



January
2025

PCF PEC Survey Semiannual Newsletter

Message from the PCF PEC Survey Team

Welcome to the January 2025 issue of the Primary Care First (PCF) Patient Experience of Care (PEC) Survey Newsletter! These newsletters are posted on the PCF PEC Survey website under the General Information Tab. Please visit the PCF PEC Survey website for more information on the items mentioned in this newsletter: <https://pcfpecs.org>

Thank You for Submitting Performance Year (PY) 2024 Final Data

The deadline to submit the final data file for PY 2024 PCF PEC Survey data collection was January 17, 2025. CMS extends its gratitude to vendors for submitting their final data file in a timely manner.

As a reminder, the deadline for submitting interviewer monitoring documentation is January 31, 2025, at 7:59 p.m. Eastern Time. Vendors must submit documentation confirming they have met the 10% monitoring requirement over the course of the PY 2024 PCF PEC Survey data collection. Refer to Section 5.6.9 of the [Quality Assurance Guidelines](#) (QAG) for more information on interviewer monitoring documentation requirements, and this quick link for instructions on [how to submit your documentation](#).

Requirements for PY 2024 Vendor Client Reports

CMS-calculated results for the PCF PEC Survey and the practice-level report CMS disseminates are the official survey results. Survey vendors do not have sufficient information to replicate CMS scoring. For the vendor-supplied PEC Survey reports, vendors MUST:

- Include a statement that vendor results are not official CMS results and are for the practice's internal quality improvement purposes only. The statement must appear in a minimum 14-point font size.
- Suppress any display of data that includes cell sizes with fewer than 11 observations.
- Obtain CMS approval to append data from the sample file to the survey data.

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- Refrain from providing practices with patient-identifying information. Respondent names cannot be shared with practices, even if requested by respondents.

Survey vendors should contact the PCF PEC Survey team for additional guidance if they are not clear as to whether certain types of survey response data can be shared with a PCF practice site.

CMS recommends vendors wait until their final data submission is accepted before sending survey reports. This ensures sufficient time for PEC Survey team review. To aid practices in understanding their vendor reports, vendors are encouraged to include contextual language, such as:

- Official PCF PEC Survey Supplemental Reports will be released by CMS in Quarter 2.
- There is no required minimum response rate for scoring.
- The PY 2024 PEC Survey benchmark will be announced in spring 2025.

Vendors should direct practices to PCF Support with any questions about PEC scoring, the official CMS PEC Survey Supplemental Report, or the PCF Model.

Closeout Reminders for Cohort 1 Practices

PCF Model participation for Cohort 1 practices ends on December 31, 2025, and these practices will not participate in the PCF PEC Survey in PY 2025. No additional practice actions, such as submitting a patient roster or authorizing a vendor, are required. The PCF PEC Survey team will provide approved survey vendors with a list of Cohort 1 practices who will not participate in the PY 2025 PEC Survey data collection.

Survey vendors should have submitted PY 2024 data for Cohort 1 practices in January 2025, after the completion of data collection. Please encourage your practice clients to review their Data Submission Report before they lose access to their dashboard on March 3, 2025.

Vendors may still provide Cohort 1 practices with client-level reports based on their PY 2024 data. Both Cohort 1 and Cohort 2 practices will receive their PY 2024 PCF PEC Survey Summary Report in June 2025.

Vendor Application Period Opens January 3–31

New vendors seeking approval to administer the PCF PEC Survey in PY 2025 must submit their completed applications by January 31, 2025. Vendors that are currently fully approved do not need to re-apply. Vendor applications will be reviewed by the PCF PEC Survey team and CMS, with conditional approvals

Upcoming Events and Milestones

1/17 – Data Submission Deadline for PY 2024

1/20 – RTI Closed for Martin Luther King Jr. Day

1/31 – Deadline for vendors to submit interviewer monitoring documentation for PY 2024

1/31 – Survey vendor application period closes

3/3–3/7 – “Introduction to PCF PEC Survey Training for Vendors” pre-recorded webinar is available to conditionally approved vendors

3/5 – “Survey Vendor Update Webinar Training” is hosted live for fully approved vendors

3/10 – Vendor Authorization opens to practices

3/13 – Vendor list on PCF PEC Survey website and PCF Connect is updated with conditionally approved vendors

3/28 – Deadline for returning vendors to submit updated QAPs and new vendors to submit QAPs

5/13 – Vendor list on PCF PEC Survey website and PCF Connect is updated with fully approved vendors

6/20 – Vendor Authorization closes to practices

FAQs for Vendors and Practices

Please visit this page to view the list of FAQs for vendors and practices: <https://pcfpecs.org/General-Information/FAQs> ↗

This list will be updated periodically.

announced on February 17. The list of conditionally approved vendors will be posted to the PCF PEC Survey website by March 13. The final list of fully approved vendors will be announced in May. Practices will be able to authorize vendors from March 10–June 20. Practices will only be able to authorize vendors that are fully approved. A full list of the Minimum Business Requirements for PCF PEC Survey vendors can be found on the PCF PEC Survey website.

For more information on the vendor application process, [visit our website](#).

Now Available: PY 2025 Materials

The updated PY 2025 QAG manual for vendors is now available on the PCF PEC Survey website under the [Survey and Protocols tab](#). Please refer to the “Updates in this Release” table of the QAG for a summary of the new and updated information in the manual.

Highlights include:

- Survey vendors will be required to securely destroy white mail, paper surveys, electronic images of surveys, and keyed data after 3 years of storage.
- The PCF PECS team updated the sample file language variable code to match the XML file and reduce vendors’ level of effort.
- Survey vendors will be required to confirm weekly review of the Survey Vendor Authorization Report and that they have signed Business Associate Agreements (BAAs) and contracts with all practice sites listed on the report.

