

ATTN: Medicaid Directors and Medicaid Medical Directors

SUBJECT: Nationwide Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey of Adult Medicaid Beneficiaries

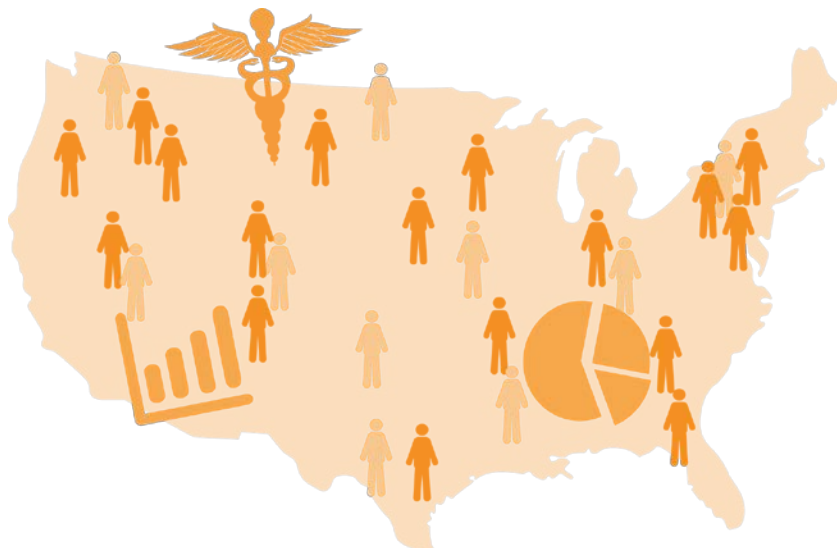
In the Fall of 2014, CMS will be conducting a nationwide CAHPS survey of adult Medicaid beneficiaries to attain national and state-by-state estimates of their access and experience and satisfaction with care across financing and delivery models (e.g., managed care and fee-for-service) and population groups (e.g., disabled individuals or dually eligible individuals).

This survey will be used to assist CMS and state efforts to help make health care better for Medicaid beneficiaries. It will also serve as baseline information on the experiences of low-income adults during the early stages of implementation of the Affordable Care Act (ACA).

While many states currently conduct a CAHPS survey of adults covered by Medicaid, there is no standardized way of collecting and analyzing these data from state-to-state.

CMS and its contractor, NORC at the University of Chicago, are working closely with states to draw samples while avoiding duplication with existing Medicaid CAHPS surveys.

Please see the reverse for additional information.



Frequently Asked Questions

Q: When will the survey be administered?

A: The survey is scheduled to begin in the Fall of 2014. A pilot test in a limited number of states was completed in early 2014.

Q: Will this effort duplicate state CAHPS survey efforts?

A: CMS/CMCS recognizes that some state Medicaid agencies and Medicaid health plans survey Medicaid beneficiaries using the CAHPS instrument. CMS and NORC will systematically assess each state's CAHPS survey efforts and develop a plan for coordinating so as to prevent duplication. NORC will seek to avoid selecting beneficiaries for the nationwide CAHPS survey who have previously been surveyed on behalf of the state for a similar CAHPS survey in calendar year 2014.

Q: Can states/Medicaid managed care plans still administer their own surveys?

A: Yes. The nationwide Medicaid CAHPS survey is not intended to replace or interfere with any ongoing efforts by the states or their health plans.

Q: How does this effort relate to the measurement requirements in the Adult Medicaid Quality Grant Program?

A: The Adult Quality Grant Program supports states in developing the capacity to collect, report, and analyze data on the Medicaid Adult Core Set, of which the adult CAHPS 5.0H survey is a part. CMS and NORC will work with Grantees who plan to conduct the CAHPS survey to coordinate (and not duplicate) sampling efforts. Grantees who chose not to collect the CAHPS survey in lieu of the nationwide survey will need to contact their project officer with a replacement measure from the Medicaid Adult Core Set (i.e., a total of 15 measures are required in the grant's terms and conditions).

Q: What is expected of states?

A: States will be able to choose from three sampling options, each of which will yield a sample file of eligible beneficiaries who may be contacted for the survey. States will choose one option based on state circumstances (e.g., the currency of the state's MSIS files or preference to provide a data extract from which NORC will draw a sample). The best sampling approach may vary by state, so CMS and NORC will work with state staff to determine an approach that is least burdensome for the state.

Q: What data elements will CMS need states to provide?

A: Medicaid beneficiary contact information (addresses/telephone numbers), date of birth, and gender along with information that will help stratify the populations into four subgroups of interest: 1) dual eligibles, 2) disabled (non-duals), 3) enrollees in comprehensive managed care organizations (non-duals, non-disabled), and 4) enrollees receiving services through a FFS provider or enrolled in a primary care case management program (non-duals, non-disabled).

Q: What years/quarters of data will CMS need from states?

A: Data are requested for the second and third quarters of Fiscal Year 2014: Q2 FY14 (1 January 2014 – 31 March 2014) and Q3 FY14 (1 April 2014 – 30 June 2014).

Q: When will the data request be made?

A: CMS and NORC plan to submit the formal data requests to states beginning in July. NORC will hold webinars with states before the data request to walk through the sampling options and answer questions. NORC will also provide technical assistance to states leading up to and throughout the sampling process.

Q: Where/how should states send the data?

A: Instructions for submitting data to CMS/NORC will be included in the formal data request.

Q: How can a state ask questions or find more information about the survey?

A: Please direct all questions to MedicaidCAHPS@norc.org. To ensure a prompt reply, please include the State name or abbreviation in the subject line of all email correspondence. Additional project information can be found at: <http://www.norc.org/Research/Projects/Pages/nationwide-adult-medicaid-cahps.aspx>.