

Revisions to Medicare Advantage Quality Bonus Payment Demonstration: Survey of Health Plan Contract Holders

Issue #	Page #	Section	Action to be performed	Changes to the Application	Reason for the Change
1.	i	Overview of the Survey	Revise as follows:	<p><i>Replace:</i> Section A, the first section of this survey, asks about the contract's QI activities.</p> <p><i>With:</i> Section A, the first section of this survey, asks about the contract's QI activities. By QI activities, we mean any activities implemented to improve patient outcomes, improve system performance, or improve professional development.</p>	Revised for clarification purposes based on results from pre-test and public comments.
2.	i	Important instructions	Revise as follows:	<p><i>Replace:</i> (1) Please answer the questions only about the Medicare Advantage (MA) contract administered by your organization specified on the cover this document. (2) If your organization has more than one MA contract, please answer questions about only the MA contract specified on the cover of this document.</p> <p><i>With:</i> (1) Please answer the questions only about the Medicare Advantage (MA) contract administered by your organization specified on the cover this document. (2) If your organization has more than one MA contract, please answer questions about only the MA contract specified on the cover of this document.</p> <p>(1) You have received this questionnaire because you are the contact person for the Medicare Advantage (MA) contract specified on the cover of this document. Please answer the questions only about this contract and its associated plans.</p>	Revised for clarification purposes.
3.	i	Important instructions	Revise as follows:	<p><i>Replace:</i> Most questions can be answered by simply placing a check mark in the appropriate box. For a few questions you will be asked to write in a response. Feel free to elaborate on any responses in the questionnaire margins or to provide additional thoughts or documentation about your contract at the end of the questionnaire.</p> <p><i>With:</i> Most questions can be answered by simply placing a check mark in checking the appropriate box. For a few questions you will be asked to write in a</p>	Revised for clarification purposes.

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				response. Feel free to elaborate on any responses in the questionnaire margins or to provide additional thoughts or documentation about your contract at the end of the questionnaire.	
4.	i	Important instructions	Revise as follows:	<i>Added item 6:</i> If you do not know the answer to a question, feel free to consult with others at your organization who may have the information requested.	Revised for clarification purposes.
5.	ii	Important instructions	Revise as follows:	<i>Replace:</i> Please return the completed questionnaire within the next two weeks in the enclosed return mail envelope to Mathematica Policy Research, P.O. Box 2393, Princeton, New Jersey 08543-2393, ATTN: Martha Kovac, or fax it to (609) 799-0005. If you have any questions, please call Martha Kovac at (609) 275-2331. <i>With:</i> If completing a mailed questionnaire, please remove the inner adhesive label on the cover page of the questionnaire that contains your health plan and MAO contract identifying information and leave the outer label that contains only a tracking identification number. Please return the completed questionnaire within the next two weeks in the enclosed return mail envelope to Mathematica Policy Research, P.O. Box 2393, Princeton, New Jersey 08543-2393, ATTN: Martha Kovac QBP Survey , or fax it to (609) 799-0005. To return an electronic questionnaire, or if you have any questions, please call Martha Kovac at (609) 275-2331 email QBPSurvey@mathematica-mpr.com.	Revised to update contact information and clarify instructions for paper submission. Added instructions for electronic submission, per requests received in public comments.
6.	1	Section A	Revise as follows:	<i>Added:</i> Throughout the questionnaire, "QI activities" refers to any activities implemented to improve patient outcomes, improve system performance, or improve professional development.	Revised for clarification purposes based on results from pre-test and public comments.
7.	1	Section A, Question A1	Revise as follows:	<i>Replace:</i> <ol style="list-style-type: none"> 1 <input type="checkbox"/> Provider reminder systems (e.g., computer-based reminders for providers) 2 <input type="checkbox"/> Provider portal systems 3 <input type="checkbox"/> Member reminder systems (e.g., postcard reminders) 4 <input type="checkbox"/> Patient portal systems <i>With:</i>	Revised based on results from pre-test.

