

The Centers for Medicare & Medicaid Services (CMS) strives to make information available to all. Nevertheless, portions of our files including charts, tables, and graphics may be difficult to read using assistive technology. Persons with disabilities experiencing problems accessing portions of any file should contact CMS through email at [HOS@cms.hhs.gov](mailto:HOS@cms.hhs.gov).

# Understanding the Basics: Making Sense of the Alphabet Soup of CMS' MA Part C and Part D Reporting Requirements – Medicare CAHPS Survey

*Medicare Advantage Quality Measurement & Performance Assessment Training Conference  
April 8-9*

Liz Goldstein, Ph.D.

Centers for Medicare & Medicaid Services



# Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey

---

- CAHPS began in 1995 to assess consumers' experiences with their health plans.
- CAHPS has established a rigorous, evidenced-based process to create surveys, methods of administration, and reports of results to consumers and providers.



# Family of CAHPS Surveys

---

- Ambulatory CAHPS
  - Health plan, clinician and group
- Medicare Prescription Drug Plan (MA-PD and Standalone PDP)
- Hospital CAHPS
- In-center Hemodialysis CAHPS
- Nursing Home Resident and Family CAHPS
- Home Health CAHPS



# CAHPS Principles

---

- Principles underlying CAHPS Surveys
  - Asking consumers to report on care experiences that they think are important and for which they are the best source of such information.
  - Asking consumers to assess (rate) the quality of care received.
  - Standardizing sampling protocols, data collection procedures, benchmarking databases, and analysis and reporting of measures.



# Medicare Health and Prescription Drug Plan CAHPS Surveys

---

- Medicare Advantage (MA-CAHPS)
- Medicare Fee-For Service (MFFS-CAHPS)
- Medicare Prescription Drug Plan (MA-PD, Stand Alone PDP)



# Medicare Health and Prescription Drug Plan CAHPS Objectives

---

- Report comparative performance information to Medicare MA, MFFS and PDP enrollees
- Help plans and Quality Improvement Organizations identify problems & improve quality of care & services
- Enhance CMS' ability to monitor the quality of care & relative performance within & across delivery systems



# Medicare Health and Prescription Drug Plan CAHPS Sample Frame

---

- 43+ million beneficiaries in 50 States, PR, DC, US VI
- Continually enrolled in MFFS, MA plan, MA-PD &/or Stand Alone PDP for 6+ mos
- Includes Dual Eligibles and both 65+ & 18 to 65 years of age
- Institutionalized determined administratively or from survey & excluded





# Current CAHPS Data Collection Effort

---

- 700,000 beneficiary total national sample
- Protocol: Two Questionnaire mailings/ Postcard reminder / Telephone follow-up
- MA, MA-PD, & PDP contract level
- MFFS Data Collected in 50 States, D.C. ,P.R. & V.I.
- Targeted National Response Rate 70%



# This Year's Medicare Health and Prescription Drug Plan CAHPS Data Collection Schedule

## Task

## Timeframe

Mail pre-notification letter	Mid February 2008
Mail questionnaire	Late February
▪ Mail reminder postcard	Early March
▪ Second questionnaire mailing	Mid March
▪ Telephone follow up begins	Early April
▪ Data Collection Ends	Early May
▪ Preparation of data files	May-June
▪ Health Plan Reports	November
▪ Public Reporting on medicare.gov	November



# Medicare Health Plan CAHPS Measures Used for Public Reporting

---

- Getting Needed Care
- Doctors who Communicate Well
- Getting Appointments and Care Quickly
- Customer Service
- Overall Rating of Health Care Quality
- Overall Rating of Health Plan



# Medicare PDP CAHPS Measures for Public Reporting

---

- Beneficiary Ability to Get Help From the Plan
- Getting Prescriptions Easily
- Overall Rating of the Plan



# Public Reporting Medicare Health and Prescription Drug Plan CAHPS

---

- Medicare.gov
  - Medicare Options Compare
  - Medicare Prescription Drug Plan Finder





# Medicare

The Official U.S. Government Site for People with Medicare

## Medicare Options Compare

### Find & Compare Medicare Health Plans

**Search includes:**

- Original Medicare Plan
- Medicare Health Plans (like HMOs and PPOs)

**Search doesn't include:**

- Medicare Prescription Drug Plans  
Find & compare these plans using the [Medicare Prescription Drug Plan Finder](#).

Find & Compare Health Plans

### Find & Compare Medigap Policies

The Medigap (Medicare Supplement Insurance) Policy Search gives information on Medigap policies in your area and the companies that offer them.

### Learn More About Medicare Coverage Options

Choose a plan that meets your needs:

**Original Medicare Plan**

This fee-for-service plan covers many health care services. You can go to any doctor or supplier that is enrolled and accepts Medicare and is accepting new Medicare patients, or to any hospital or other facility.

[Learn more](#)

**Medicare Health Plans** (like HMOs and PPOs)

These plans are approved by Medicare and run by private companies. When you join one of these plans, you are still in Medicare. Some of these plans require referrals to see specialists.

# Health Plan Ratings in 5 Domains

---

- Helping You Stay Healthy
- Getting Care from Your Doctors and Specialists
- Managing Chronic (Long-Lasting) Conditions
- Getting Timely Information and Care from Your Health Plan
- Your Rights to Appeal

(CAHPS measures included under Getting Care From Your Doctors and Specialists and Getting Timely Information and Care from Your Health Plan)



# Prescription Drug Plan Ratings in 3 Domains

---

- Drug Plan Customer Service
- Using Your Plan to get Your Prescriptions Filled
- Drug Pricing Information

(CAHPS Measures included under Drug Plan Customer Service and Using Your Plan to get Your Prescriptions Filled)





# Health Plan Reports

---

- Purpose of the report is for health plans to be able to use the CAHPS Survey for internal quality improvement
- Currently, obtaining feedback from plans to ensure that these reports meet the needs of plans
- Resource for plans: *The CAHPS Improvement Guide*



# Contact information for questions

---

- Liz Goldstein
  - [Elizabeth.goldstein@cms.hhs.gov](mailto:Elizabeth.goldstein@cms.hhs.gov)
- Ted Sekscenski
  - [Edward.sekscenski@cms.hhs.gov](mailto:Edward.sekscenski@cms.hhs.gov)

