

CAHPS Survey for ACOs
Participating in Medicare Initiatives
Quality Assurance Guidelines Version 4
Technical Corrections and Clarifications

Issued *December 2, 2016*

Subsequent to the production of the *CAHPS Survey for ACOs Participating in Medicare Initiatives Quality Assurance Guidelines Version 4 (QAG V4)*, it has been determined that there are specific content items that require corrections. These items are identified below.

1. Section VI, Data Collection Protocol

- **Survey Cover Letters, Page 21:** The option to include a language specific note at the bottom of the first survey cover letter has been revised to add clarification that the wording for the language specific note must be from the CAHPS for ACOs Survey insert.
 - Current:
In place of an individual insert, a language specific note may be placed at the bottom of the first survey mailing cover letter providing beneficiaries with instructions for requesting a survey in that language. This option can be exercised if only one non-English survey language is being offered by the ACO.
 - Revised:
In place of an individual insert, a language specific note may be placed at the bottom of the first survey mailing cover letter providing beneficiaries with instructions for requesting a survey in that language. The note must use the text from the CAHPS for ACOs Survey insert. This option can be exercised if only one non-English survey language is being offered by the ACO.
- **Phone Attempts, Page 26:** The sentence *A phone attempt must meet the following criteria* has been revised for clarification as follows:
 - Current: A phone attempt must meet the following criteria:
 - Revised: A phone attempt must meet one of the following criteria:
- **Phone Attempts, Page 26:** The fourth bullet under *A phone attempt must meet one of the following criteria* has been revised to add clarification on phone attempts after receipt of a busy signal
 - Current: The interviewer gets a busy signal during each of three consecutive phone attempts (if possible, the phone attempts must be made at approximately 20 minute intervals)
 - Revised: The interviewer gets a busy signal during each of three consecutive phone attempts on the same day (if possible, the phone attempts must be made at approximately 20 minute intervals)

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2. English CATI Scripts

- The text for the MONITOR screen of the ACO-9 and ACO-12 English CATI Scripts has been revised and additional verbiage has been provided for calls that may be recorded. (*The optional survey languages will also be updated with the same revisions and posted on the CAHPS for ACOs Survey website, <http://acocahps.cms.gov/>, at a future date.*)

➤ Current:

MONITOR

Before we begin I need to tell you that my supervisor may monitor this call for the purpose of quality control.

<START INTERVIEW>

➤ Revised:

MONITOR

Before we begin, I need to tell you that this call may be monitored for the purposes of quality control.

[PROGRAMMING SPECIFICATIONS: IF VENDOR RECORDS INTERVIEWS THEN INTERVIEWER MUST READ THIS VERSION OF MONITOR -

“Before we begin, I need to tell you that this call may be monitored and/or recorded for the purposes of quality control.”]

<START INTERVIEW >

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- The text for the RESUME2 screen of the ACO-9 and ACO-12 English CATI Scripts has been revised to direct the interviewer to the RESUME3 screen when resuming a previously started interview. (*The optional survey languages will also be updated with the same revisions and posted on the CAHPS for ACOs Survey website, <http://acocahps.cms.gov/>, at a future date.*)

➤ Current:

RESUME2

This is [INTERVIEWER NAME] calling from [VENDOR NAME] on behalf of the Centers for Medicare & Medicaid Services (CMS). I would like to confirm that I am speaking with [BENEFICIARY NAME]?

I am calling to finish the interview on your visits to doctors and nurses in the last 6 months. [RESUME SURVEY WHERE PREVIOUSLY LEFT OFF].

➤ Revised:

RESUME2

This is [INTERVIEWER NAME] calling from [VENDOR NAME] on behalf of the Centers for Medicare & Medicaid Services (CMS). I would like to confirm that I am speaking with [BENEFICIARY NAME]?

I am calling to finish the interview on your visits to doctors and nurses in the last 6 months.

