

MA & PDP CAHPS Survey
 Quality Assurance Protocols & Technical Specifications V15.0
Technical Corrections and Clarifications
 Issued December 2024

Subsequent to the production of the MA & PDP CAHPS Survey *Quality Assurance Protocols & Technical Specifications V15.0* (QAP&TS V15.0), it has been determined that there are specific items that require content corrections. These items are identified below.

1. Chapter VI. Data Collection Protocol

- **The OMB expiration date has been added**

CHANGE MADE	CURRENT	REVISED
➤ Added the OMB expiration date to Web Survey Specifications and Formatting	➤ As indicated in the web survey templates, the instruction screen must include the Office of Management and Budget (OMB) clearance statement, number, and expiration date (TBD)	➤ As indicated in the web survey templates, the instruction screen must include the Office of Management and Budget (OMB) clearance statement, number, and expiration date (11/30/2027)
➤ Added the OMB expiration date to Mail Protocol	➤ The first page of the questionnaire must include the survey instructions and the Office of Management and Budget (OMB) clearance statement, number, and expiration date (TBD).	➤ The first page of the questionnaire must include the survey instructions and the Office of Management and Budget (OMB) clearance statement, number, and expiration date (11/30/2027) .

MA & PDP CAHPS Survey
 Quality Assurance Protocols & Technical Specifications V15.0
Technical Corrections and Clarifications
 Issued December 2024

2. Chapter VII. Data Coding and Data Preparation – Decision Rules and Coding Guidelines section

- **Decision rules and coding guidelines clarification for unanswered web survey questions has been added**

CHANGE MADE	CURRENT	REVISED
<ul style="list-style-type: none"> ➤ Added clarifying text describing the decision rules and coding guidelines for web surveys when an enrollee breaks off the web survey 	<ul style="list-style-type: none"> ➤ For web survey skip patterns <ul style="list-style-type: none"> ○ In instances where the enrollee does not answer a screener question and the resulting associated dependent question(s), the screener question that was skipped should be coded in the data file as “99 – Refused” and the resulting associated dependent questions should be coded as “88 – Not Applicable” ○ Dependent questions appropriately skipped in accordance with the web survey specification in Appendix M should be coded as “88 – Not Applicable” in the data file 	<ul style="list-style-type: none"> ➤ For web survey skip patterns <ul style="list-style-type: none"> ○ In instances where the enrollee does not answer a screener question and the resulting associated dependent question(s), the screener question that was skipped should be coded in the data file as “99 – Refused” and the resulting associated dependent questions should be coded as “88 – Not Applicable” ○ Dependent questions appropriately skipped in accordance with the web survey specification in Appendix M should be coded as “88 – Not Applicable” in the data file ○ In instances when the enrollee breaks off the web survey and subsequent questions are not answered, then all unanswered questions should be coded “M – Missing”

MA & PDP CAHPS Survey
Quality Assurance Protocols & Technical Specifications V15.0
Technical Corrections and Clarifications
Issued December 2024

3. Appendix M-9 2025 Medicare Advantage Plan Web Survey

- The OMB expiration date and the word “expires” preceding the expiration date have been added

CHANGE MADE	CURRENT	REVISED
➤ Added the OMB expiration date and the word “expires” preceding the expiration date	The valid OMB control number for this information collection is 0938-0732 (TBD) .	The valid OMB control number for this information collection is 0938-0732 (expires 11/30/2027) .

MA & PDP CAHPS Survey
 Quality Assurance Protocols & Technical Specifications V15.0
Technical Corrections and Clarifications
 Issued December 2024

4. Appendix M-10 2025 Medicare Advantage Prescription Drug Web Survey

- The OMB expiration date and the word “expires” preceding the expiration date have been added

CHANGE MADE	CURRENT	REVISED
<p>➤ Added the OMB expiration date and the word “expires” preceding the expiration date</p>	<p>The valid OMB control number for this information collection is 0938-0732 (TBD).</p>	<p>The valid OMB control number for this information collection is 0938-0732 (expires 11/30/2027).</p>

MA & PDP CAHPS Survey
Quality Assurance Protocols & Technical Specifications V15.0
Technical Corrections and Clarifications
Issued December 2024

5. Appendix M-11 2025 Prescription Drug Plan Web Survey

- The OMB expiration date and the word “expires” preceding the expiration date have been added

CHANGE MADE	CURRENT	REVISED
➤ Added the OMB expiration date and the word “expires” preceding the expiration date	The valid OMB control number for this information collection is 0938-0732 (TBD) .	The valid OMB control number for this information collection is 0938-0732 (expires 11/30/2027) .

