Medicare Advantage and Prescription Drug Plan (MA & PDP) CAHPS® Survey

Participant Agenda

MA & PDP CAHPS Survey Vendor Training

Wednesday, November 4, 2026
12:00 PM – 4:00 PM ET

Please note that all times listed are Eastern Time (ET)

Time	Agenda Item	Presenter
12:00 PM – 12:10 PM	**Welcome and Training Logistics**	Laura Giordano, RN, MBA Health Services Advisory Group (HSAG)
12:10 PM – 12:20 PM	**Overview and Background**	Elizabeth Goldstein, PhD Sarah Gaillot, PhD Lauren Fuentes, MPH (presenting) Isaedmarie Febo-Vazquez Centers for Medicare & Medicaid Services (CMS)
12:20 PM – 12:30 PM	**Program Requirements**	Renny Bagchi, MBA HSAG
12:30 PM – 12:40PM	**Sample Design and Enrollee Selection**	Julie Brown, BA RAND
12:40 PM – 1:15 PM	**Data Collection Protocol**	Jan Heatherly HSAG
1:15 PM – 1:55 PM	**Data Analysis and Reporting**	Marc Elliott, PhD RAND
1:55 PM – 2:05 PM	**Break**	
2:05 PM – 2:20 PM	**Questions**	All
2:20 PM – 2:40 PM	**Data Coding and Data Preparation**	Afshin Rastegar RAND

Time	Agenda Item	Presenter
2:40 PM – 3:00 PM	**Data Submission**	Rodger Madison, MA RAND
3:00 PM – 3:10 PM	**Vendor Oversight**	Renny Bagchi, MBA HSAG
3:10 PM – 3:20 PM	**Questions**	All
3:20 PM – 3:30 PM	**Wrap up and Next Steps**	Laura Giordano, RN, MBA HSAG
3:30 PM – 3:40 PM	**Training Feedback**	Online
3:40 PM – 4:00 PM	**Post Training Quiz**	Online