

<http://cahps.ahrq.gov/Surveys-Guidance/HP/About-HP.aspx>

The Health Plan Survey

The Health Plan Survey asks enrollees about their recent experiences with health plans and their services. This standardized survey was designed to support consumers in assessing the performance of health plans and choosing the plans that best meet their needs. Health plans can also use the survey results to identify their strengths and weaknesses and target areas for improvement.

To ensure that survey results are comparable across users, every CAHPS Health Plan survey starts with a set of "core" items that everyone uses. Users can then customize their survey by adding supplemental items. All core and supplemental items are available in English and Spanish.



Health Plan Surveys and Instructions

To find out what documents are available to support your use of the Health Plan Surveys, read the following document. **What's Available for the Health Plan Surveys** [English - PDF](#) (197 KB)

Overview of Questionnaires [English - PDF](#) (453 KB)

Adult Commercial Survey 4.0

Includes the 4.0 version of the core questionnaire and supplemental items for adult enrollees in commercial health plans; available in English.

Core Questionnaire: [English - PDF](#) (157 KB)

Supplemental Items: [English - PDF](#) (317 KB)

About the Item Set for People With Mobility Impairments: [English - PDF](#) (206 KB)

Child Commercial Survey 4.0

Includes the 4.0 version of the core questionnaire and supplemental items for child enrollees in commercial plans; available in English.

Core Questionnaire: [English - PDF \(164 KB\)](#)

Supplemental Items: [English - PDF \(256](#)

About the Item Set for Children with Chronic Conditions: [English - PDF \(372 KB\)](#)

Adult Medicaid Survey 4.0

Includes the 4.0 version of the core questionnaire and supplemental items for adult enrollees in Medicaid plans; available in English and Spanish.

Core Questionnaire: [English - PDF \(155 KB\)](#)

Supplemental Items: [English - PDF \(317 KB\)](#)

About the Item Set for People With Mobility Impairments : [English - PDF \(206 KB\)](#)

Child Medicaid Survey 4.0

Includes the 4.0 version of the core questionnaire for child enrollees in Medicaid plans; available in English and Spanish. Supplemental items are under review.

Core Questionnaire: [English - PDF \(204 KB\)](#)

Supplemental Items: [English - PDF \(256 KB\)](#)

About the Item Set for Children with Chronic Conditions: [English - PDF \(372 KB\)](#)

Preparing a Health Plan Questionnaire

Includes guidelines for incorporating supplemental items, formatting the questionnaire, and translating the questionnaire into other languages.

Preparing a Questionnaire Using the CAHPS Health Plan Survey 4.0: [English - PDF \(240 KB\)](#)

Fielding a Survey

Includes separate guidelines for Commercial and Medicaid plans. Guidelines cover constructing a sample of adults or children, collecting data, determining whether a questionnaire is complete, and calculating response rates.

Fielding the CAHPS Health Plan Survey : Commercial Version: [English - PDF \(338 KB\)](#)

Fielding the CAHPS Health Plan Survey : Medicaid Version: [English - PDF \(332 KB\)](#)

Sample Notification Letters A

Contains examples of letters and postcards in both English and Spanish for notifying and reminding potential respondents about the survey.

Sample Notification Letters for the CAHPS Health Plan Survey: [English/Spanish - PDF](#) (233 KB)

Sample Telephone Script

Provides guidelines for administering the survey by telephone and a sample script based on the Adult Commercial Survey.

Sample Telephone Script for the CAHPS Health Plan Survey: [English/Spanish - PDF](#) (107 KB)

Analysis Guidance

Includes detailed instructions for using the CAHPS analysis program (known as the CAHPS macro).

Survey-Specific Analysis Instructions for the CAHPS Health Plan Survey 4.0: [English - PDF](#) (183 KB)

Instructions for Analyzing Data from CAHPS Surveys: [English - PDF](#) (1105 KB)

CAHPS Analysis Program

Includes SAS@ files needed for the CAHPS analysis program.

SAS@ Programming Code and Test Data: [SAS](#) (169 KB)

Patient Experience Measures

Provides a list of the composite and rating measures that can be used for internal and public reports of survey results; tables indicate which survey items are included in each measure.

Reporting Measures for the CAHPS Health Plan Survey 4.0: [English - PDF](#) (245 KB)