

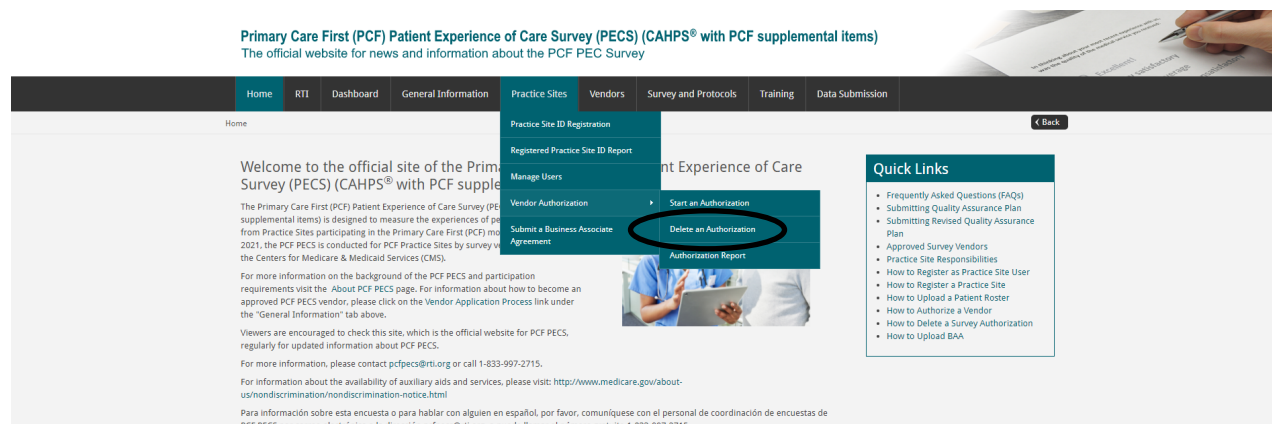
## How to Switch Survey Vendors

Practices have the option of switching survey vendors or keeping the same survey vendor each year. If a practice chooses to keep the same survey vendor, they do not need to make any changes to their vendor authorization. *Once authorization is submitted, it remains valid for the duration of the model, unless the practice site terminates the authorization.*

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: CMS does not recommend switching survey vendors once data collection has begun. Practices who switch vendors during data collection will have a truncated data collection timeline compared to other practices in the PCF Model. A new vendor may not be able to meet established PECS deadlines with a truncated data collection timeline and the practice risks a 0 PECS score, failing the Quality Gateway, and negative implications to Performance-Based Adjustment (PBA) for the Performance Year. CMS recommends practices make all final vendor selections before sample is released (typically in September each year) or after survey vendors have submitted data (typically in late January each year).**

If you have authorized the wrong vendor by mistake, or you would like to switch survey vendors, 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.



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

Home RTI Dashboard General Information Practice Sites Vendors Survey and Protocols Training Data Submission

Welcome to the official site of the Primary Care First (PCF) Patient Experience of Care Survey (PECS) (CAHPS® with PCF supplemental items)

The Primary Care First (PCF) Patient Experience of Care Survey (PECS) (CAHPS® with PCF supplemental items) is designed to measure the experiences of patients from Practice Sites participating in the Primary Care First (PCF) model. In 2021, the PCF PECS is conducted for PCF Practice Sites by surveying the Centers for Medicare & Medicaid Services (CMS).

For more information on the background of the PCF PECS and participation requirements visit the [About PCF PECS](#) page. For information about how to become an approved PCF PECS vendor, please click on the [Vendor Application Process](#) link under the "General Information" tab above.

Viewers are encouraged to check this site, which is the official website for PCF PECS, regularly for updated information about PCF PECS.

For more information, please contact [pcfpecs@rti.org](mailto:pcfpecs@rti.org) or call 1-833-997-2715.

For information about the availability of auxiliary aids and services, please visit: <http://www.medicare.gov/about-us/nondiscrimination/nondiscrimination-notice.html>

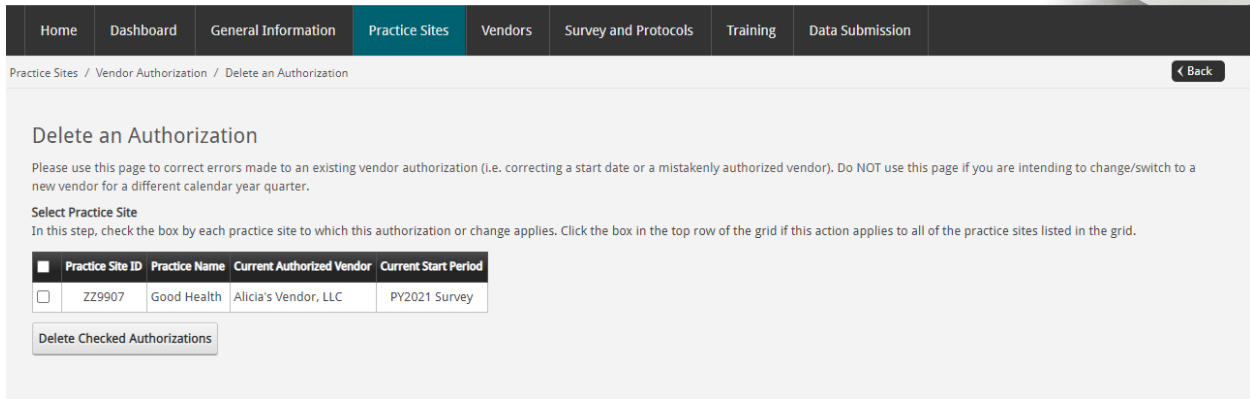
Para información sobre esta encuesta o para hablar con alguien en español, por favor, comuníquese con el personal de coordinación de encuestas de PCF PECS o por correo electrónico a la dirección [pcfpecs@rti.org](mailto:pcfpecs@rti.org) o puede llamar al número gratuito 1-833-997-2715.

Quick Links

- Frequently Asked Questions (FAQs)
- Submitting Quality Assurance Plan
- Submitting Revised Quality Assurance Plan
- Approved Survey Vendors
- Practice Site Responsibilities
- How to Register as Practice Site User
- How to Register a Practice Site
- How to Upload a Patient Roster
- How to Authorize a Vendor
- How to Delete a Survey Authorization
- How to Upload BAA

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

**Primary Care First Patient Experience of Care Survey (PECS) (CAHPS® with supplemental items)**  
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Home Dashboard General Information Practice Sites Vendors Survey and Protocols Training Data Submission

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

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](#)".