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				<p>1 <input type="checkbox"/> Provider and/or patient portal systems (any online applications for appointment and/or follow-up reminders, communication between providers, patients and/or hospitals, and/or access to clinical information)</p>	
8.	1	Section A, Question A1	Revise as follows	<p><i>Replace:</i></p> <p><input type="checkbox"/> Incentivizing members to get needed services</p> <p><i>With:</i></p> <p><input type="checkbox"/> Incentivizing members to get needed services (if permitted)</p>	Revised based on results from pre-test.
9.	1	Section A, Question A1	Revise as follows	<p><i>Added response categories:</i></p> <p>10 <input type="checkbox"/> Other methods of member engagement</p> <p>11 <input type="checkbox"/> Benefit modifications</p> <p>12 <input type="checkbox"/> Formulary modifications</p> <p>13 <input type="checkbox"/> Provider incentive programs</p> <p>14 <input type="checkbox"/> Compliance with NCQA accreditation standards</p> <p>15 <input type="checkbox"/> Compliance with state and federal regulations for various QI programs</p> <p>16 <input type="checkbox"/> Physician credentialing and medical affairs, supporting evidence based practices</p> <p>17 <input type="checkbox"/> Overall utilization management (including for pharmacy and therapeutics and behavioral health)</p> <p>18 <input type="checkbox"/> Service QI improvement activities (member complaints and grievances, etc.)</p> <p>19 <input type="checkbox"/> Optimizing medical loss ratio – working to ensure safe, efficient and effective care delivery (to include risk management)</p>	Revised based on results from pre-test.
10.	1	Section A, Question A2	Revise as follows	<p><i>Replace:</i></p> <p>A2. Do the QI efforts focus on particular beneficiary populations?</p> <p><i>With:</i></p>	Revised based on results from pre-test.

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				A2. Do the QI efforts focus on particular vary for different beneficiary populations?	
11.	2	Section A, Question A2a.	Revise as follows	<p><i>Added response categories:</i></p> <p>10 <input type="checkbox"/> Institutionalized (an MA eligible individual who continuously resides, or who is expected to continuously reside, for 90 days or longer in a long-term care facility which is a skilled nursing facility [SNF] nursing facility [NF]; SNF/NF; an intermediate care facility for the mentally retarded [ICF/MR]; or an inpatient psychiatric facility)</p> <p>13 <input type="checkbox"/> Persons of a particular racial or ethnic group (<i>Specify</i>)</p> <p>_____</p> <p>14 <input type="checkbox"/> Persons with English as a second language (<i>Specify</i>)</p> <p>_____</p> <p>_____</p>	Revised based public comments.
12.				<p><i>Added question A2b:</i></p> <p>A2b. How do you tailor your QI efforts to different populations?</p> <p>_____</p> <p>_____</p>	Revised based on public comments.
13.	2	Section A, Question A3	Revise as follows:	<p><i>Add questions A3 and A3a:</i></p> <p>A3. Have you worked to contract with providers that have cultural and linguistic competencies for the particular beneficiary populations you are targeting?</p> <p>1 <input type="checkbox"/> Yes</p> <p>0 <input type="checkbox"/> No → GO TO A4</p> <p>A3a. Please describe how you work with these</p>	Revised based on public comments.

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				providers.	
14.	2	Section A, Question A4	Revise as follows:	<i>Add response category:</i> 2 <input type="checkbox"/> Plan does not have multiple contracts	Revised based on results from pre-test.
15.	3	Section A, Question A4a	Revise as follows	<i>Replace:</i> <ol style="list-style-type: none"> 1 <input type="checkbox"/> Focus on plans/product types where we are more likely to succeed in changing provider behavior via better collaboration, information, and contracts 2 <input type="checkbox"/> Focus on maintaining existing QI efforts unless we are close to reaching the next highest star rating 3 <input type="checkbox"/> Target more intensive efforts on products/plans with lower ratings 4 <input type="checkbox"/> Target plans where we expect to get the highest return on our investment 5 <input type="checkbox"/> Target plans with lower ratings for domains and/or measures considered more actionable, starting with those domains and/or measures that have more actionability 6 <input type="checkbox"/> Target plans with lower ratings for domains and/or measures considered to have greater weight, starting with those domains and/or measures that have greater weight <i>With:</i> <ol style="list-style-type: none"> 1 <input type="checkbox"/> Focus on Variation for plans/product types where we are more likely to succeed in changing provider behavior via better collaboration, information, and contracts 2 <input type="checkbox"/> Focus on maintaining Variation in maintenance of existing QI efforts unless we are close to reaching the next highest star rating 3 <input type="checkbox"/> Target more intensive Variation in efforts on for products/plans with lower ratings 	Revised based on results from pre-test.

