

# 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 16 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 diverse 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
Carl Serrato, PhD, Independent Consultant	Health Policy and Consumer Rights, Burlingame, CA	N/A				None reported
William Lehrman, PhD, Social Science Research Analyst	Centers for Medicare & Medicaid Services, Baltimore, MD	N/A				None reported
Victor Caraballo, MD, MBA, Senior Medical Director	Independence Blue Cross, Philadelphia, PA	N/A				1) Employed by Independence Blue Cross; 2) Intellectual Interest: Quality of Care— Independence Blue Cross
Silvia Yee, MA, LLB, Senior Staff Attorney	Disability and Rights Education and Defense Fund, Berkeley, CA	Consumer Advocate				None reported
Linda Brenner, MA, BSN, Director of Quality Measurement and Performance	Point32Health (Tufts Health Plan), Canton, MA	N/A				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
Keri Setaro, BFA	Montclair, NJ	Consumer				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
Blake Hodges, MS, Senior Consultant	Kaiser Foundation Health Plan, Denver, CO	N/A				1) Manages several of the Health Plan CAHPS surveys, including commercial CAHPS
Kellan Baker, PhD, Executive Director and Chief Learning Officer	Whitman-Walker Institute, Washington, DC	N/A				None reported
Jennifer Sullivan, MHS, Director of Health Coverage Access	Center on Budget and Policy Priorities, Washington, DC	Consumer Advocate				None reported
Erin O'Rourke, BS, Executive Director of Clinical Performance and Transformation	America's Health Insurance Plans, Washington, DC	N/A				None reported
Steve Butterfield, MA, Director of State Public Policy	The Leukemia & Lymphoma Society, Rye Brook, NY	Consumer Advocate				None reported
Veronica Locke, MHSA, Process Consultant, Accreditation Governance and Oversight	Health Care Service Corporation, Richardson, TX	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
Itisha Jefferson, BS, Medical Doctorate Candidate	Loyola University, Stritch School of Medicine, Maywood, IL	Consumer and Family Caregiver				None reported
Noemi Altman, MPA, Senior Survey Research Associate	Consumer Reports, New York, NY	Consumer Advocate				None reported
Christine Monahan, JD, Assistant Research Professor	Georgetown Center on Health Insurance Reforms, Washington, DC	N/A				None reported