



COMMUNITY HEALTHCHOICES (CHC)

OPERATIONS MEMORANDUM #2019-01

SUBJECT: **REVISED** - CHC Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Home and Community-Based Services (HCBS) Survey

TO: CHC Managed Care Organizations (MCO)

FROM: Bureau of Policy Development and Communications Management

DATE: ~~July 26, 2019~~ **November 13, 2019**

PURPOSE

The CHC Agreement, in Exhibit F and Exhibit W(2), requires CHC-MCOs to administer the HCBS CAHPS® Survey and provide the results to the Department of Human Services (Department). This Operations Memorandum provides guidance to CHC-MCOs pertaining to administering the HCBS CAHPS® Survey. CHC-MCOs must comply with the HCBS CAHPS® Survey requirements indicated in the CHC Agreement.

PROCEDURES

CHC-MCOs are required to annually administer the HCBS CAHPS® Survey using the most current version of the instruments with program-specific terms provided by the Department and report survey results to the Department as required under the CHC Agreement. This includes using the Supplemental Employment Module specifically designed to be used alongside the HCBS CAHPS® Survey tool as well as the Pennsylvania-specific questions. The Centers for Medicare & Medicaid Services (CMS) has published comprehensive information and resources on how to administer and analyze the data from the survey, which is available by visiting:

<https://www.medicare.gov/medicaid/quality-of-care/performance-measurement/cahps-hcbs-survey/index.html>.

CHC-MCOs shall provide to the Department the name of the selected vendor that will be used to administer the tool. The vendor must use computer-assisted interviewing software. CHC-MCOs will ensure when selecting a vendor to administer

the survey tool that they require the vendor to have a sufficient number of personnel to conduct recruitment of Participants, and availability to schedule interviews to achieve the required minimum number of complete surveys. **An interview shall be considered “complete” if the respondent has provided a substantive response for at least 50% of the questions that all respondents are eligible to answer, not including the “About You” section.**

The CHC-MCO must provide the vendor with a complete file of its HCBS population for use in selecting the statistically valid random sample. The CHC-MCO's vendor must select a random sample as required below:

- For calendar year 2019, the Department will communicate a minimum effective sample size for each CHC-MCO per region to the CHC-MCOs. The CHC-MCO's vendor must select the random sample necessary to generate the specified effective sample size. **The Department requires the CHC-MCO's vendor to stratify the sample to assure equal race/ethnicity representation of the CHC waiver population.**
- For calendar year 2020 and beyond, if a minimum effective sample size is not specified by the Department, the CHC-MCO's vendor must select a statistically valid random sample based on a 95% Confidence Level, $\pm 5\%$ Confidence Interval, and a 50% Distribution. **The Department requires the CHC-MCO's vendor to stratify the sample to assure equal race/ethnicity representation of the CHC waiver population.** The Department may ~~require~~ **requires** the CHC-MCO's vendor to stratify by region to assure geographic representation of the CHC waiver population.

CHC-MCOs must send a pre-notification letter to CHC Participants 7 business days before the initial recruitment call. The CHC-MCO's pre-notification letter must be reviewed and approved by the Department before dissemination to the Participants. A sample pre-notification letter as well as additional guidance on using pre-notification letters is in the TA Guide for Administration of the HCBS CAHPS® Survey on the CMS webpage.

CHC-MCOs have the option of administering the HCBS CAHPS® Survey in person and/or by telephone mode. CHC-MCOs choosing to survey Participants only by telephone must ask the Participant the reason why he/she declined to take the survey and must summarize in the plan-specific HCBS CAHPS® survey results the reasons why Participants declined to take the telephone survey and report the portion of refusals who indicated that they would be more likely to take the survey if it was available in person.

The CHC-MCO's vendor must obtain and record consent by Participants or their legal guardians, as well as assent by Participants when a legal guardian or proxy will be

surveyed on their behalf. Consent can be verbal for phone interviews and written for in-person interviews.

The Department reserves the right to review the subsequent years' results and determine if the in-person interview will be required. The Department will notify the CHC-MCOs in advance of any change in the requirements.

The CHC-MCO shall submit to the Department the following three reports on HCBS CAHPS® Survey results in the applicable folder in DocuShare:

- An electronic copy of the CHC-MCO plan-specific HCBS CAHPS® Survey results issued by the vendor to the plan.
- CHC-OPS Report 035 which contains plan-specific data.
- A Narrative Report of the survey results. The report should contain, at minimum:
 - Title page
 - Table of Contents
 - List of Tables/Exhibits
 - An Executive Summary
 - Introduction
 - Methodology, which is to include:
 - Survey Administration and
 - Respondent/Non-Respondent Data
 - Results
 - Summary, which is to include:
 - Lesson Learned/Suggestions for Administration of the following year's HCBS CAHPS® Survey.
 - What plan-level findings about Participant experience of care and quality of life caught the CHC-MCO's attention?
 - Which findings does the CHC-MCO consider to be flagging potential areas of concern or opportunities for improvement?
 - What steps are the CHC-MCO taking to further investigate the potential quality improvement opportunities identified by the HCBS CAHPS® Survey?
 - What steps did the CHC-MCO take to ensure the survey includes a representative sample by race and ethnicity of the enrolled population? What findings about participant-experience disparities by race and ethnicity were found through the survey results?

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The HCBS CAHPS® Survey Reporting Deadlines are:

- Phase I (November 15, 2018) – Southwest Region
- Phase II (November 15, 2019) – Combined Southwest and Southeast Regions
- Statewide (November 15, 2020)

NEXT STEPS

1. Review this information with appropriate staff.
2. Submit CAHPS® HCBS Survey results to the Department as indicated in this Operations Memorandum.
3. Contact the Bureau of Coordinated and Integrated Services if you have questions.

ATTACHMENTS

Attachment 1: [Pennsylvania-Specific CAHPS® HCBS Survey Questions](#)

Attachment 2: [CAHPS® Survey Resources](#)

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