

## How to Switch Survey Vendors

Practices have the option of switching survey vendors or keeping the same survey vendor each year. If your practice will continue to use the same survey vendor that was used to administer the PEC Survey in prior performance years, you do not need to update the online vendor authorization form. However, you must update the online vendor authorization form if either of the following apply:

- Your practice is participating in the PCF PEC Survey for the first time; or
- Your practice is switching to a different survey vendor to administer the PCF PEC Survey.

Practices that decide to switch vendors must contact both vendors directly to notify them of their decision. Practices must have a Business Associate Agreement in place with their new vendor before a sample file can be sent to the new vendor.

**Note: If a practice site decides to switch vendors, they may do so during the open authorization period (March-June) each year. To switch vendors, the practice should edit their Survey Vendor Authorization on the [PCF PECS web portal](#) by selecting the new vendor's name and the survey year this new vendor is authorized to collect and submit data for the practice site. Changes will not be accepted after the deadline has passed and sampling has begun.**

If you would like to switch survey vendors or have authorized the wrong vendor by mistake, you will need to first delete your existing authorization before authorizing a new vendor. You can delete an existing survey vendor authorization by following the steps below.

1. Under the “Practice Site” tab, navigate to “Vendor Authorization” and “Delete an Authorization.”

The screenshot shows the PCF PECS web portal interface. At the top, there is a navigation bar with tabs: Home, RTI, Dashboard, General Information, Practice Sites, Vendors, Survey and Protocols, Training, and Data Submission. The 'Practice Sites' tab is selected, and a dropdown menu is open, showing options: Practice Site ID Registration, Registered Practice Site ID Report, Manage Users, Vendor Authorization, and Submit a Business Associate Agreement. The 'Vendor Authorization' option is highlighted, and its dropdown menu is also open, showing options: Start an Authorization, Delete an Authorization (circled in red), and Authorization Report. The main content area displays a welcome message and a 'Quick Links' section with various links like 'Frequently Asked Questions (FAQs)', 'Submitting Quality Assurance Plan', etc.

2. Use the check box to delete the vendor authorization for selected practice sites.

**Primary Care First Patient Experience of Care Survey (PECS) (CAHPS® with supplemental items)**  
The official website for news and information about the PCF PEC Survey

Practice Sites / Vendor Authorization / Delete an Authorization ← Back

### Delete an Authorization

Please use this page to correct errors made to an existing vendor authorization (i.e. correcting a start date or a mistakenly authorized vendor). Do NOT use this page if you are intending to change/switch to a new vendor for a different calendar year quarter.

**Select Practice Site**  
In this step, check the box by each practice site to which this authorization or change applies. Click the box in the top row of the grid if this action applies to all of the practice sites listed in the grid.

<input type="checkbox"/>	Practice Site ID	Practice Name	Current Authorized Vendor	Current Start Period
<input type="checkbox"/>	ZZ9907	Good Health	Alicia's Vendor, LLC	PY2021 Survey

Delete Checked Authorizations

3. Authorize a new vendor. If needed, you can find instructions for this process in the Quick Link [“How to Authorize a Survey Vendor”](#).