



MEMORANDUM

Date: February 11, 2008

To: Medicare Compliance Officer
Medicare Advantage Quality Contact and/or
Part D Quality Assurance Contact

From: Cynthia Moreno /s/
Director, Plan Oversight & Accountability Group

Subject: 2008 Medicare CAHPS Survey

The Centers for Medicare & Medicaid Services (CMS) has contracted with Wilkerson & Associates (W&A) and the Center for the Study of Services to conduct the 2008 Medicare Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. The survey will begin in mid-February with mailing of pre-notification letters to 700,000 sample members nationwide, followed by a first mailing of questionnaires at the end of February and a reminder postcard to those who have not yet returned a completed survey in early March. A second mailing of questionnaires will be sent to non-respondents at the end of March and outbound telephone follow-up will take place April through June.

The purpose of this survey is to learn about the experiences of persons in obtaining health care and other services through the Medicare program. Medicare CAHPS employs four main questionnaires, one for persons enrolled in the Original Medicare program, one for those in a Medicare Advantage plan without a prescription drug plan, enrollees of a Medicare Advantage plan with a prescription drug plan, and the fourth for enrollees of a Stand Alone Medicare Prescription drug plan. All surveys are conducted in English or Spanish.

W&A has established a toll-free telephone number, 1-866-406-1110, for inquiries about the survey or for sample members to complete the survey by phone. The CMS 1-800-MEDICARE call centers have also been provided a set of Frequently Asked Questions about the survey to respond to inquiries about the survey. Copies of the 2008 Medicare CAHPS questionnaires are attached.