

MA & PDP CAHPS Survey
 Quality Assurance Protocols & Technical Specifications V14.1
Technical Corrections and Clarifications
 Issued April 2024

Subsequent to the production of the MA & PDP CAHPS Survey Quality Assurance Protocols & Technical Specifications V14.1 (QAP&TS V14.1), it has been determined that there are specific items that require content corrections. These items are identified below.

1. **Appendix H-1 MA-Only Response Section (New: 4/17/2024)**
 - Corrected the valid data value for CATI Specifications Q12 and Q32

CHANGE MADE	CURRENT	REVISED
<p>➤ Corrected the valid data value for CATI Specifications Q12 “10 or more times”</p>	<p>Q12 In the last 6 months, how many times did you have an in-person, phone, or video visit with your personal doctor about your health? Would you say...</p> <p>0 None [GO TO Q27] 1 1 time 2 2 3 3 4 4 5 5 to 9 10 10 or more times 88 [NOT APPLICABLE] 98 <DON'T KNOW> [GO TO Q27] 99 <REFUSED> [GO TO Q27] M [MISSING]</p>	<p>Q12 In the last 6 months, how many times did you have an in-person, phone, or video visit with your personal doctor about your health? Would you say...</p> <p>0 None [GO TO Q27] 1 1 time 2 2 3 3 4 4 5 5 to 9 6 10 or more times 88 [NOT APPLICABLE] 98 <DON'T KNOW> [GO TO Q27] 99 <REFUSED> [GO TO Q27] M [MISSING]</p>

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CHANGE MADE	CURRENT	REVISED
<p>➤ Corrected the valid data value for CATI Specifications Q32 “Always”</p>	<p>Q32 In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists? Would you say...</p> <p>1 Never, 2 Sometimes, 3 Usually, 1 Always, or 5 (MAIL SURVEY ONLY) 6 (MAIL SURVEY ONLY) 7 My personal doctor is a specialist [FILE SPECIFICATION CODE 7] 88 [NOT APPLICABLE] 98 <DON'T KNOW> 99 <REFUSED> M [MISSING]</p>	<p>Q32 In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists? Would you say...</p> <p>1 Never, 2 Sometimes, 3 Usually, 4 Always, or 5 (MAIL SURVEY ONLY) 6 (MAIL SURVEY ONLY) 7 My personal doctor is a specialist [FILE SPECIFICATION CODE 7] 88 [NOT APPLICABLE] 98 <DON'T KNOW> 99 <REFUSED> M [MISSING]</p>

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2. Appendix H-2 MA-PD Response Section **(New: 4/17/2024)**

- Corrected the valid data value for CATI Specifications Q12 and Q32

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<p>➤ Corrected the valid data value for CATI Specifications Q12 “10 or more times”</p>	<p>Q12 In the last 6 months, how many times did you have an in-person, phone, or video visit with your personal doctor about your health? Would you say...</p> <p>0 None [GO TO Q27] 1 1 time 2 2 3 3 4 4 5 5 to 9 10 10 or more times 88 [NOT APPLICABLE] 98 <DON'T KNOW> [GO TO Q27] 99 <REFUSED> [GO TO Q27] M [MISSING]</p>	<p>Q12 In the last 6 months, how many times did you have an in-person, phone, or video visit with your personal doctor about your health? Would you say...</p> <p>0 None [GO TO Q27] 1 1 time 2 2 3 3 4 4 5 5 to 9 6 10 or more times 88 [NOT APPLICABLE] 98 <DON'T KNOW> [GO TO Q27] 99 <REFUSED> [GO TO Q27] M [MISSING]</p>

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<p>➤ Corrected the valid data value for CATI Specifications Q32 “Always”</p>	<p>Q32 In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists? Would you say...</p> <p>1 Never, 2 Sometimes, 3 Usually, 1 Always, or 5 (MAIL SURVEY ONLY) 6 (MAIL SURVEY ONLY) 7 My personal doctor is a specialist [FILE SPECIFICATION CODE 7] 88 [NOT APPLICABLE] 98 <DON'T KNOW> 99 <REFUSED> M [MISSING]</p>	<p>Q32 In the last 6 months, how often did your personal doctor seem informed and up-to-date about the care you got from specialists? Would you say...</p> <p>1 Never, 2 Sometimes, 3 Usually, 4 Always, or 5 (MAIL SURVEY ONLY) 6 (MAIL SURVEY ONLY) 7 My personal doctor is a specialist [FILE SPECIFICATION CODE 7] 88 [NOT APPLICABLE] 98 <DON'T KNOW> 99 <REFUSED> M [MISSING]</p>

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Appendix J-1 MA-Only Survey Items Applicable to All Respondents (New: 4/17/2024)

- Added “Treated unfair or insensitive: Disability” as a response option for Q48 and updated item numbers for response options Q48B-Q48J

