

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, Maryland 21244-1850



MEDICARE-MEDICAID COORDINATION OFFICE

DATE: January 27, 2022

TO: Rhode Island Medicare-Medicaid Plan

FROM: Lindsay P. Barnette
Director, Models, Demonstrations, and Analysis Group

SUBJECT: Rhode Island MMP: Additional Reporting Requirements for 2022 CAHPS®
Measures

Under the capitated financial alignment model, Medicare-Medicaid Plans (MMPs) are required to conduct/report the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey annually consistent with Medicare requirements (2022 CAHPS requirements are further outlined in HPMS memos dated May 24, 2021 and October 27, 2021). MMPs with 600 or more enrollees as of July 1, 2021 are required to contract with CMS-approved Medicare Advantage (MA) and Prescription Drug Plan (PDP) CAHPS survey vendors to conduct data collection for CY 2022.

Under the MA program, plans generally have an opportunity to add supplemental items to the MA & PDP CAHPS Survey instrument; these supplemental items are subject to CMS approval and are generally limited to a total of twelve (12) questions in order to ensure the highest possible response rate to the CAHPS survey. However, the ability to include plan-specific supplemental items is limited for MMPs under the capitated financial alignment model.

All MMPs are required to include ten (10) additional questions that have been identified by the independent evaluator, RTI, in order to assist with the evaluation. Given the importance of these data to CMS, the Medicare-Medicaid Coordination Office (MMCO) will take compliance action for MMPs failing to collect and submit the ten (10) required evaluation supplemental items.

The MMP participating in the Rhode Island capitated financial alignment model demonstration will be able to include up to four (4) additional questions beyond those that CMS and RTI are requiring, if so interested. If interested, the MMP should work with their contracted CAHPS vendor regarding next steps (e.g., to narrow down the list of previously submitted plan-specific supplemental questions).

Please contact the MMCO at mmcocapsmodel@cms.hhs.gov if you have any questions about the contents of this memorandum.