

Development of an Enrollee Satisfaction Survey System for use in the Exchange Technical Expert Panel (TEP) Membership List

Project Title: Development of an Enrollee Satisfaction Survey System for use in the Exchange

Project Overview:

The Centers for Medicare & Medicaid Services (CMS) contracted the American Institutes for Research (AIR) to develop an Enrollee Satisfaction Survey System for use in the Exchange. The contract name is Development of an Enrollee Satisfaction Survey System for use in the Exchange. The contract number is 75FCMC18D0027. As part of its measure development process, AIR convenes groups of stakeholders and experts who contribute direction and thoughtful input to the measure developer during measure development and maintenance. The TEP is a collaborative advisory body of approximately 21 individuals who represent a broad range of technical experts and stakeholders, including Exchange administrators, health plan representatives, consumers, consumer advocates, quality measurement experts, state officials, and federal agencies. The objective of the TEP is to advise CMS on the QHP Enrollee Survey implementation by providing input on topics such as survey refinement and improving access and response among consumer populations.

Technical Expert Panel (TEP) Membership

We have selected these individuals and they have agreed to serve as the TEP for this project:

Name, Credentials, Professional Role	Organizational Affiliation, City, State	Consumer/ Patient/ Family/ Caregiver Perspective	Clinical Content	Performance Measurement	Coding and Informatics	Conflict of Interest Disclosure
Adrianna McIntyre, PhD, MPP, MPH, Assistant Professor of Health Policy and Politics	Harvard TH Chan School of Public Health, Boston, MA	N/A				None reported
Amy Helwig, MD, MS, Chief Medical Officer	Blue Cross Blue Shield Nebraska, Elkhorn, NE	N/A				None reported
Blake Hodges, MS, Senior Consultant	Kaiser Foundation Health Plan, Denver, CO	N/A				Manages several of the Health Plan CAHPS surveys, including commercial CAHPS
Clint Reecer, MBA, Director of Marketing	BeWell New Mexico, Albuquerque, NM	N/A				None reported
Elisabeth Benjamin, MSPH, JD, Vice President of Health Initiatives	Community Service Society, New York, NY	Consumer Advocate/Navigator for SBE				None reported
Emily James	Los Angeles, CA	Consumer				None reported
Eric Ellsworth, MS, MBA, Director, Health Policy and Innovation	Checkbook Health, Washington, DC	Consumer Advocate				As a CAHPS vendor, we receive compensation from insurers. We also are paid by a number of State Based Marketplaces for Plan Shopping Tools. We have also been paid by some state Medicaid agencies and

Name, Credentials, Professional Role	Organizational Affiliation, City, State	Consumer/ Patient/ Family/ Caregiver Perspective	Clinical Content	Performance Measurement	Coding and Informatics	Conflict of Interest Disclosure
						Depts of Insurance for research work. Most of our CAHPS work is for public reporting by NCQA.
Erin O'Rourke, BS, Executive Director of Clinical Performance and Transformation	America's Health Insurance Plans, Washington, DC	N/A				None reported
Itisha Jefferson, BS, Medical Doctorate Candidate	Loyola University, Stritch School of Medicine, Maywood, IL	Consumer, Family Caregiver & Navigator				None reported
Ivan Smith	Miami, FL	Consumer				None reported
Jessica Wronski, MBA, Customer Experience (CX) Measurement & Improvement	Point32Health, Stoughton, MA	N/A				None reported
Keri Setaro, BFA	Montclair, NJ	Consumer				None reported
Kristin Villas, BA, MPA, Senior Policy Analyst	Washington Health Benefit Exchange, Olympia, WA	N/A				None reported
Lauren Jenkins, AS, Licensed Insurance Agent	Native Oklahoma Insurance, Broken Arrow, OK	N/A				None reported
Mark Schlesinger, PhD, Professor of Health Policy	Yale University, New Haven, CT	N/A				None reported

Name, Credentials, Professional Role	Organizational Affiliation, City, State	Consumer/ Patient/ Family/ Caregiver Perspective	Clinical Content	Performance Measurement	Coding and Informatics	Conflict of Interest Disclosure
Noemi Altman, MPA, Research Program Leader	Consumer Reports, New York, NY	Consumer Advocate				None reported
Paloma Luisi, MPH, Director of the Bureau of Quality Measurement & Evaluation	New York State Department of Health, Albany, NY	N/A				None reported
Riley Simmington, Freelance Consultant	Chicago, IL	Consumer				None reported
Shirley Dominguez, Community Engagement Specialist	Epilepsy Alliance, Miami, FL	Consumer/ Navigator				None reported
Silvia Yee, MA, LLB, Senior Staff Attorney	Disability and Rights Education and Defense Fund, Berkeley, CA	Consumer Advocate				None reported
Todd Hughes, BS, MPM, Director, CA Health Interview Survey	UCLA Center for Health Policy Research, Los Angeles, CA	N/A				Yes; employer (UCLA CHPR) receives funding to measure CA marketplace shopping experiences under contract with the California Health Benefits Exchange (Covered CA). As the director of the CA Health Interview

Name, Credentials, Professional Role	Organizational Affiliation, City, State	Consumer/ Patient/ Family/ Caregiver Perspective	Clinical Content	Performance Measurement	Coding and Informatics	Conflict of Interest Disclosure
						Survey (CHIS), also collects measures regarding the shopping experiences for health insurance in the California Marketplace.