

REQUEST FOR INFORMATION (RFI)



State of Alaska
Department of Health
Division of Senior and Disability Services

RFI Number: 27-002

Amendment Two

Date: August 6, 2026

COMMUNITY ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS (CAHPS) FOR CMS QUALITY MEASURE SET REQUIREMENTS – QUESTIONS AND ANSWERS

This amendment is to answer questions submitted by potential respondents to this RFI:

Question 1: Does SDS expect the vendor to use the standard questionnaire, “CAHPS Home- and Community-Based Services Survey” Version 1.0, Adult, English, only?

Answer: *Yes. At this time SDS expects the vendor to use the standard questionnaire to meet the 2028 HCBS Quality Measure Set requirements.*

Question 2: Will SDS require the vendor to use the supplemental employment module, “CAHPS Home- and Community-Based Services Survey: Supplemental Employment Module” Version 1.0, Adult, English?

Answer: *At this time, the use of any supplemental survey modules has yet to be determined.*

Question 3: Will SDS provide the vendor with ongoing participant information updates (such as address changes, deaths, and new eligible members) during fielding?

Answer: *Yes. Once the contract is awarded and system security standards are met, SDS will provide the vendor with the names and contact information for the Alaskan adults who are eligible to participate in the survey.*

Question 4: Does SDS require advanced letters to be mailed to participants before survey fielding?

Answer: *Yes. SDS will require advanced letters to be mailed to participants before survey fielding.*

Question 5: Will the vendor be responsible for printing and mailing advanced letters?

Answer: *Yes. The vendor will be responsible for printing and mailing the advanced letters.*

Question 6: Does SDS have a preference for whether the HCBS CAHPS survey is conducted in person or via telephone?

Answer: *SDS does not have a preference as long as the parameters that govern the standardized survey protocols are met.*

Question 7: How many contact attempts will SDS require for each survey participant?

Answer: *SDS expects that there will be at a maximum three contact attempts per participant.*

Question 8: Does SDS expect the vendor to make evening and weekend calls?

Answer: *It will be up to the vendor's discretion to determine whether to make evening and weekend contacts in order yield maximum survey participation.*

Question 9: What is the required calling window (example 8 a.m. – 5 p.m. Alaska time)?

Answer: *It will be up to the vendor's discretion to determine the calling window in order yield maximum survey participation.*

Question 10: Does SDS expect the vendor to use the “CAHPS Home- and Community-Based Services Survey” Version 1.0, Adult, Spanish questionnaire?

Answer: *Currently, SDS does not expect the vendor to use the version of the questionnaire in Spanish.*

Question 11: Does SDS require the vendor to calculate CMS Quality Measures?

Answer: *Yes. SDS will require that the vendor calculates the CMS Quality Measures related to the CAHPS survey.*

Question 12: What CMS Quality Measure Set deliverables are ***expected*** (e.g., Raw data, Measure calculations, CMS submission files, State summary report, etc.)?

Answer: *The exact set of deliverables expected has yet to be determined but SDS expects that all of the above listed items will be included as deliverables.*

End of Amendment 2