

# CAHPS for ACOs Survey Quality Assurance Guidelines V6

## Summary of Updates

This document is a reference tool that highlights the major changes from the *CAHPS for ACOs Survey Quality Assurance Guidelines V5 to V6*. This document is not a substitute for reviewing the *CAHPS for ACOs Survey Quality Assurance Guidelines V6* in its entirety. The *CAHPS for ACOs Survey Quality Assurance Guidelines V6* manual is effective upon its release in June 2018. The manual has been reformatted for 2018. In addition, minor wording revisions have occurred throughout the manual and are not included in the table below. Please contact CAHPS for ACOs Survey Technical Assistance for any specific questions.

Section of the QAG V6	Summary of Key Changes in V6
<b>Miscellaneous</b>	<ul style="list-style-type: none"> <li>• V5 changed to V6</li> <li>• Revised dates as necessary, i.e., 2017 to 2018</li> <li>• Updated quality reporting period 2017 to 2018</li> <li>• Updated the Revision History page that includes a table of former QAG versions, dates, change descriptions and affected areas</li> <li>• Removed Model Quality Assurance Plan, Discrepancy Report and Summary Survey Measures Not Used in Scoring from the appendices</li> <li>• Renamed the Nine Summary Survey Measures Used to Determine Survey Completeness appendix to Summary Survey Measures</li> <li>• Updated the number of summary survey measures from 12 SSMs to 10 SSMs</li> </ul>
<b>I. Guide to Using this Document</b>	<ul style="list-style-type: none"> <li>• Renamed Chapter 3 from Program Requirements to Roles and Responsibilities for Survey Implementation</li> </ul>
<b>II. Introduction and Overview</b>	<ul style="list-style-type: none"> <li>• Added an About the ACO Program subtitle and updated language in this section</li> <li>• Updated text in the About the Survey section</li> <li>• Three new sections were added: Evolution of the CAHPS for ACOs Survey, How the 2018 version is different and Survey Administration</li> </ul>
<b>III. Roles and Responsibilities for Survey Implementation</b>	<ul style="list-style-type: none"> <li>• Renamed Chapter 3 from Program Requirements to Roles and Responsibilities for Survey Implementation</li> <li>• Added staff members required to attend training, including those who are responsible for decrypting the sample file and performing sample file quality checks, programming the CATI script and preparing and submitting the survey data file</li> <li>• Revised the requirement of passing the post-training quiz from a minimum of one key vendor staff per organization to a passing quiz from each individual fulfilling a key role</li> </ul>
<b>IV. Sampling</b>	<ul style="list-style-type: none"> <li>• Added “8” as a Valid Code and “8 = Not applicable” in the Field Contents column for the LAND_MOBILE Field in the sample file layout table</li> </ul>

