

CAHPS for ACOs Survey Quality Assurance Guidelines V5

Summary of Updates and Emphasis

This document is a reference tool that highlights the major changes from the *CAHPS for ACOs Survey Quality Assurance Guidelines V4 to V5*. This document is not a substitute for reviewing the *CAHPS for ACOs Survey Quality Assurance Guidelines V5* in its entirety. The *CAHPS for ACOs Survey Quality Assurance Guidelines V5* manual is effective upon its release in July 2017. CMS has reformatted the manual for 2017. In addition, minor wording revisions have occurred throughout the manual and are not included in this change matrix. Please contact CAHPS for ACOs Survey Technical Assistance for any specific questions.

Section of the QAG V5	Summary of Key Changes in V5
Miscellaneous	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ V4 changed to V5 ○ Revised dates as necessary, i.e., 2016 to 2017 ○ Updated quality reporting period 2016 to 2017 ○ Added a Revision History page that includes a table of former QAG versions, dates, change descriptions and affected areas ○ Deleted information about Pioneer ACO Models as needed ○ Removed Minimum Business Requirements, Data Use Agreement (DUA) Application Form, Vendor Access to ACO Data Warehouse Form, and Instructions for Survey Vendors on Accessing the ACO Data Warehouse from the appendices ○ Relabeled remaining appendices
I. Reader's Guide	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Added a footnote to indicate that the appendices were removed from QAG chapters and are provided as a separate .zip file
II. Introduction and Overview	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Removed references to Pioneer ACO Model
III. Program Requirements	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Removed requirement for vendor to include the length of history used to look up previous phone number by the phone lookup service in <i>Develop Survey Vendor CAHPS for ACOs Survey Quality Assurance Plan</i> section. • Emphasis: <ul style="list-style-type: none"> ○ Clarified roles of key survey vendor and/or subcontractor staff participating in survey vendor trainings and submitting post-training quizzes, as well as the requirement of one minimum passing quiz per organization.
IV. Technical Assistance and Communication	<ul style="list-style-type: none"> • No changes

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V. Sampling	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Added “If an ACO has fewer than 860 beneficiaries the sample draw is 100% of survey eligible beneficiaries” under <i>Overview</i> section. ○ Removed references to Pioneer ACO Model ○ Added LAND/MOBILE field content (L = land line, M = Mobile/Cell, U = Unknown)
VI. Data Collection Protocol	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Updated the Data Collection Schedule with new 2017/2018 dates. ○ Revised the task description related to DUA to read: “Confirm with the CAHPS for ACOs Technical Assistance team via acocahps@HCQIS.org that all required DUA actions have been completed. (Existing vendors must extend and update their existing DUA and new vendors must submit a DUA)” in the <i>Pre-Data Collection Tasks</i> table. ○ Revised text regarding inclusion of an insert to indicate the insert is permitted with all mailing instead of just with the pre-note and first survey mailing in the <i>Mail Protocol</i> and <i>Survey Administration in Other Languages</i> section.
VII. Data Coding and Data Preparation	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Revised code 35 criteria from “Unable to obtain a viable address and phone number” to “Address is confirmed as not viable, and no valid phone number was identified.”
VIII. Data Submission	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Added a note about survey vendors being encouraged to submit interim and final data on the first day of the data submission period. ○ Revised the length of characters in password from seven to eight. ○ Revised the RAND Corporation Server email address (randkiteworks@rand.org) that distributes the ACO Data Warehouse emails.
IX. Data Analysis and Public Reporting	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Updated survey results for the 2017 quality reporting period will be available to ACOs by fall of 2018. ○ Revised the link for benchmarking information. • Emphasis: <ul style="list-style-type: none"> ○ Revised the fifth paragraph of the <i>Reporting of CAHPS Data to ACOs</i> and the second paragraph of <i>Scoring and Benchmarks</i> section to note that only one SSM (Health Status and Functional Status) is currently pay for reporting and ACOs successfully reporting this SSM will receive 2 quality points for it.
X. Oversight	<ul style="list-style-type: none"> • No changes
XI. Discrepancy Reports	<ul style="list-style-type: none"> • No changes

