**Request for a Non-Substantive Change to an Existing Approved Information Collection**

**I. Introduction**

*Why is CMS Requesting a Non-Substantive Change?*

This non-substantive change request makes updates to the information collection burdens associated with the 2020 QHP Enrollee Experience Survey (QHP Enrollee Survey) for Plan Year 2021, approved under OMB Control Number 0938-1221 and is summarized herein. The non-substantive change described in this request does not introduce new policy or any fundamental program changes. This non-substantive change reduces burden for this year (2020) and is being submitted for approval by OMB as a result of the recent CMS decision to suspend data collection for the 2020 QHP Enrollee Survey for Plan Year 2021[[1]](#footnote-2).

**II. Description of Non-Substantive Changes**

*What is the current status of this ICR?*

The Health Insurance Exchange Consumer Experience Survey Data Collection: QHP Enrollee Experience Survey (CMS-10488; **OMB Control No. 0938-1221**) is currently approved through September 30, 2020 and a routine three-year renewal is expected after completion of the Paperwork Reduction Act (PRA) public comment periods[[2]](#footnote-3). The total current annual burden approved for this ICR is 18,772.5 hours, with an estimated 90,015 responses per year. CMS estimates a nominal reduction in burden based on the non-substantive change of discontinuing data collection in April 2020, as outlined in the COVID-19 Marketplace Quality Initiatives memo.

*What are the changes that CMS is making?*

CMS is making minor burden reduction non-substantive changes to the QHP Enrollee Survey to reflect the discontinuation of data announced on April 18, 2020. For the QHP Enrollee Survey, there is burden reduction related to approximately one month of data that would not be collected and routinely submitted in May 2020.

**III. Description of Burden Adjustments**

We have revised the Supporting Statement Part A burden tables accordingly for each ICR.

Based on the 2020 suspension of data collection described above, CMS estimatesan annual burden hour reduction from an estimated 18,772.5 hour to **15,934.5 hour**s for the 2020 QHP Enrollee Survey which accounts for 85% of the original estimated 90,000 responses since the telephone phase of survey administration was not completed[[3]](#footnote-4);

Estimated Burden Hours for 2018-2020 Implementation of QHP Enrollee Survey

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Source** | **Num. of Reporting Units** | **Completes per Reporting Unit** | **Total Sample1** | **Burden Hours** | **Total burden hours** |
| 2020 Survey Respondents | 300 | 255 | 76,500 | 0.208 | 15,912 |
| 2020 Survey Vendors | 15 | 1 | 15 | 1.5 | 22.5 |
| **2018 TOTAL** | 300 |  | 90,015 |  | 22,523 |
| **2019 TOTAL** | 300 |  | 90,015 | 0.208 | 18,772.5 |
| **2020 TOTAL** | 300 |  | 76,515 |  | 15,934.5 |
| **3-year TOTAL** | **900** |  |  |  | **57,230** |

1 Total Sample = Num. of Reporting Units x Completes per Reporting Unit

QHP Enrollee Survey Estimated Burden Costs

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Source** | **Number of Respondents** | **Total Burden Hours** | **Average Hourly Wage Rate** | **Total Cost Burden** |
| 2020 Survey Respondents | 76,500 | 15,912 | $26.00 | $413,712.00 . |
| 2020 Survey Vendors | 15 | 22.5 | $31.24 | $702.90 |
| **2018 TOTAL** | 90,015 | 22,523 |  | $585,702.90 |
| **2019 TOTAL** | 90,015 | 18,772.5 |  | $488,202.90 |
| **2020 TOTAL** | 76,515 | 15,934.5 |  | $414,414.90 |
| **3-Year TOTAL** | **256,530** | **57,207.5** |  | **$1,488,320.7** |

1. COVID-19 Marketplace Quality Initiatives memo available at https://www.cms.gov/files/document/covid-qrs-and-marketplace-quality-initiatives-memo-final.pdf [↑](#footnote-ref-2)
2. The ICR renewal is currently in process; the 60 day Federal Register Notice posted on March 24, 2020 at https://www.federalregister.gov/documents/2020/03/24/2020-06077/agency-information-collection-activities-proposed-collection-comment-request [↑](#footnote-ref-3)
3. We recommend 85% of the original annual estimates because in 2019, 20% of completed responses came from the telephone survey and 60% of reporting units had some telephone fielding prior to April 18th. [↑](#footnote-ref-4)