- | | | |
|----|--|---------------------------------|
| 1 | YES | [GO TO RESUME3] |
| 2 | NO, CALL BACK | [GO TO CALLBACK
MODULE] |
| 3 | REFUSAL | [GO TO REFUSAL
MODULE] |
| 4 | SP NEEDS SPANISH LANGUAGE INTERVIEW | [SET LANGUAGE] |
| 5 | SP NEEDS CANTONESE INTERVIEW | [SET LANGUAGE] |
| 6 | SP NEEDS KOREAN INTERVIEW | [SET LANGUAGE] |
| 7 | SP NEEDS MANDARIN INTERVIEW | [SET LANGUAGE] |
| 8 | SP NEEDS RUSSIAN INTERVIEW | [SET LANGUAGE] |
| 9 | SP NEEDS VIETNAMESE INTERVIEW | [SET LANGUAGE] |
| 10 | SP NEEDS PORTUGUESE INTERVIEW | [SET LANGUAGE] |
| 11 | SP IS TOO ILL OR FRAIL/PHYSICALLY UNABLE | [GO TO PROXY1] |
| 12 | OTHER NON-INTERVIEW | [GO TO NON-INTERVIEW
SCREEN] |

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- **Additional text has been added to the ACO-9 and ACO-12 English CATI Scripts, labeled RESUME3, so interviewers notify the beneficiary about calls being monitored and/or recorded when resuming a survey. (The optional survey languages will also be updated with the additional text and posted on the CAHPS for ACOs Survey website, <http://acocahps.cms.gov/>, at a future date.)**

RESUME3

Before we continue, I need to tell you that this call may be monitored for the purposes of quality control.

[PROGRAMMING SPECIFICATIONS: IF VENDOR RECORDS INTERVIEWS THEN INTERVIEWER MUST READ THIS VERSION OF RESUME3 -

“Before we continue, I need to tell you that this call may be monitored and/or recorded for the purposes of quality control.”]

<RESUME INTERVIEW >

- **The English CATI Scripts have been revised to include clarification if the beneficiary indicates results were received online or by email (see below for the ACO-12 English example).**

➤ Current:

Q25

In the last 6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider’s office follow up to give you those results? Would you say:

- | | |
|----|------------------|
| 1 | Never, |
| 2 | Sometimes, |
| 3 | Usually, or |
| 4 | Always |
| 88 | [NOT APPLICABLE] |
| 98 | <DON’T KNOW> |
| 99 | <REFUSED> |
| M | [MISSING] |

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➤ Revised:

Q25

In the last 6 months, when this provider ordered a blood test, x-ray, or other test for you, how often did someone from this provider's office follow up to give you those results? Would you say:

(*IF NEEDED: IF RESPONDENT SAYS "I GOT MY RESULTS ONLINE" OR "I GOT MY RESULTS BY EMAIL" SAY: "Would you say "Never, Sometimes, Usually or Always?" IF RESPONDENT IS UNABLE TO CHOOSE ONE OF THOSE OPTIONS, THEN CODE AS DON'T KNOW*)

- | | |
|----|------------------|
| 1 | Never, |
| 2 | Sometimes, |
| 3 | Usually, or |
| 4 | Always |
| 88 | [NOT APPLICABLE] |
| 98 | <DON'T KNOW> |
| 99 | <REFUSED> |
| M | [MISSING] |

3. Spanish Mail Survey Cover Letters

- **The Spanish initial survey cover letter has been updated with revisions throughout the letter**
- **The Spanish second survey cover letter has been updated to reflect the revisions below:**
 - In the second paragraph, an accent has been added to the word "medico" in the third sentence of both cover letters
 - Current:
Su nombre fue seleccionado al azar por CMS entre las personas que han visitado el profesional medico en la encuesta adjunta.
 - Revised:
Su nombre fue seleccionado al azar por CMS entre las personas que han visitado el profesional médico en la encuesta adjunta.
 - In the third paragraph, the word "tu" has been changed to "su" in the fourth sentence of both cover letters
 - Current:
[VENDOR NAME] no compartirá tu información con nadie que no sean las personas autorizadas en CMS, excepto según lo requerido por ley.
 - Revised:
[VENDOR NAME] no compartirá su información con nadie que no sean las personas autorizadas en CMS, excepto según lo requerido por ley.

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- In the third paragraph, the second reference to “su” has been changed to “sus” and an accent was added to the word “medicos” in the fifth sentence of both cover letters
 - Current:
[VENDOR NAME] no compartirá su encuesta individual con cualquiera de su profesionales medicos.
 - Revised:
[VENDOR NAME] no compartirá su encuesta individual con cualquiera de sus profesionales médicos.