



2008 State of Wisconsin ETF Health Insurance Satisfaction Study Timing

2008 CAHPS Survey Timeline

Below are targeted dates for the planning, execution, data processing, and reporting of the 2008 State of Wisconsin ETF Health Insurance Satisfaction Study.

Planning and Data Collection Activity	Targeted Completion Dates	Responsibility
Contract Addendum and Initial Discussions for 2008	Early Nov. 2007	ETF & MPI
Review Changes for CAHPS Survey	November/December	ETF & MPI
Update Internet and Mail Surveys to Reflect CAHPS Changes	December/Early January	MPI
Estimated Sample Counts and Number of Plans	Week of January 1, 2008	ETF
Drafts of Internet and Mail Surveys	Week of January 7	MPI
Draft of Pre-notification Letter	Week of January 7	MPI
Sample Preparation	Week of February 4	MPI
Approval of Internet and Mail Surveys	February 8	ETF
Approval of Pre-notification Letter	February 8	ETF
Sample Delivery	Week of February 11	ETF
Programming of Internet and Production of Mail Surveys	2/11 through 2/13	MPI
Approval of Sample Selection (e.g., counts by plan for Replicate 1)	Week of February 11	ETF
Internet Survey Test and SPAM Blocking	2/14 through 2/22 (MPI and Sonya) (Buddies Test 2/17)	MPI & ETF
Internet Survey Approval	Feb 2/22	MPI & ETF
Send Email and Pre-notification Letters to Replicate 1	Feb 25	MPI



*2008 State of Wisconsin ETF Health Insurance
Satisfaction Study Timing*

Planning and Data Collection Activity	Targeted Completion Dates	Responsibility
Send email reminder #1	Feb 28	MPI
Send email reminder #2	Mar 4	MPI
Finalize mail survey amount / Prepare mailing database	Mar 7	MPI
Send Mail Surveys to Non- responders of Replicate 1	Mar 20	MPI
Sample Planning/Approval of Sample for Replicate 2	April 7	MPI & ETF
Send Email Invitation to Replicate 2	April 8	MPI
Send Pre-notification Letter to Replicate 2	Week of April 14	MPI
Send Email Reminder #1	April 11	MPI
Send Email Reminder #2	April 16	MPI
Pull Sample for Mail Survey	April 28	MPI
Send Mail Surveys to Non- responders of Replicate 2	May 9	MPI
Sample Planning/Approval of Sample for Replicate 3 (if needed)	May 19	MPI & ETF
Send Email Invitation to Replicate 3	May 20	MPI
Send email reminder #1	May 23	
Survey Cut-off	TBD	MPI
Data Processing Begins	TBD	MPI
Open End Final Verbatim File--Compiled	TBD	MPI

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Data Processing and Reporting Activity	Targeted Completion Dates	Responsibility
Statistical Adjustment Determination	Week of May 26	MPI & ETF
Final SAS/SPSS files	Week of May 26	MPI
First Draft of Report Cards populated with survey data	Week of June 2	MPI
Approval of Report Cards	Week of June 23	ETF
Determination of Any Plans Being Eliminated	TBD	ETF
Draft of Individual Health Plan Report Template	Week of September 15	MPI
Approval of Individual Health Plan Report Template	Week of September 22	ETF
Delivery of Individual Health Plan Reports	Week of October 20	MPI

Note: Verbatim files will be delivered upon request, as needed.