

Crosswalk of Changes to the Qualified Health Plan Enrollee Survey (OMB Control Number: 0938-1221)

The following table contains the list of changes to the QHP Enrollee Survey.

Question # or Section Title	Action to be Performed	Reason for Change
17	<p>New question added:</p> <p><i>In the last 6 months, how often did you need medical care but could not get it because of a public health emergency (such as the coronavirus outbreak)? Do not include dental care.</i></p>	<p>CMS developed this question to collect data on care delayed due to concerns about public health emergencies. This question uses the same response scale as existing survey questions regarding delaying care due to cost (i.e., Never, Sometimes, Usually, Always or Not Applicable).</p>
“Your Health Care in the Last 6 Months” Section	<p>Revised instructions:</p> <p><i>These questions ask about your own health care. This includes care you got in a clinic, emergency room, doctor’s office, by telephone, or by video appointments. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits. Please answer the questions based on your experience with the health plan you had from July through December 2020.</i></p>	<p>To capture the increase use of telehealth due to the pandemic¹, CMS updated the instructions to clarify that health care visits includes in-person as well as telephone or video appointments.</p>
21	<p>New question added:</p> <p><i>In the last 6 months, did your personal doctor offer telephone or video appointments, so that you did not need to physically visit their office or facility?</i></p>	<p>CMS added this question to collect information regarding Exchange enrollees’ access to telehealth care. This question is currently included in the Medicare Current Beneficiary Survey (MCBS) COVID-19 Rapid Response Supplement Questionnaire, which CMS is currently field testing². CMS modified the question into past tense and references the survey’s six-month lookback period.</p>

¹ <https://www.cdc.gov/coronavirus/2019-ncov/hcp/telehealth.html>

² OMB No. 0938-1275 expiration 05/31/2021

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22	Added instructions to include telehealth: <i>“include in-person, telephone, or video appointments”</i>	This question pertains to enrollee’s experiences with their health care providers and adding this clarification ensures both in-person and telehealth appointments experiences are captured in the QHP Enrollee Survey.
23	Added instructions to include telehealth: <i>“include in-person, telephone, or video appointments”</i>	This question pertains to enrollee’s experiences with their health care providers and adding this clarification ensures both in-person and telehealth appointments experiences are captured in the QHP Enrollee Survey.
24	Added instructions to include telehealth: <i>“include in-person, telephone, or video appointments”</i>	This question pertains to enrollee’s experiences with their health care providers and adding this clarification ensures both in-person and telehealth appointments experiences are captured in the QHP Enrollee Survey.
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26	Added instructions to include telehealth: <i>“include in-person, telephone, or video appointments”</i>	This question pertains to enrollee’s experiences with their health care providers and adding this clarification ensures both in-person and telehealth appointments experiences are captured in the QHP Enrollee Survey.
27	Added instructions to include telehealth: <i>“include in-person, telephone, or video appointments”</i>	This question pertains to enrollee’s experiences with their health care providers and adding this clarification ensures both in-person and telehealth appointments experiences are captured in the QHP Enrollee Survey.
“Your Personal Doctor” Section	Added “or talk to” to the definition of a personal doctor: <i>“These questions ask about your personal doctor. A personal doctor is the one you would see or talk to if you need a check-up, want advice about a</i>	To capture the increase use of telehealth due to the pandemic, CMS updated the definition of a personal doctor to include care received in-person, by telephone or by video appointments.

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	<i>health problem, or get sick or hurt. Please answer the questions based on your experience with the health plan you had from July through December 2020.”</i>	
28	Added instructions to include telehealth: <i>“include in-person, telephone, or video appointments”</i>	This question pertains to enrollee’s experiences with their health care providers and adding this clarification ensures both in-person and telehealth appointments experiences are captured in the QHP Enrollee Survey.
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“Getting Health Care from Specialists”	Revised instructions: <i>Specialists are doctors like surgeons, heart doctors, allergy doctors, skin doctors, and other doctors who specialize in one area of health care.</i> <i>When you answer the next questions, include care you got in a clinic, emergency room, doctor’s office, by telephone, or by video appointments. Do not include dental visits or care you got when you stayed overnight in a hospital.</i>	To capture the increase use of telehealth due to the pandemic, CMS updated the instructions to clarify that health care visits includes in-person as well as telephone or video appointments.
41	Added instructions to include telehealth:	This question pertains to enrollee’s experiences with their health care providers and adding this clarification ensures both in-person and

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	<i>"include in-person, telephone, or video appointments"</i>	telehealth appointments experiences are captured in the QHP Enrollee Survey.
42	Added instructions to include telehealth: <i>"include in-person, telephone, or video appointments"</i>	This question pertains to enrollee's experiences with their health care providers and adding this clarification ensures both in-person and telehealth appointments experiences are captured in the QHP Enrollee Survey.