

National Implementation of the Medicare Fee-for-Service CAHPS Survey Data Collection and Data File Preparation

Client: Centers for Medicare & Medicaid Services

Overview

The Centers for Medicare & Medicaid Services has used the Medicare Consumer Assessment of Healthcare Providers and Systems (CAHPS) since 1998 to fulfill requirements of the 1997 Balanced Budget Act, the 2003 Medicare Modernization Act, and the 2010 Affordable Care Act. The survey provides measures of patient experience and quality of care provided to Medicare beneficiaries. Beginning in 2000, persons enrolled in the Medicare Fee-for-Service (FFS) program have also been included in the CAHPS survey.

This project entails the implementation of the Medicare FFS CAHPS survey among a sample of up to 275,000 persons enrolled in the Medicare FFS program each year for a period of 3 years. The survey consists of core questions related to composite measures such as getting needed care, getting care quickly, doctors who communicate well, customer service, and care coordination.

As part of implementing this survey, Insight—

- Develops a workplan for all phases of the project
- Prepares monthly, annual, and special reports
- Maintains data use agreements and protected health information procedures



- Develops data collection and follow-up procedures
- Prepares national samples of persons in geographically distinct sampling units
- Prepares survey instruments for mailing and mail-out surveys
- Prepares for computer-assisted telephone interviewing
- Prepares procedures for telephone interviews
- Maintains a toll-free telephone number
- Develops oversight and quality assurance procedures
- Provides technical assistance for sample members and training for survey interviewers

Products

Survey protocols and materials, final report