



January
2022

PCF PEC Survey Semiannual Newsletter

Message from the PCF PEC Survey Team

Welcome to the January 2022 issue of the Primary Care First Patient Experience of Care (PCF 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/>

REMINDER: Final Data submission for Performance Year 2021 due January 18

The final deadline to submit data for Performance Year 2021 is January 18. Data files are not accepted unless they pass all validation checks. For this reason, **RTI recommends submitting files at least two days before the deadline** to ensure that all files are accepted. CMS will not accept any data files for the final submission received after 7:59 PM Eastern Time on January 18.

Please keep in mind that this deadline follows a holiday closure for RTI staff for Martin Luther King Day, so contact the PCF PEC Survey Team with any questions well in advance of the deadline.

REMINDER: Vendor applications are due by February 4th

All new vendors seeking approval to administer the PCF PEC Survey in 2022 must submit their completed applications by February 4. PCF has enrolled 2,268 additional practices for PY 2022 that will need to authorize vendors.

Vendor applications will be reviewed by the PCF PEC Survey Team and CMS. Vendors will be notified of conditional approval on February 17. The list of conditionally approved vendors will be posted to the PCF PEC Survey website by March 18. The final list of fully approved vendors will be announced in May. Practices will be able to authorize vendors from March 21- June 30, 2022. 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 [in this document](#).

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


January 2022 | Issue 3

In This Issue

- [REMINDER: Final Data submission for Performance Year 2021 due January 18](#)
- [REMINDER: Vendor applications are due by February 4th](#)
- [Recent Updates](#)
- ["Introduction to PCF PEC Survey Training for Vendors" Webinar is now pre-recorded for conditionally approved vendors](#)
- ["Survey Vendor Update Training" Webinar will be hosted LIVE on March 9 for fully approved vendors](#)
- [Quality Assurance Plans due March 2022](#)
- [Vendor Authorization Window Open for Practices March 21- June 30, 2022](#)
- [Resources for Practices](#)

Recent Updates

Updated Quality Assurance Guidelines for Performance Year 2022 available on PCF PEC Survey Web Portal

The updated Quality Assurance Guidelines manual for vendors is now available on the PCF PEC Survey website under the [“Survey and Protocols”](#)  tab.

Please refer to Exhibit 2-1 of the Quality Assurance Guidelines for a summary of the new and updated information in the manual.

Any questions about these guidelines or survey protocols should be directed to the PCF PEC Survey Team via the Vendor Technical Assistance email, pcfpecs@rti.org, or via phone, 1-833-997-2715.

PY22 Survey Materials Now Available on PCF PEC Survey Web Portal

The PCF PEC Survey materials for Performance Year 2022 are now available on the web portal. No changes were made to the survey protocol for the upcoming year.

The survey questionnaire has been updated to CG CAHPS Version 3.1 to include telehealth intro language in Q1 & Q2; all other questions on the survey remain the same. Minor updates have been made to other survey materials.

Please review Exhibit 2-1 in the QAG for more information about updates to materials for Performance Year 2022.

“Introduction to PCF PEC Survey Training for Vendors” Webinar is now pre-recorded for conditionally approved vendors

New vendors will complete the “Introduction to PCF PEC Survey Training for Vendors” as a self-guided, pre-recorded webinar for Performance Year 2022. This has been updated since Performance Year 2021, when the introductory training was presented as a live webinar.

The recording will be available on the PCF PEC Survey website from 3/7-3/11.

After the self-guided training has been completed, vendors must also complete the Training Certification. This certification will also be available on the website from 3/7-3/11.

Upcoming Events and Milestones

1/17—RTI Offices are closed for Martin Luther King Day

1/18 — Data submission deadline for PY21

1/31 — Deadline for vendors to submit interviewer monitoring documentation for PY21

2/4 — Survey vendor application period closes

3/7-3/11 — “Introduction to PCF PEC Survey Training for Vendors” pre-recorded webinar is available to conditionally approved vendors

3/9 — “Survey Vendor Update Webinar Training” is hosted live for fully approved vendors

3/18 – Vendor List on PCF PEC Survey website and PCF Connect is updated with conditionally approved vendors

3/18 — Deadline for returning vendors to submit updated QAPs

3/21 – Vendor authorization open to practices for PY22

3/25 – Deadline for new vendors to submit QAPs

5/19— Vendor list on PCF PEC Survey Website and PCF Connect is updated with fully approved vendors

6/30 — Vendor authorization closes to practices for PY22

“Survey Vendor Update Training” Webinar will be hosted LIVE on March 9 for fully approved vendors

Fully approved vendors are required to attend the update training webinar so they can be briefed on the updated Quality Assurance Guidelines for Performance Year 2022.

This webinar will be hosted LIVE, so be sure that all appropriate staff members are in attendance.

Quality Assurance Plans due March 2022

The Quality Assurance Plan (QAP) is a comprehensive working document that is developed, and periodically revised, by survey vendors for documenting 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 the status of Fully Approved. 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 by March 18, and new vendors should submit a QAP by March 25.

CMS evaluates the QAPs to determine if 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.

For detailed instructions on how to submit a QAP, or resubmit a revised QAP, refer to the quick links on the [PCF PEC Survey web portal](#).

Vendor Authorization Window Open for Practices March 21- June 30, 2022

Practices will be able to authorize a vendor for the PCF PEC Survey from March 21- June 30, 2022. PCF has enrolled 2,268 additional practices for PY 2022 that will need to authorize vendors.

Practices that participated in the PCF PEC Survey in PY21 do not need to reauthorize their vendor but may change vendors during this time if they wish. If a practice site decides to switch vendors, they should edit their Survey Vendor Authorization on the [PCF PEC Survey web portal](#) by selecting the new vendor's name and entering the date this new vendor is authorized to collect and submit data for the practice site.

Please note an important update from the PY21 vendor authorization process: practices will no longer need to submit a copy of their BAA for review. Instead, there will be a box that practices must check to attest to having an executed BAA for the authorization process on the website.

FAQs for vendors and practices

Please see a list of FAQs for vendors and practices:

<https://pcfpecs.org/General-Information/FAQs>

This list will be updated periodically.

Resources for Practices

NEW Practice Participation Overview Webpage

Please direct practices to the new [practice participation overview](#) page on the PCF PEC Survey web portal.

Introduction to PCF PECS On-Demand Webinar

Practices can learn more about the PCF PEC Survey by viewing this [on-demand webinar](#).

Quick Links for Practices

Please direct practices to the following quick links on the PCF PEC Survey website when applicable. There are instructions for:

- [Practice Site Responsibilities](#)
- [How to Register for Practice Login Credentials](#)
- [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 Add a Back-up Practice Administrator](#)

PCF Connect Resources

The following PEC Survey resources are available to practices on [PCF Connect](#):

- Copies of all survey materials, including posters
 - Patient roster resources will be updated for PY22 and communicated via First Edition

Please direct practices to PCF Support with additional questions (PCF@Telligen.com or 1-888-517-7753).

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 PEC Survey website, such as authorizing their vendor.

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!

Do you have any questions?

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

Visit the PEC Survey website at

<https://pcfpecs.org>

Primary Care First
CMS Innovation Center