MA & PDP CAHPS Survey
 Quality Assurance Protocols & Technical Specifications V15.0
Technical Corrections and Clarifications
 Issued *December 2024*

6. Appendix M-20 2025 Medicare Advantage Plan Web Survey – Spanish

- The OMB expiration date has been added

CHANGE MADE	CURRENT	REVISED
➤ Added the OMB expiration date	El número de control válido del OMB para esta recolección es 0938-0732 (vence TBD) .	El número de control válido del OMB para esta recolección es 0938-0732 (vence el 30 de noviembre 2027) .

MA & PDP CAHPS Survey
Quality Assurance Protocols & Technical Specifications V15.0
Technical Corrections and Clarifications
Issued December 2024

7. Appendix M-21 2025 Medicare Advantage Prescription Drug Web Survey – Spanish

- The OMB expiration date has been added

CHANGE MADE	CURRENT	REVISED
➤ Added the OMB expiration date	El número de control válido del OMB para esta recolección es 0938-0732 (vence TBD) .	El número de control válido del OMB para esta recolección es 0938-0732 (vence el 30 de noviembre 2027) .

MA & PDP CAHPS Survey
Quality Assurance Protocols & Technical Specifications V15.0
Technical Corrections and Clarifications
Issued December 2024

8. Appendix M-22 2025 Prescription Drug Plan Web Survey – Spanish

- The OMB expiration date has been added

CHANGE MADE	CURRENT	REVISED
➤ Added the OMB expiration date	El número de control válido del OMB para esta recolección es 0938-0732 (vence TBD) .	El número de control válido del OMB para esta recolección es 0938-0732 (vence el 30 de noviembre 2027) .

MA & PDP CAHPS Survey
 Quality Assurance Protocols & Technical Specifications V15.0
Technical Corrections and Clarifications
 Issued *December 2024*

9. Appendix N-5 2025 Medicare Advantage Plan Survey

- The OMB expiration date has been added

CHANGE MADE	CURRENT	REVISED
➤ Added the OMB expiration date	The valid OMB control number for this information collection 0938-0732 (expires TBD).	The valid OMB control number for this information collection 0938-0732 (expires 11/30/2027).

MA & PDP CAHPS Survey
 Quality Assurance Protocols & Technical Specifications V15.0
Technical Corrections and Clarifications
 Issued *December 2024*

10. Appendix N-6 2025 Medicare Advantage Prescription Drug Survey

- The OMB expiration date has been added

CHANGE MADE	CURRENT	REVISED
➤ Added the OMB expiration date	The valid OMB control number for this information collection 0938-0732 (expires TBD).	The valid OMB control number for this information collection 0938-0732 (expires 11/30/2027).

MA & PDP CAHPS Survey
 Quality Assurance Protocols & Technical Specifications V15.0
Technical Corrections and Clarifications
 Issued December 2024

11. Appendix N-7 2025 Prescription Drug Plan Survey

- The OMB expiration date has been added

CHANGE MADE	CURRENT	REVISED
➤ Added the OMB expiration date	The valid OMB control number for this information collection 0938-0732 (expires TBD) .	The valid OMB control number for this information collection 0938-0732 (expires 11/30/2027) .

MA & PDP CAHPS Survey
 Quality Assurance Protocols & Technical Specifications V15.0
Technical Corrections and Clarifications
 Issued December 2024

12. Appendix N-12 2025 Medicare Advantage Survey -Spanish

- The OMB expiration date has been added

CHANGE MADE	CURRENT	REVISED
➤ Added the OMB expiration date	El número de control válido del OMB para esta recolección es 0938-0732 (vence TBD) .	El número de control válido del OMB para esta recolección es 0938-0732 (vence el 30 de noviembre 2027) .

MA & PDP CAHPS Survey
 Quality Assurance Protocols & Technical Specifications V15.0
Technical Corrections and Clarifications
 Issued *December 2024*

13. Appendix N-13 2025 Medicare Advantage Prescription Drug Survey - Spanish

- The OMB expiration date has been added

CHANGE MADE	CURRENT	REVISED
➤ Added the OMB expiration date	El número de control válido del OMB para esta recolección es 0938-0732 (vence TBD).	El número de control válido del OMB para esta recolección es 0938-0732 (vence el 30 de noviembre 2027).

MA & PDP CAHPS Survey
 Quality Assurance Protocols & Technical Specifications V15.0
Technical Corrections and Clarifications
 Issued December 2024

14. Appendix N-14 2025 Prescription Drug Plan Survey - Spanish

- The OMB expiration date has been added

CHANGE MADE	CURRENT	REVISED
➤ Added the OMB expiration date	El número de control válido del OMB para esta recolección es 0938-0732 (vence TBD).	El número de control válido del OMB para esta recolección es 0938-0732 (vence el 30 de noviembre 2027).