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				<p>4 <input type="checkbox"/> Target Variation for plans where we expect to get the highest return on our investment (including non-monetary factors such as member retention, stability in benefits, competition, etc.)</p> <p>5 <input type="checkbox"/> Target Variation for plans with lower ratings for domains and/or measures considered more actionable, starting with those domains and/or measures that have more actionability</p> <p>6 <input type="checkbox"/> Target Variation for plans with lower ratings for domains and/or measures considered to have greater weight, starting with those domains and/or measures that have greater weight</p> <p>7 <input type="checkbox"/> Other (Specify)</p>	
16.	3	Section A, Question A5a	Revise as follows:	<p><i>Add response category:</i></p> <p>2 <input type="checkbox"/> Moderate extent</p>	Revised based on results from pre-test.
17.	4	Section A, Question A7	Revise as follows:	<p><i>Replace:</i></p> <p>A6. Still thinking about this contract, do your QI efforts focus on any particular domains or measures that are part of the star rating system?</p> <p><i>With:</i></p> <p>A7. Still thinking about this contract, do your QI efforts focus on vary for any particular domains or measures that are part of the star rating system?</p>	Revised based on results from pre-test.
18.	4	Section A, Question A7a	Revise as follows:	Update list of measures to include new measures added for 2013 plan ratings.	The survey should include a comprehensive list of measures used for 2012 and/or 2013 plan ratings. When the survey was developed, the 2013 measures were not yet known.
19.	4-5	Section A, Question A7a	Revise as follows:	Update domain names to use labels for the 2013 plan ratings.	When the survey was developed the 2013 labels were not yet known.
20.	6	Section A, Question A8	Revise as follows:	<p><i>Replace:</i></p> <p>A7. What are the top three domains that your QI efforts focus on for the contract named on the</p>	Revised based on results from pre-test.

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				cover page of this questionnaire? <i>With:</i> A8. What are the top three domains that for which your QI efforts focus on vary for the contract named on the cover page of this questionnaire? Please check up to two domains in Part C, and two domains in Part D.	
21.	6	Section A, Question A8	Revise as follows:	Update domain names to use labels for the 2013 plan ratings.	When the survey was developed the 2013 labels were not yet known.
22.	6	Section A, Question A8	Revise as follows:	<i>Add response category:</i> o <input type="checkbox"/> Our organization does not focus QI efforts at the domain level → GO TO A9	Revised based on results from pre-test.
23.	6	Section A, Question A8a	Revise as follows:	<i>Replace:</i> A7a. Why do your QI efforts focus on those domains over others? <i>With:</i> A8a. Why do your QI efforts focus on vary for these domains over others ?	Revised based on results from pre-test.
24.	6	Section A, Question A9	Revise as follows:	<i>Replace:</i> A8. How many full-time equivalent (FTE) staff in total work on quality improvement within your organization for this contract? For example, if your organization has four staff who each devote a quarter time to quality improvement, then the number of full-time equivalent staff at the organization is one. Your best estimate is fine. _ _ _ _ TOTAL FTE STAFF WHO WORK ON QI A8a. How many full-time staff members do these FTEs represent? For example, if your organization has one FTE but four staff who each devote a quarter time to quality improvement, then the number of full-time	Revised based on results from pre-test.

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				<p>equivalent staff at the organization is four.</p> <p> _ _ _ FULL-TIME QI STAFF</p> <p><i>With:</i> A9. Which areas/departments within your organization have staff currently working on quality improvement for this contract?</p> <hr/> <hr/>	
25.	7	Section A, Question A10a	Revise as follows:	<p><i>Add response category:</i></p> <p>2 <input type="checkbox"/> Moderate extent</p>	Revised based on results from pre-test.
26.	7	Section A, Question A11a	Revise as follows:	<p><i>Replace:</i></p> <p>1 <input type="checkbox"/> Provider reminder systems (e.g., computer-based reminders for providers)</p> <p>2 <input type="checkbox"/> Provider portal systems</p> <p>3 <input type="checkbox"/> Member reminder systems (e.g., postcard reminders)</p> <p>4 <input type="checkbox"/> Patient portal systems</p> <p><i>With:</i></p> <p>1 <input type="checkbox"/> Provider and/or patient portal systems (any online applications for appointment and/or follow-up reminders, communication between providers, patients and/or hospitals, and/or access to clinical information)</p>	Revised based on results from pre-test.
27.	7	Section A, Question A11a	Revise as follows	<p><i>Replace:</i></p> <p><input type="checkbox"/> Incentivizing members to get needed services</p> <p><i>With:</i></p> <p><input type="checkbox"/> Incentivizing members to get needed services (if permitted)</p>	Revised based on results from pre-test.