CHANGE MADE	CURRENT	REVISED																																										
➤ Added a response option to Q48	<table border="1"> <thead> <tr> <th style="text-align: left;">Item Description</th> <th style="text-align: left;">Item Number</th> </tr> </thead> <tbody> <tr> <td>Treated unfair or insensitive: Health condition</td> <td>Q48A*</td> </tr> <tr> <td>Treated unfair or insensitive: Age</td> <td>Q48B*</td> </tr> <tr> <td>Treated unfair or insensitive: Culture or religion</td> <td>Q48C*</td> </tr> <tr> <td>Treated unfair or insensitive: Language or accent</td> <td>Q48D*</td> </tr> <tr> <td>Treated unfair or insensitive: Race or ethnicity</td> <td>Q48E*</td> </tr> <tr> <td>Treated unfair or insensitive: Sex (female or male)</td> <td>Q48F*</td> </tr> <tr> <td>Treated unfair or insensitive: Sexual orientation</td> <td>Q48G*</td> </tr> <tr> <td>Treated unfair or insensitive: Gender or gender identity</td> <td>Q48H*</td> </tr> <tr> <td>Treated unfair or insensitive: Income</td> <td>Q48I*</td> </tr> </tbody> </table>	Item Description	Item Number	Treated unfair or insensitive: Health condition	Q48A*	Treated unfair or insensitive: Age	Q48B*	Treated unfair or insensitive: Culture or religion	Q48C*	Treated unfair or insensitive: Language or accent	Q48D*	Treated unfair or insensitive: Race or ethnicity	Q48E*	Treated unfair or insensitive: Sex (female or male)	Q48F*	Treated unfair or insensitive: Sexual orientation	Q48G*	Treated unfair or insensitive: Gender or gender identity	Q48H*	Treated unfair or insensitive: Income	Q48I*	<table border="1"> <thead> <tr> <th style="text-align: left;">Item Description</th> <th style="text-align: left;">Item Number</th> </tr> </thead> <tbody> <tr> <td>Treated unfair or insensitive: Health condition</td> <td>Q48A*</td> </tr> <tr> <td style="background-color: #FFFF00;">Treated unfair or insensitive: Disability</td> <td style="background-color: #FFFF00;">Q48B*</td> </tr> <tr> <td>Treated unfair or insensitive: Age</td> <td style="background-color: #FFFF00;">Q48C*</td> </tr> <tr> <td>Treated unfair or insensitive: Culture or religion</td> <td style="background-color: #FFFF00;">Q48D*</td> </tr> <tr> <td>Treated unfair or insensitive: Language or accent</td> <td style="background-color: #FFFF00;">Q48E*</td> </tr> <tr> <td>Treated unfair or insensitive: Race or ethnicity</td> <td style="background-color: #FFFF00;">Q48F*</td> </tr> <tr> <td>Treated unfair or insensitive: Sex (female or male)</td> <td style="background-color: #FFFF00;">Q48G*</td> </tr> <tr> <td>Treated unfair or insensitive: Sexual orientation</td> <td style="background-color: #FFFF00;">Q48H*</td> </tr> <tr> <td>Treated unfair or insensitive: Gender or gender identity</td> <td style="background-color: #FFFF00;">Q48I*</td> </tr> <tr> <td>Treated unfair or insensitive: Income</td> <td style="background-color: #FFFF00;">Q48J*</td> </tr> </tbody> </table>	Item Description	Item Number	Treated unfair or insensitive: Health condition	Q48A*	Treated unfair or insensitive: Disability	Q48B*	Treated unfair or insensitive: Age	Q48C*	Treated unfair or insensitive: Culture or religion	Q48D*	Treated unfair or insensitive: Language or accent	Q48E*	Treated unfair or insensitive: Race or ethnicity	Q48F*	Treated unfair or insensitive: Sex (female or male)	Q48G*	Treated unfair or insensitive: Sexual orientation	Q48H*	Treated unfair or insensitive: Gender or gender identity	Q48I*	Treated unfair or insensitive: Income	Q48J*
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3. Appendix J-2 MA-PD Survey Items Applicable to All Respondents **(New: 4/17/2024)**

- Added “Treated unfair or insensitive: Disability” as a response option for Q53 and updated item numbers for response options Q53B-Q53J

CHANGE MADE	CURRENT	REVISED
➤ Added a response option to Q53	Item Description	Item Number
	Treated unfair or insensitive: Health condition	Q53A*
	Treated unfair or insensitive: Age	Q53B*
	Treated unfair or insensitive: Culture or religion	Q53C*
	Treated unfair or insensitive: Language or accent	Q53D*
	Treated unfair or insensitive: Race or ethnicity	Q53E*
	Treated unfair or insensitive: Sex (female or male)	Q53F*
	Treated unfair or insensitive: Sexual orientation	Q53G*
	Treated unfair or insensitive: Gender or gender identity	Q53H*
	Treated unfair or insensitive: Income	Q53I*
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Treated unfair or insensitive: Health condition	Q53A*	
Treated unfair or insensitive: Disability	Q53B*	
Treated unfair or insensitive: Age	Q53C*	
Treated unfair or insensitive: Culture or religion	Q53D*	
Treated unfair or insensitive: Language or accent	Q53E*	
Treated unfair or insensitive: Race or ethnicity	Q53F*	
Treated unfair or insensitive: Sex (female or male)	Q53G*	
Treated unfair or insensitive: Sexual orientation	Q53H*	
Treated unfair or insensitive: Gender or gender identity	Q53I*	
Treated unfair or insensitive: Income	Q53J*	