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<b>V. Data Collection Protocol</b>	<ul style="list-style-type: none"> <li>• Updated the Data Collection Schedule with new 2018/2019 dates</li> <li>• Added a note to the Data Collection Schedule to indicate CMS anticipates vendors will suspend CATI interviews from 12/23/2018-1/1/2019 due to holidays</li> <li>• Updated the Pre-notification Letter section to indicate the CMS logo must not be modified in the pre-notification letter template</li> <li>• Updated the Pre-notification Letter section to indicate CMS' return address should not appear in the window when a window envelope is utilized for the pre-notification letter mailing</li> <li>• Revised text under Survey Cover Letters and Envelopes and Questionnaire Formatting and Printing Specifications and Optional Formatting Guidelines to include survey vendor's return address or mail processing subcontractor's return address</li> <li>• Clarified the Note under Optional Formatting Guidelines to allow subscript as well as superscript for pre-codes</li> <li>• Updated the Quality Control Guidelines section to add interval checking of printed mailing pieces should include variable fields</li> <li>• Added a note about maintaining a documentation of seeded mailing to include date of receipt and quality checks</li> </ul>
<b>VI. Data Coding and Data Preparation</b>	<ul style="list-style-type: none"> <li>• Updated the number of SSMs to 10</li> <li>• Revised the third bullet under the Survey Status Section to clarify that survey status section must contain data for all records included in the sample file, regardless of disposition code</li> <li>• Clarified the criteria for determining a blank or incomplete survey to specify the survey has a response in one or more ATA items and no response items answered from the 10 SSMs</li> </ul>
<b>VII. Data Submission</b>	<ul style="list-style-type: none"> <li>• Revised when the data coordination team's second email, containing the full detail of the edit check report after data submission, will be provided from 8:00 PM Eastern Time on the next business day to within one business day after submission</li> <li>• Revised the time of when survey vendors are responsible for submitting an interim and final survey data file with no discrepancies from 11:59 PM Eastern Time to 7:59 PM Eastern Time on the final date of the submission windows</li> <li>• Clarified survey vendors make the first data submission at least one business day before the 7:59 PM Eastern Time close of the submission window</li> </ul>
<b>VIII. Data Analysis and Public Reporting</b>	<ul style="list-style-type: none"> <li>• Added text to Why We Use SSMs regarding reliability</li> <li>• Added text to Reporting of CAHPS for ACOs Survey Data regarding reporting of SSMs with very low or low reliability</li> <li>• Removed two SSMs from the Additional SSMs not used in scoring: Between Visit Communication and Helping You to Take Medications as Directed</li> <li>• Updated the Note on the last page of the chapter to indicate that the CMS DUA prohibits display counts of 1-10 or any numbers that allow the exact inference of a count of 1-10</li> </ul>
<b>IX. Oversight</b>	<ul style="list-style-type: none"> <li>• Added "a corrective action plan" to the list of bullets under the Non-Compliance and Sanctions section</li> </ul>

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<b>X. Discrepancy Reports</b>	<ul style="list-style-type: none"> <li>• <b>No changes</b></li> </ul>
<b>XI. Technical Assistance and Communication</b>	<ul style="list-style-type: none"> <li>• <b>No changes</b></li> </ul>
<b>Appendices</b>	
<b>Appendix A</b> General Interviewing Guidelines for Conducting Phone Surveys	<ul style="list-style-type: none"> <li>• <b>No changes</b></li> </ul>
<b>Appendix B</b> Frequently Asked Questions for Customer Support	<ul style="list-style-type: none"> <li>• Revised the contact information for beneficiaries wanting additional information about the survey to refer them to the technical assistance email and phone number instead of the 1-800 MEDICARE phone number</li> <li>• Revised the number of minutes it takes to complete the survey from 20 minutes to 13 minutes</li> </ul>
<b>Appendix C</b> Sample File Record Layout	<ul style="list-style-type: none"> <li>• Added "8" as a Valid Code and "8 = Not applicable" in the Field Contents column for the LAND_MOBILE Field in the sample file layout table</li> </ul>
<b>Appendix D</b> Survey File Record Layout	<ul style="list-style-type: none"> <li>• Revisions have been made throughout the appendix to reflect changes to the 2018 survey</li> </ul>
<b>Appendix E</b> Survey Items Applicable to All Respondents	<ul style="list-style-type: none"> <li>• Revised item numbers and question text to correspond with the new 2018 survey</li> </ul>
<b>Appendix F</b> Summary Survey Measures	<ul style="list-style-type: none"> <li>• Revised survey items included in the measure to correspond with the new 2018 survey</li> <li>• Deleted Between Visit Communication and Helping You Take Medications as Directed from Summary Survey Measures column</li> </ul>
<b>Appendix G</b> 2018 CAHPS for ACOs Survey 2018 CAHPS for ACOs Survey Cover Letters	<ul style="list-style-type: none"> <li>• Revised mail survey questions throughout to reflect the new 2018 survey</li> <li>• Revised initial cover letter and second cover letter to indicate time to complete survey is 13 minutes</li> </ul>
<b>Appendix H</b> CAHPS for ACOs Instructions and CATI Script	<ul style="list-style-type: none"> <li>• Revised INTRO scripts to indicate the time to complete the survey is 13 minutes</li> <li>• For INTRO1-OUT, the following additional optional text has been included: "(IF NEEDED): The letter was sent as part of a CMS survey about care and services under Medicare."</li> <li>• Revised CATI script questions and skip logic throughout to reflect the new 2018 survey</li> </ul>