

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
7500 Security Boulevard
Baltimore, Maryland 21244-1850



CENTER FOR MEDICARE

DATE: September 3, 2010

TO: Medicare Advantage and Part D Quality Contacts and Medicare Compliance Officers

FROM: Cynthia G. Tudor, Ph.D., Director
Medicare Drug Benefit and C & D Data Group

SUBJECT: Approval of 2011 Medicare CAHPS® Survey Vendors

CMS is pleased to announce the approval of ten survey vendors with whom Medicare Advantage (MA), Medicare Advantage Prescription Drug (MA-PD), and Stand Alone Prescription Drug Plans (PDPs) may contract to conduct their 2011 Medicare CAHPS survey. The ten vendors and their contact information are available on the Medicare CAHPS Survey website: <http://MA-PDPCAHPS.org>. The approvals are contingent upon each vendor's successful completion of training for the 2011 Medicare CAHPS data collection to be held November 15, 2010 via webinar.

As a reminder, beginning in 2011 CMS will require all MA and PDP contracts with 600 or more enrollees as of July 2010 to contract with a CMS-approved survey vendor to conduct the Medicare CAHPS survey data collection. The CAHPS survey will continue to be conducted at the contract level for MA, MA-PD, and PDPs. CMS will continue to pull the sample for the survey and will provide it to your approved survey vendor in January 2011. The Medicare CAHPS survey will continue to be conducted annually between January and June. Additional information on the 2011 Medicare CAHPS survey is on the <http://MA-PDPCAHPS.org> website

For questions on this memo or for information regarding the implementation of the Medicare CAHPS Surveys for 2011, please contact the MA & PDP CAHPS Project Team via email at MA-PDPCAHPS@azqio.sdps.org or by calling toll free at 1-877-735-8882. You may also contact CMS directly via email at MP-CAHPS@cms.hhs.gov.