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28.	7	Section A, Question A11a	Revise as follows	<p><i>Added response categories:</i></p> <ul style="list-style-type: none"> 10 <input type="checkbox"/> Other methods of member engagement 11 <input type="checkbox"/> Benefit modifications 12 <input type="checkbox"/> Formulary modifications 13 <input type="checkbox"/> Provider incentive programs 14 <input type="checkbox"/> Compliance with NCQA accreditation standards 15 <input type="checkbox"/> Compliance with state and federal regulations for various QI programs 16 <input type="checkbox"/> Physician credentialing and medical affairs, supporting evidence based practices 17 <input type="checkbox"/> Overall utilization management (including for pharmacy and therapeutics and behavioral health) 18 <input type="checkbox"/> Service QI improvement activities (member complaints and grievances, etc.) 19 <input type="checkbox"/> Optimizing medical loss ratio – working to ensure safe, efficient and effective care delivery (to include risk management) 	Revised based on results from pre-test.
29.	8	Section A, Question A12a	Revise as follows	<p><i>Replace:</i></p> <ul style="list-style-type: none"> 1 <input type="checkbox"/> Yes 0 <input type="checkbox"/> No <p><i>With:</i></p> <ul style="list-style-type: none"> 1 <input type="checkbox"/> Yes, all measures 2 <input type="checkbox"/> Yes, some measures (specify: _____) 0 <input type="checkbox"/> No 	Revised for provide more flexibility to respondents.
30.	8	Section A, Question A16, A17, and A18	Revise as follows:	<p><i>Add response category:</i></p> <ul style="list-style-type: none"> 2 <input type="checkbox"/> Moderate extent 	Revised based on results from pre-test.
31.	9	Section A, Question A19 and A19a	Revise as follows:	<p><i>Add question A19 and A19a:</i></p> <p>A19. To what extent does the publicity of star ratings incentivize you to improve your star ratings?</p>	Revised based on results from pre-test.

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				<p>MARK ONE ONLY</p> <p>1 <input type="checkbox"/> Large extent</p> <p>2 <input type="checkbox"/> Moderate extent</p> <p>3 <input type="checkbox"/> Small extent</p> <p>0 <input type="checkbox"/> Not at all</p> <p>A1a. Is the current publicity/advertising of the star ratings sufficient?</p> <p>1 <input type="checkbox"/> Yes</p> <p>0 <input type="checkbox"/> No, more should be done to advertise what they mean and/or how to read them</p>	
32.	10	Section B, Question B1, B2, and B3	Change “estimate” to “record” and add a “don’t know” response. (Example for Question B1 provided.)	<p><i>Replace:</i></p> <p>B1. Please estimate the percentage of enrollees in your MA contract who are of Hispanic, Latino or Spanish origin.</p> <p> _ _ _ %</p> <p><i>With:</i></p> <p>B1. Please estimate record the percentage of enrollees in your MA contract who are of Hispanic, Latino or Spanish origin.</p> <p> _ _ _ %</p> <p>0 <input type="checkbox"/> Don't know</p>	Revised based on results from pre-test.
33.	10	Section B, Question B3	Revise as follows	<p><i>Add response category:</i></p> <p>b. _ _ _ % Institutionalized (an MA eligible individual who continuously resides, or who is expected to continuously reside, for 90 days or longer in a long-term care facility which is a skilled nursing facility [SNF] nursing facility (NF); SNF/NF; an intermediate care facility for the mentally retarded [ICF/MR]; or an inpatient psychiatric facility)</p>	Revised based on results from pre-test.
34.	10	Section B, Question B4a	Revise as follows	<p><i>Add question B4a:</i></p> <p>B4a. To what extent do you use star ratings as a marketing tool to attract beneficiaries?</p> <p>MARK ONE ONLY</p> <p>1 <input type="checkbox"/> Large extent</p> <p>2 <input type="checkbox"/> Moderate extent</p>	Revised based on results from pre-test.

