

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



CENTER FOR MEDICARE

DATE: December 9, 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: Final Approval of 2011 Medicare CAHPS® Survey Vendors

CMS is pleased to announce final approval of ten survey vendors for conducting the Medicare Advantage (MA), Medicare Advantage Prescription Drug (MA-PD), and Stand Alone Prescription Drug Plans (PDPs) CAHPS surveys. All approved vendors have successfully completed CMS training for the 2011 implementation of Medicare CAHPS surveys. If you have not already selected a vendor, the ten vendors and their contact information are available on the Medicare CAHPS Survey website: <http://MA-PDPCAHPS.org>.

As a reminder, all MA, MA-PD and PDP contracts with 600 or more eligible enrollees as of July 2010 must sign a contract with a CMS-approved survey vendor to conduct the 2011 Medicare CAHPS survey. CMS will continue to pull the samples for the Medicare CAHPS survey and will provide all samples directly to the survey vendor designated by each Medicare contract. To designate a vendor to conduct the survey on behalf of your contract, all MA, MA-PD and PDP contracts must sign an Authorization Form that permits the selected vendor to conduct the survey as your agent and to receive the sample on behalf of your contract. Copies of the 2011 Medicare CAHPS Vendor Authorization form are available at

http://ma-pdpcahps.org/Documents/Survey_Vendor_Authorization_Form_12-01-2010_web_document.doc.

These forms must be signed, dated, and notarized in the presence of a notary public and sent via U.S. mail to the contractor assisting CMS in the implementation of the 2011 Medicare CAHPS Survey: Ms. Beverly Weidmer, MA & PDP CAHPS Survey, RAND Corporation, 1776 Main Street, Santa Monica, CA 90401, with a postmark no later than January 6, 2011.

For questions on this memo or for additional 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.