Revisions Crosswalk: OMB____0938-1221__ (07/13/2015)

Issue #	Page #	Section	Action to be performed	Changes to the Template	Reason for the Change
1.	17	Question 53	Adjust question language and	The question changed to: How likely is it you would recommend your health plan to a friend or family member? The scale changed to 0 "Not At All Likely" to 10 "Extremely Likely." **Rationale:**	Multiple stakeholders recommended changing the question and response scale to allow for calculation of a Net Promoter Score. We have made this change. The goal of the Net Promoter Score is to know the number of people that promote the plan and the number that do not.