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				<p>3 <input type="checkbox"/> Small extent</p> <p>IF YOU ANSWERED B4a, please go to B6</p>	
35.	11	Section B, Question B6a	Revise as follows	<p><i>Replace:</i></p> <p>5 <input type="checkbox"/> Five-star plans have continuous enrollment</p> <p><i>With:</i></p> <p>5 <input type="checkbox"/> (If yours is a 5-star plan) Five-star plans have continuous enrollment</p>	Revised for clarification purposes.
36.	12	Section B, Question B6c	Revise as follows:	Update domain names to use labels for the 2013 plan ratings.	When the survey was developed the 2013 labels were not yet known.
37.	12	Section B, Question B6c	Revise as follows	<p><i>Add instruction:</i></p> <p>IF YOU ANSWERED B6c, PLEASE GO TO C1</p>	Instruction needed because of the addition of question B6d.
38.	12	Section B, Question B6d	Add question	<p><i>Add question B6d:</i></p> <p>B6d. Why will there be no domains in particular that will lead to increases in beneficiary enrollment if the star ratings improve?</p> <hr/> <hr/> <p>IF YOU ANSWERED B6d, PLEASE GO TO C1</p>	Revised based on results from pre-test.
39.	13	Section C, Question C1	Allow respondents to specify if frequency varies by measure for all rows	<p><i>Replace:</i></p> <p>C1. How often is feedback on quality performance for your contract shared with the following types of individuals or organizations?</p> <p>a. Primary care providers in our network</p> <p><i>With:</i></p> <p>How often is feedback on quality performance for your contract shared with the following types of individuals or organizations? If the frequency for different providers or staff varies by measure or different subsets of providers, please specify.</p> <p>a. Primary care providers in our network (specify: _____)</p>	Revised based on results from pre-test.

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				(Include "specify" for all response categories)	
40.	13	Section C, Question C1	Revise as follows	Add "N/A" column for all rows.	Revised based on results from pre-test.
41.	13	Section C, Question C1	Revise as follows	Add: g. Pharmacists (specify: _____)	Revised based on results from pre-test.
42.	14	Section C	Delete the following questions	<p>Delete the following questions:</p> <p>C2. How is feedback shared with MAO staff?</p> <p>MARK ALL THAT APPLY</p> <p>1 <input type="checkbox"/> Written materials provided (such as reports, emails, and bulletins)</p> <p>2 <input type="checkbox"/> Presented orally in meetings or individually</p> <p>3 <input type="checkbox"/> Training sessions or webinars</p> <p>4 <input type="checkbox"/> Other (Specify)</p> <p>_____</p> <p>C3. How is feedback shared with providers and contractor organizations?</p> <p>MARK ALL THAT APPLY</p> <p>1 <input type="checkbox"/> Written materials provided (such as reports, emails, and bulletins)</p> <p>2 <input type="checkbox"/> Provider portals</p> <p>3 <input type="checkbox"/> Presented orally in meetings or individually</p> <p>4 <input type="checkbox"/> Training sessions or webinars</p> <p>5 <input type="checkbox"/> Other (Specify)</p> <p>_____</p>	Revised based on results from pre-test.
43.	14	Section C	Delete the following question	<p>Delete the following question:</p> <p>C4a. Which of the following methods does your organization use to distribute its education</p>	Revised based on results from pre-test.

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				<p>materials, tools, or information about star ratings to this contract's providers?</p> <p>MARK ALL THAT APPLY</p> <p>1 <input type="checkbox"/> Written materials provided (such as reports, emails, and bulletins)</p> <p>2 <input type="checkbox"/> Provider portals</p> <p>3 <input type="checkbox"/> Presented orally in meetings or individually</p> <p>4 <input type="checkbox"/> Training sessions or webinars</p> <p>5 <input type="checkbox"/> Other (<i>Specify</i>)</p> <p>_____</p>	
44.	15	Section D, Question D1	Revise as follows	<p><i>Replace:</i></p> <p>D1. What do you think are the main challenges to improving star ratings for your contract?</p> <p><i>With:</i></p> <p>D1. What do you think are the main challenges to improving star ratings for your contract? (COLUMN D1 BELOW) If the challenges vary across measures, please identify the main challenges across all the measures.</p>	Revised for clarification purposes.
45.	15	Section D, Question D1	Revise as follows	<p><i>Replace:</i></p> <p>c. Lack of plan interest or involvement</p> <p><i>With:</i></p> <p>c. Lack of plan interest or involvement member engagement</p>	Revised based on results from pre-test.
46.	15	Section D, Question D1	Revise as follows	<p><i>Add response categories:</i></p> <p>p. Population demographics</p> <p>q. Socioeconomic status indicators</p> <p>r. Health status of plan enrollees</p>	Revised based on public comments.
47.	15	Section D, Question D1	Revise as follows	<p><i>Replace:</i></p> <p>s. Other barrier (<i>Specify</i>)</p> <p><i>With:</i></p> <p>s. Other barrier challenge (<i>Specify</i>)</p>	Revised for clarification purposes.
48.	16	Section D, Question D3	Revise as follows	<p><i>Add response category:</i></p> <p>2 <input type="checkbox"/> Too soon to tell → GO TO D5</p>	Revised based on results from pre-test.