All PY 2025 survey materials are also available now on the [Survey and Protocols tab](#). No changes were made to the questionnaire for the upcoming year.

Two minor changes to the materials include:

- The number of providers and insurers in the Mailing 1 cover letter and computer-assisted telephone interviewing (CATI) script (English and Spanish).
- Language in the introduction of the CATI script (English and Spanish) and the Sponsor response in the CATI FAQs.

More details on these PY 2025 requirements can be found in the QAG and will be discussed during the Survey Vendor Update Training Webinar on March 5.

On-Demand Training for Conditionally Approved Vendors Available March 3–7

New vendors, and any new key staff of returning vendors and their subcontractors, must complete the “*Introduction to PCF PEC*

We want to hear from you!

What would you like to see in these newsletters and on the PCF PEC Survey website? What types of resources would be beneficial to survey vendors and your client practice sites?

Please reach out to the PCF PEC Survey team at pcfpecs@rti.org with ideas!

Resources For Vendors

[Quality Assurance Guidelines](#)

[Data Submission Resources](#)

[PCF PEC Newsletters](#)

Quick Links for Vendors

[How to Download Sample Files](#)

[How to Use the Online Validation Tool for Data Submission Files](#)

[How to Upload Interim Data](#)

[How to Add or Update Vendor Point of Contact Information](#)

Resources For Practices

[PCF PEC Survey Fact Sheet for Practices](#)

[Introduction to PCF PEC Survey On-Demand Webinar](#)

[Understanding and Using Your PEC Survey Results On-Demand Webinar](#)

[PCF PEC Survey Reports and Scoring Fact Sheet](#)

[PCF Connect](#)

Survey Training for Vendors.” This self-guided, pre-recorded webinar has been updated for PY 2025. After the self-guided training has been completed, the designated survey administrator of any new vendor must also complete the Training Certification. This certification will also be available on the PCF PEC Survey website from March 3–7.

LIVE Training Webinar for Fully Approved, Returning Survey Vendors Is March 5

Fully approved vendors are required to attend the update training webinar so they can review lessons learned in PY 2024 and be briefed on the updated [QAG for PY 2025](#). This webinar will be hosted LIVE, so be sure that all appropriate staff members are in attendance. There is no certification requirement for the PCF PEC Survey Vendor Update Training.

Quality Assurance Plans Due March 2025

The Quality Assurance Plan (QAP) is a comprehensive working document that is developed, and periodically revised, by survey vendors to document their administration procedures for the PCF PEC Survey. Vendors should use the QAP as a training tool for project staff and subcontractors. The submission and approval of a QAP is a component in the process through which vendors attain fully approved status. Only fully approved vendors may be authorized by PCF practices, and only fully approved vendors may conduct the PCF PEC Survey.

Returning vendors should submit updated versions of their QAPs with tracked changes, and new vendors should submit a QAP, by March 28.

CMS evaluates the QAPs to determine whether they demonstrate vendor compliance with all protocols for implementation and quality control/assurance. If a QAP lacks sufficient detail to confirm this, CMS will explain the deficiency to the vendor and give the vendor a date by which a revised QAP must be submitted. The vendor will be required to correct the identified issue and resubmit.

Please refer to these quick links for detailed instructions on how to [submit a QAP](#), or [submit a revised QAP](#).

Vendor Authorization Window Open for Practices March 10–June 20

Practices will be able to authorize a vendor for the PCF PEC Survey from March 10–June 20.

If a practice will continue to use the same survey vendor that was used to administer the PY 2024 PEC Survey, they do not need to update the online vendor authorization form. However, a practice must update the online vendor authorization form if either of the following apply:

Quick Links for Practices

[Practice Site Responsibilities](#)

PCF Support

Please direct your practices to PCF Support (PCF@Telligen.com or 1-888-517-7753) when they have questions about the PCF Model, patient rosters, PEC Survey reports, payment, and technical assistance inquiries for the PCF PEC Survey website, such as authorizing their vendor.

- A practice is participating in the PCF PEC Survey for the first time in PY 2025.
- A practice is switching to a different survey vendor to administer the PY 2025 PCF PEC Survey.

As in previous years, vendors will still be required to review and confirm their authorization report via email to the PCF PEC Survey team in writing on a weekly basis during the Vendor Authorization window. For PY 2025, vendors will also be required to confirm that they have signed BAAs and contracts with all practice sites listed in the report. **It is the responsibility of the vendor to reach out to practices who have not completed their authorization, contract, and/or BAA.** CMS can only provide sample to the survey vendor for practices that have a signed BAA with and have authorized their survey vendor. Sample files for the PY 2025 PCF PEC Survey will be available to vendors on September 9.

PY 2025 Data Collection Timeline

Activity	Start Date	End Date
Teaser postcard mailing	09/22/25	09/26/25
Help Desk open	09/23/25	12/16/25
1st questionnaire mailing	09/29/25	10/03/25
Reminder/thank you postcard mailing	10/06/25	10/10/25
2nd questionnaire mailing	10/27/25	10/31/25
Initiate telephone follow-up by CATI to nonrespondents to mail (1st attempt must occur during this time)	11/17/25	11/23/25
Conduct additional telephone follow-up* of nonrespondents to mail	11/24/25	12/16/25
PY 2025 PEC Survey data collection closes	12/16/25	12/16/25

* Survey vendors have the option to suspend CATI interviews during 11/28–11/29 because of the Thanksgiving holiday. Suspending calls isn't a requirement.

[View the full PY 2025 timeline here](#) .

Do you have any questions?

Email us at pcfpecs@rti.org or call 1-833-997-2715

Visit the PCF PEC Survey website at

<https://pcfpecs.org> .

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