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Appendices	
Appendix A Model Quality Assurance Plan	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Removed requirement for vendor to include the length of history used to look up previous phone number by the phone lookup service. ○ Added requirement to include a copy of the Business Associate Agreement (BAA) template signed by clients and/or business partners (if applicable). • Emphasis: <ul style="list-style-type: none"> ○ Added “<i>Note: The mail materials, CATI screenshots and the QAP may have different due dates for submission to the project team for review. Please check the Data collection Schedule for the submission dates</i>” to the <i>Overview and Background</i> section. ○ Removed Section IV of Required Submission of CAHPS for ACOs Survey Materials that required vendor to provide samples of survey materials including cover letters, mailing envelopes and questionnaires in English, as well as copies of phone scripts (screenshots) in English with the QAP, as they will be submitted at a later date.
Appendix B General Interviewing Guidelines for Conducting Phone Surveys	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Added guidance on how to handle situations where a beneficiary provides a response before the interviewer completes reading all the response options to the <i>Administering Survey Questions</i> section.
Appendix C Frequently Asked Questions	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Added a FAQ and response to section II (Concerns About Participating in the Survey): “<i>Why are you calling me? I don’t have Medicare.</i>” ○ Revised the response for the FAQ, “<i>How was the provider chosen for my survey?</i>” to include clinical nurse specialist in Section III (<i>Questions About Completing the Survey</i>).
Appendix D Sample File Record Layout	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Removed ACO_ID for Pioneer ACO Model ○ Added LAND/MOBILE field content (L = Land line, M = Mobile/Cell, U = Unknown)
Appendix E Survey File Record Layout	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Removed ACO_ID for Pioneer ACO Model
Appendix E-1 & E-2 ACO-9 and ACO-12 Beneficiary Response Section	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Added “<i>in the last six months</i>” to Q1 ○ Added “<i>Would you say</i>” to Q3 ○ Revised Q69 in ACO-9 (E-1) and Q78 in ACO-12 (E-2) to read: “<i>I am going to read a list of race categories. For each category, please say yes or no if it describes your race. I must ask you about all categories in case more than one applies.</i>”

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Appendix F Discrepancy Report	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Added three bullets under the <i>Discrepancy Report Process</i> section to describe the process in more detail. ○ Reformatted the layout of sections from the discrepancy report.
Appendix G Survey Items Applicable to All Respondents	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Revised the example numbers from “Q67A - Q67E4” to “Q69A - Q69E4” as contributing to 1 item in calculating percentage complete for ACO-9 Survey Items only (Appendix G-1).
Appendix H Nine Summary Survey Measures	<ul style="list-style-type: none"> • No changes
Appendix I ACO-9 and ACO-12 Surveys; Survey Cover Letters	<ul style="list-style-type: none"> • No changes
Appendix J Instructions and CATI Script	<ul style="list-style-type: none"> • Updates: <ul style="list-style-type: none"> ○ Added “<i>The CATI script provided by CMS must be read verbatim.</i>” ○ Added “Q48 Intro” in ACO-9 and “Q57 Intro” in ACO-12 to the <i>Examples</i> portion of proxy survey questions. ○ Removed parenthesis on (CMS) so interviewers read the acronym. ○ Replaced “in” with “at” for Q34 Intro in ACO-9 and Q42 Intro in ACO-12 to read: “<i>These next questions ask about clerks and receptionists at this provider’s office</i>” to keep consistent with the rest of the script. • Emphasis: <ul style="list-style-type: none"> ○ Added guidance to inform vendors that they may use internal scripting for scenarios that CMS does not provide verbiage to be read verbatim. ○ Added guidance on how to handle beneficiaries who initially say they have seen provider named in Q1 but start referring to another provider later in the survey. ○ Added guidance on how to handle situations where beneficiary interrupts an interviewer prior to all the response options being read.
Appendix K Summary of Survey Measures not Used in Scoring	<ul style="list-style-type: none"> • No changes