

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



**CENTER FOR MEDICARE**

**DATE:** December 2, 2011

**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:** 2012 Medicare CAHPS® Survey Vendor Authorization Form

CMS would like to remind all Medicare Advantage (MA), Medicare Advantage Prescription Drug (MA-PD), 1876 Cost and Stand Alone Prescription Drug Plan (PDP) contracts with 600 or more enrollees as of July 2011 that they are required to contract with a CMS approved survey vendor to conduct the Medicare CAHPS survey for a sample of enrollees in their contract. Beginning this year, all Employer/Union Only Direct Contract Prescription Drug Plans with 600 or more enrollees as of July 2011 are also required to contract with an approved vendor to conduct the Medicare CAHPS survey. All approved vendors have successfully completed CMS training for the 2012 Medicare CAHPS survey implementation. The eight vendors and their contact information are available on the Medicare CAHPS Survey website: <http://MA-PDPCAHPs.org>.

To designate a vendor to conduct the survey on behalf of your contract, all MA, MA-PD and PDP contracts must sign an **Authorization Form** that permits the selected vendor to conduct the survey as your agent and to receive the sample on behalf of your contract. Copies of the 2012 Medicare CAHPS Vendor Authorization form are available on the Medicare CAHPS survey website: <http://MA-PDPCAHPs.org>. These forms must be signed, dated, and notarized in the presence of a notary public and sent via U.S. mail or overnight delivery to the contractor assisting CMS in the implementation of the 2012 Medicare CAHPS survey: **RAND Corporation, ATTN: Julie Brown, MA & PDP CAHPS Survey, 1776 Main Street, Santa Monica, CA 90401, by January 6, 2012.**

For questions on this memo or additional information regarding the implementation of the 2012 Medicare CAHPS Surveys, please contact the MA & PDP CAHPS Project Team at [MA-PDPCAHPs@azqio.sdps.org](mailto:MA-PDPCAHPs@azqio.sdps.org) or by calling toll free at 1-877-735-8882.