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Overview of the CAHPS 2.0 Questionnaires

CAHPS Core Items

Feedback from the process and outcome evaluations and from other CAHPS sponsors along with convergence with the National Committee for Quality Assurance's (NCQA's) Member Satisfaction Survey (MSS) lead to refinement of the CAHPS products and the Kit. The outcome of the evaluations and the convergence resulted in revising some of the CAHPS core and supplemental items. The new core was shortened to 46 items but retained many of the CAHPS 1.0 items and included a few new items from the NCQA's MSS.

The CAHPS 2.0 questionnaires including the following:

- CAHPS 2.0 Adult Core Questionnaire (mail version)
- CAHPS 2.0 Adult Medicaid Managed Care Questionnaire (mail version)
- CAHPS 2.0 Adult Medicaid Fee-For-Service Questionnaire (mail version)
- CAHPS 2.0 Child Core Questionnaire (mail version)
- CAHPS 2.0 Child Medicaid Managed Care Questionnaire (mail version)
- CAHPS 2.0 Child Medicaid Fee-For-Service Questionnaire (mail version)
- CAHPS 2.0 Medicare Managed Care Questionnaire (mail version)
- CAHPS 2.0 Adult Supplemental questions
- CAHPS 2.0 Child Supplemental questions
- CAHPS 2.0 Sample Telephone script

Table 1 provides the topic areas and the questions in each of the topic areas.

Additionally, the convergence process yielded a HEDIS (Health Plan Employer Data and Information Set) supplemental set of items. NCQA requires health plans to use the new questionnaire, CAHPS 2.0H, comprised of the CAHPS 2.0 core and the HEDIS supplement for HEDIS 1999 reporting and NCQA accreditation. The questionnaires will be referred to as CAHPS 2.0H only if they are used for HEDIS 1999 and NCQA accreditation purposes. For more information about CAHPS 2.0H and its protocol, please contact NCQA at **(202) 955-5697**.

Table 1. CAHPS core questionnaire topics

Topic	Short item title	Adult core question
Enrollment/coverage	Covered by xx health plan	1
	Fill in name of health plan	2
	Insurance used for all care	3
	Length of coverage	4
Access	Problem finding doctor	6
	Problem getting referral	10
	How often received help by phone	15
	Get routine appointment as soon as wanted	17
	See doctor for illness/injury as soon as wanted	19
	Problem in getting necessary care	22
	Problem with care delayed due to approval	23
	Wait more than 15 minutes in doctor's office	24
	Doctor spent enough time	30
Provider relationship	Specialist same as personal doctor	13
Global rating	Rating of personal doctor	8
	Rating of specialist	12
	Rating of health care	31
	Rating of health insurance plan	38
Utilization	Times visited emergency room	20
	Times visited doctor's office for care	21
Communication/ interaction	Doctor's staff courteous and respectful	25
	Doctor's staff helpful	26
	Doctor listens carefully	27
	Doctor explained things clearly	28
	Doctor respected your comments	29
Plan administration	Problem to find or understand information in written material	33
	Problem to get help from customer service	35
	Problem with paperwork	37
Health status	Rate overall health	39
Demographics	Age	40
	Male or female	41
	Highest grade level completed	42
	Hispanic or Latino	43
	Describe race	44
Verification	Received help completing survey	45
	How did that person help you	46

Translations in Spanish

The CAHPS questionnaire set also includes Spanish translations of the following questionnaires:

- ***CAHPS 2.0 Adult Core Questionnaire*** (mail version)
- ***CAHPS 2.0 Adult Medicaid Managed Care Questionnaire*** (mail version)
- ***CAHPS 2.0 Child Core Questionnaire*** (mail version)
- ***CAHPS 2.0 Child Medicaid Managed Care Questionnaire*** (mail version)
- ***CAHPS 2.0 Adult Supplemental questions***
- ***CAHPS 2.0 Child Supplemental questions***
- ***CAHPS 2.0 Sample Telephone script***

The Spanish translations contain extra questions than appear in the English versions of the questionnaire. In order to capture the appropriate concept behind the "How much of a problem, if any" questions, the English question was split into two questions in Spanish: "Have you had a problem getting/receiving/finding, etc.?" followed by "Was it a big problem or a small problem?" To allow for an easy crosswalk to the English version, the questions in the Spanish version have been numbered as X and Xa. For example, Question 6, which is a "How much of a problem, if any" question in the English version, has been numbered as Question 6 and Question 6a in the Spanish version.