminded that any results they receive from their vendor may differ from CMS results and are not to be considered official.