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49.	16	Section D, Question D4	Revise as follows	<p><i>Add response category:</i></p> <p>4 <input type="checkbox"/> These QI initiatives were already in place before the QBP demonstration</p>	Revised based on results from pre-test.
50.	16	Section D, Question D5a	Delete response categories	<p><i>Delete response categories:</i></p> <p>1 <input type="checkbox"/> Compliance with CMS and other payer QI requirements</p> <p>7 <input type="checkbox"/> Building competency in performance and process improvement</p> <p>8 <input type="checkbox"/> Service improvement activities (member complaints and grievances, etc.)</p>	Revised based on results from pre-test.
51.	17	Section D, Question D6	Delete response categories	<p><i>Delete response categories:</i></p> <p>a. High-performer icon on the Plan Finder Web site</p> <p>c. Low-performer icon on the Plan Finder Web site</p>	Revised based on results from pre-test.
52.	17	Section D, Question D7a	Revise as follows	<p><i>Replace:</i></p> <p>D7a. How did you spend the bonus payment? Please estimate the percentage of the bonus payments that you spent for each item below. Your best estimate is fine.</p> <p>a. __ __ __ % Toward lowering premiums</p> <p>b. __ __ __ % Toward enriching benefits for Part A/B covered services</p> <p>c. __ __ __ % Toward adding/enriching benefits for services not covered under Part A/B</p> <p>d. __ __ __ % Toward augmenting or implementing QI efforts [IF "0%" → GO TO D11]</p> <p>e. __ __ __ % Other (Specify) _____</p> <p><i>With:</i></p> <p>D7a. How did you primarily spend the bonus payment? MARK ALL THAT APPLY</p> <p>1 <input type="checkbox"/> Toward lowering premiums</p> <p>2 <input type="checkbox"/> Toward enriching benefits for Part A/B covered services</p>	Revised based on results from pre-test.

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				<p>³ <input type="checkbox"/> Toward adding/enriching benefits for services not covered under Part A/B</p> <p>⁴ <input type="checkbox"/> Toward augmenting or implementing QI efforts</p> <p>⁵ <input type="checkbox"/> Other (<i>Specify</i>) _____</p>	
53.	17	Section D, Question D7c	Revise as follows:	Update domain names to use labels for the 2013 plan ratings.	When the survey was developed the 2013 labels were not yet known.
54.	18	Section D, Question D7d	Add question	<p><i>Add question D7d:</i></p> <p>D7d. Why will you apply the payment to these specific domains?</p> <p>MARK ALL THAT APPLY</p> <p>1 <input type="checkbox"/> Include measures with the most room for improvement</p> <p>2 <input type="checkbox"/> Include measures that are most easily impacted by our organization</p> <p>3 <input type="checkbox"/> Include measures that have the largest impact on the contract's overall star rating</p> <p>4 <input type="checkbox"/> Include measures that require fewer resources to improve</p> <p>5 <input type="checkbox"/> Include measures that require the least time to improve</p> <p>6 <input type="checkbox"/> Include measures that are most important for member health and wellness</p> <p>7 <input type="checkbox"/> Include measures that are unlikely to be retired or to change significantly from year to year</p> <p>8 <input type="checkbox"/> Include measures that are most important for accreditation</p> <p>9 <input type="checkbox"/> Other (<i>Specify</i>) _____</p>	Revised based on results from pre-test.
55.	18	Section D, Question D9	Revise as follows	<p><i>Replace:</i></p> <p>D9. What do you think are the reasons that your contract was unable to attain a star rating that</p>	Revised based on public comments.

