

CAHPS Survey for ACOs
 Participating in Medicare Initiatives
 Quality Assurance Guidelines Version 6
Technical Corrections and Clarifications
 Issued September 2018

Subsequent to the production of the *CAHPS Survey for ACOs Participating in Medicare Initiatives Quality Assurance Guidelines Version 6* (QAG V6), it has been determined that there are specific content items that require clarification or corrections. These items are identified below.

1. Chapter 5, Data Collection Protocol

- **The *Questionnaire Formatting and Printing Specifications* section (page 23) has been updated for the following item:**

CHANGE MADE	CURRENT	REVISED
➤ Updated formatting specifications for mail surveys to include both Times New Roman and Arial font options.	All surveys must be printed using a minimum font size equal to or larger than Arial 11 point.	All surveys must be printed using a font size equal to or larger than Times New Roman 11 or Arial 11 point font.

2. ACO English CATI Script

- **The 2018 ACO English CATI Script has been updated to add interviewer instructions to Q31.**

CHANGE MADE	CURRENT	REVISED
➤ Updated Q31 to include interviewer instructions.	Q31 In the last 6 months, did you and anyone on your health care team talk about how much your prescription medicines cost? 1 YES 2 NO 88 [NOT APPLICABLE] 98 <DON'T KNOW> 99 <REFUSED> M [MISSING]	Q31 In the last 6 months, did you and anyone on your health care team talk about how much your prescription medicines cost? (READ ANSWER CHOICES ONLY IF NEEDED) 1 YES 2 NO 88 [NOT APPLICABLE] 98 <DON'T KNOW> 99 <REFUSED> M [MISSING]