

Changes in the 2006 Medicare CAHPS Survey and Survey Administration

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History of Medicare CAHPS

Since 1998, the CMS has collected information on consumer satisfaction and the health services experiences of people with Medicare enrolled in managed care.

In 2000, CMS also launched Fee-For-Service CAHPS as well as the MA Disenrollment Reasons Survey.

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The Current 2005 Survey

The fielding of the 2005 survey was moved from Sept 2005 to Jan 2006.

Data collection for 2005 will end early April 2006.

Plan reports will be sent June/July 2006.

Results will be posted on the Medicare.gov website and one measure will be used in the *Medicare & You* handbook.



Changes in Medicare Due to MMA 2003

With enactment of the Medicare Prescription Drug, Improvement, and Modernization Act of 2003 (MMA), beneficiaries now have additional choice in the type and number of plans available to them that offer prescription drug coverage.

Those new choices include obtaining prescription coverage through an MA Prescription Drug Plan (MA-PD), or through a so-called stand alone Medicare Prescription Drug Plan (PDP).



Expanded Data Collection

In 2006, CMS will expand data collection in its CAHPS surveys to also include consumer satisfaction and experience of persons with Medicare in a MA-PD or PDP plan.

The 2006 CAHPS data collection will start January 2007 within a total sample of as many as 600,000 beneficiaries in PDP plan options: MFFS, MA, MA-PD and stand-alone PDPs.



New Survey Developments

CMS works with an interdisciplinary team of experts from Harvard Medical School, RAND, and AIR, through an interagency agreement with AHRQ, to develop the CMS-specific CAHPS surveys.

In addition to the 4.0 changes, PDP and PPO surveys are also under development.



Overall Changes to Survey Instrument

CMS plans to make major revisions to the survey instrument in line with the 4.0 changes.

Additionally, CMS plans to:

- Add PDP section to the survey
- Due to lock-in, eliminate the Reasons for Disenrollment survey
- Continue with some form of the Disenrollment Assessment survey
- Develop PPO version of the MA survey

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Making Room on the Survey Instrument

CMS is currently streamlining the existing surveys to make room for PDP questions.

Plan to eliminate:

1. Current Drug Questions
2. Other Health Services Section
3. Condense Appeals/ Grievance Section
4. 2 of 4 Smoking Questions

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Not Everything Changes

CMS plans to keep survey at ~93 questions and keep the following domains:

- Getting Needed Care;
- Getting Care Quickly;
- Doctors Who Communicate Well;
- Flu Shot Rate;
- Overall Ratings of: Health Care; Health Plan, Doctor and Specialist.

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Add New PDP Questions

The PDP instrument is still under development.

The goal is to keep the PDP section to about 20 questions.

However, a field test is planned, April 2006, of the entire new survey instrument due to all the changes.

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Potential PDP Domains

Currently questions are being developed that relate to:

- Getting Information from the PDP
- Customer Service
- Getting Prescribed Medicines
- Understanding Costs
- Overall Rating of the PDP

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Plans for Field test of New Instrument

- Conduct in 3 regions, perhaps one in Midwest, one in CA, one in the East.
- Each region would have a total sample of 2000, split equally between MA and FFS.
- Within the MA component, the sample would be divided equally among 3 contracts.
- This would yield 3 contracts with samples of 333, and a sample of 1000 in FFS, per region.

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Goals of Field Test

- Test procedures for compiling sample and administration protocols
- Psychometric analyses
- Develop preliminary case-mix models
- Assess impact of disenrollees in national implementation
- Assess mode effects
- Identify problems with instrument

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How Will Reporting Happen?

- All reporting will occur at the contract number level for both MA plans and PDPs.
- For evaluation of the PDP plans within MA contracts, the reporting units will be the MA contracts.
- For free-standing PDPs the survey will be administered with the FFS instrument. The reporting unit will be the PDP contract.

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Proposed 2007 Survey Administration Schedule*

- The new 2006 survey will be administered from January – March/early April 2007.
- The survey will measure experiences of care in 2006.

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Questions/ Comments

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