

# Agent Alert

MedicareBlue<sup>SM</sup> Solutions



**March 22, 2019**

## MedicareBlue Rx 2019 CAHPS survey update

Approximately 1,500 MedicareBlue Rx individual and group members will be randomly selected for the 2019 Medicare Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey. The survey collects information about the quality of health services provided through Medicare Advantage and Medicare Part D programs for the Centers for Medicare & Medicaid Services (CMS) and is conducted annually.

MedicareBlue Rx members will receive the survey about stand-alone prescription drug plans (PDP). The survey will be administered by national marketing research firm DSS Research.

### Survey administration process

Members selected to participate received a pre-notification letter in early March and the first survey will be mailed mid-March. For members who don't respond to the survey, DSS Research will make attempts by mail and phone to reach members to complete the survey. Typically, survey administration is complete by July 1.

### Survey vendors, plan sponsors and agents

The scope of what survey vendors, plan sponsors and agents can communicate with members participating in the survey is limited, however you can encourage members to respond to the survey.

Survey vendors, plan sponsors and agents are not allowed to:

- Ask beneficiaries PDP CAHPS survey questions four weeks prior to and during the survey administration (generally between February 1 and July 1)
- Attempt to influence beneficiaries to respond to the survey in a particular way
- Imply that the plan, its personnel or its agents will be rewarded or gain benefits for positive feedback
- State or imply the plan's desired outcome
- Offer incentives for participating in the survey

For more information on the survey, visit [Medicare's website](#).

Results will be compiled by DSS Research by late summer and publicly reported in the "Medicare & You" handbook and on "Medicare Plan Finder" at [medicare.gov](#) as part of the Medicare Star Ratings.

If you are asked about the survey, encourage members to respond by mail or by calling the phone number on the survey.

### Questions or have an enrollment? Call a Broker Help Desk

If you have questions, want to enroll an applicant by telephone or help a member make a change, please contact the appropriate agent/broker help line:

- MedicareBlue Rx pre-enrollment toll free at **1-866-464-3919**
- MedicareBlue Rx post-enrollment toll free at **1-866-849-2498**

Coverage is available to residents of the service area or members of an employer or union group and separately issued by one of the following plans: Wellmark Blue Cross and Blue Shield of Iowa,\* Blue Cross and Blue Shield of Minnesota,\* Blue Cross and Blue Shield of Montana,\* Blue Cross and Blue Shield of Nebraska,\* Blue Cross Blue Shield of North Dakota,\* Wellmark Blue Cross and Blue Shield of South Dakota,\* and Blue Cross Blue Shield of Wyoming.\*

\*Independent licensees of the Blue Cross and Blue Shield Association.

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