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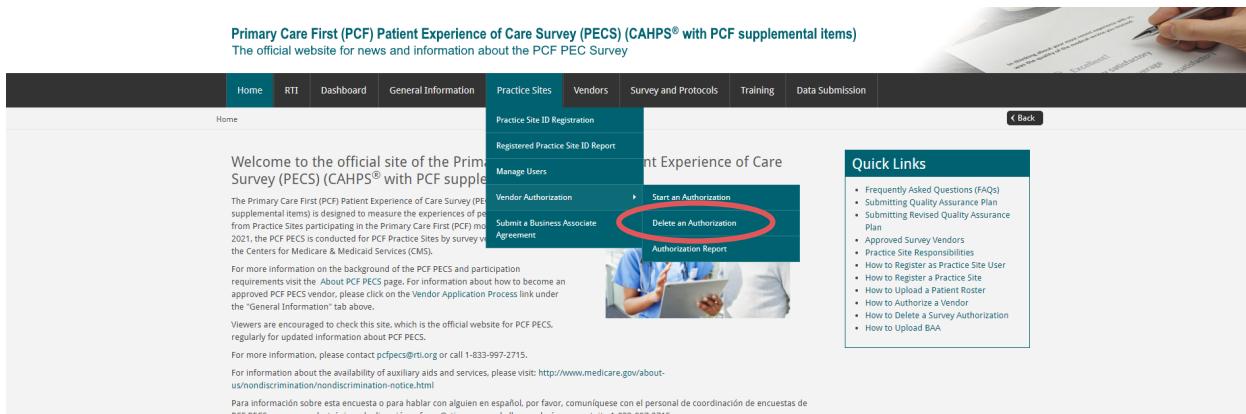
- Your practice is participating in the PCF PEC Survey for the first time; or
- Your practice is switching to a different survey vendor to administer the PCF PEC Survey.

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.
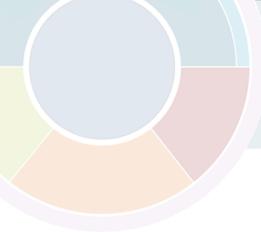
Note: If a practice site decides to switch vendors, they may do so during the open authorization period (March-June) each year. To switch vendors, the practice should edit their Survey Vendor Authorization on the PCF PECS web portal by selecting the new vendor's name and the survey year this new vendor 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."

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

3. Authorize a new vendor. If needed, you can find instructions for this process in the Quick Link "How to Authorize a Survey Vendor".