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				<p>would qualify for a bonus payment?</p> <p>D10. What are the top three reasons for your contract?</p> <table border="1" data-bbox="835 331 1675 1498"> <thead> <tr> <th></th> <th data-bbox="1226 331 1360 521">D9. MARK ALL THAT APPLY</th> <th data-bbox="1360 331 1495 521">D10. MARK UP TO THREE ROWS BELOW</th> </tr> </thead> <tbody> <tr> <td>a. Lack of staff trained in QI.....</td> <td>1. <input type="checkbox"/></td> <td>1. <input type="checkbox"/></td> </tr> <tr> <td>b. Resource constraints, other than staffing.....</td> <td>2. <input type="checkbox"/></td> <td>2. <input type="checkbox"/></td> </tr> <tr> <td>c. Lack of plan interest or involvement.....</td> <td>3. <input type="checkbox"/></td> <td>3. <input type="checkbox"/></td> </tr> <tr> <td>d. Lack of parent organization interest or involvement.....</td> <td>4. <input type="checkbox"/></td> <td>4. <input type="checkbox"/></td> </tr> <tr> <td>e. Disagreement with selection of domains or measure(s).....</td> <td>5. <input type="checkbox"/></td> <td>5. <input type="checkbox"/></td> </tr> <tr> <td>f. Our organization has other priorities.....</td> <td>6. <input type="checkbox"/></td> <td>6. <input type="checkbox"/></td> </tr> <tr> <td>g. Our organization is unsure about how to improve performance.....</td> <td>7. <input type="checkbox"/></td> <td>7. <input type="checkbox"/></td> </tr> <tr> <td>h. Our organization has no incentive to improve.....</td> <td>8. <input type="checkbox"/></td> <td>8. <input type="checkbox"/></td> </tr> <tr> <td>i. Insufficient senior management leadership and support.....</td> <td>9. <input type="checkbox"/></td> <td>9. <input type="checkbox"/></td> </tr> <tr> <td>j. Ability to influence measure(s) is out of our control.....</td> <td>10. <input type="checkbox"/></td> <td>10. <input type="checkbox"/></td> </tr> <tr> <td>k. MAO or providers lack sufficient data systems.....</td> <td>11. <input type="checkbox"/></td> <td>11. <input type="checkbox"/></td> </tr> </tbody> </table>		D9. MARK ALL THAT APPLY	D10. MARK UP TO THREE ROWS BELOW	a. Lack of staff trained in QI.....	1. <input type="checkbox"/>	1. <input type="checkbox"/>	b. Resource constraints, other than staffing.....	2. <input type="checkbox"/>	2. <input type="checkbox"/>	c. Lack of plan interest or involvement.....	3. <input type="checkbox"/>	3. <input type="checkbox"/>	d. Lack of parent organization interest or involvement.....	4. <input type="checkbox"/>	4. <input type="checkbox"/>	e. Disagreement with selection of domains or measure(s).....	5. <input type="checkbox"/>	5. <input type="checkbox"/>	f. Our organization has other priorities.....	6. <input type="checkbox"/>	6. <input type="checkbox"/>	g. Our organization is unsure about how to improve performance.....	7. <input type="checkbox"/>	7. <input type="checkbox"/>	h. Our organization has no incentive to improve.....	8. <input type="checkbox"/>	8. <input type="checkbox"/>	i. Insufficient senior management leadership and support.....	9. <input type="checkbox"/>	9. <input type="checkbox"/>	j. Ability to influence measure(s) is out of our control.....	10. <input type="checkbox"/>	10. <input type="checkbox"/>	k. MAO or providers lack sufficient data systems.....	11. <input type="checkbox"/>	11. <input type="checkbox"/>	
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56.	18	Section D, Question D10	Add a response category	Add response category: 0 <input type="checkbox"/> Unsure → GO TO D12	Revised based on results from pre-test.																											
57.	19	Section D, Question D11	Add question	Add question D11: D11. Why do you think the changes will remain in																												

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				<p>place once the demonstration ends?</p> <hr/> <hr/>	
58.	20	Section D, Question D12	Add question	<p><i>Add question D12:</i></p> <p>D12. What is this plan's perspective on how the plan will proceed once the QBP demonstration ends (e.g. if the plan does not become a 4-star plan)?</p> <hr/> <hr/>	Revised based on results from pre-test.