



January
2023

PCF PEC Survey Semiannual Newsletter

Message from the PCF PEC Survey Team

Welcome to the January 2023 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/>

REMINDER: Final Data submission for Performance Year (PY) 2022 due January 17

The final deadline to submit data for PY 2022 is Tuesday, January 17, 2023. 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 17.

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 3

All new vendors seeking approval to administer the PCF PEC Survey in PY 2023 must submit their completed applications by February 3, 2023. 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. 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 17. The final list of fully approved vendors will be announced in May. Practices will be able to authorize vendors from March 20 - June 30, 2023. 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 at the [PCF PEC Survey web portal](#).

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

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Rules for vendor-supplied PEC Survey reports to practices

CMS-calculated results for 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 be printed in a minimum 14-point font size.
- Suppress any display of data that includes cell sizes with fewer than 11 observations.
- Have CMS approval to append data from the sample file to the survey data.
- Refrain from providing practices with patient identifying information. Respondent names cannot be shared with practices, even if the respondent wishes to do so.

CMS recommends that vendors wait their final data submission has been accepted before sending any survey reports. This allows time for the PEC Survey team to review the data. To aid practices in understanding their vendor reports, it is also recommended that vendors provide contextual language such as:

- Official PCF PEC Survey Supplemental reports will be released from CMS in Q2. There is no required minimum response rate for scoring. Practices are benchmarked against other practices participating in the PCF model. The PEC Survey benchmark is calculated concurrently with annual PCF practice performance and based on PCF practice performance.

Vendors should direct practices to the [PCF PEC Survey fact sheets](#) and to PCF Support with any questions about PEC scoring, the official CMS PEC Survey Supplemental report or the PCF model.

Recent Updates

Updated Quality Assurance Guidelines for PY 2023 available on PCF PEC Survey Web Portal

The updated PY 2023 Quality Assurance Guidelines (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 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.

Upcoming Events and Milestones

1/16—RTI Offices are closed for Martin Luther King Day

1/17 — Data submission deadline for PY 2022

1/31 — Deadline for vendors to submit interviewer monitoring documentation for PY 2023

2/3 — Survey vendor application period closes

3/6-3/10 — “Introduction to PCF PEC Survey Training for Vendors” pre-recorded webinar is available to conditionally approved vendors

3/8 — “Survey Vendor Update Webinar Training” is hosted live for fully approved vendors

3/17 – Vendor List on PCF PEC Survey website and PCF Connect is updated with conditionally approved vendors

3/17 — Deadline for returning vendors to submit updated QAPs

3/20 – Vendor authorization open to practices for PY 2023

3/24 – 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 PY 2023

PY 2023 Survey Materials Now Available on PCF PEC Survey Web Portal

The PCF PEC Survey materials for PY 2023 are now available on the web portal. No changes were made to the survey protocol or questionnaire for the upcoming year.

One major change was made to the PEC Survey mail materials. The DHHS logo and an official CMS signature will be used on the mail materials such as the cover letter and the envelopes. This replaces the vendor logo, vendor signature and survey image from previous years. **This change is expected to bolster survey legitimacy and boost survey response rates for PY 2023.**

The survey materials with DHHS letterhead and CMS signature that will be used on the PCF PEC Survey are not available on the PCF PEC Survey website, nor are they included in the QAG appendices (you may view placeholder versions there instead). The PCF PEC Survey Team will provide Microsoft Word templates with the logo and signature to each approved vendor. Vendors are prohibited from changing the text, letterhead, or signature field.

Please review the QAG for more information about updates to materials for PY 2023.

“Introduction to PCF PEC Survey Training for Vendors” Webinar is available March 6-10 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 PY 2023. The recording will be available on the PCF PEC Survey website from March 6-10.

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 March 6-10.

“Survey Vendor Update Training” Webinar will be hosted LIVE on March 8 for fully approved vendors

Fully approved vendors are required to attend the update training webinar so they can review lessons learned in PY 2022 and be briefed on the updated Quality Assurance Guidelines for PY 2023.

This webinar will be hosted LIVE, so be sure that all appropriate staff members are in attendance. There is no certification requirement.

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.

Vendor Resources

PY 2023 QAG: [Word document](#) & [PDF](#)

[PY 2023 Survey Implementation Timeline](#)

[PY 2022 Survey Implementation Timeline](#)

[PY 2023 Survey Materials](#)

Quick Links for Vendors

- [Submitting Quality Assurance Plan](#)
- [Submitting Revised Quality Assurance Plan](#)
- [How to Download Sample Files](#)
- [How to Use the Online Validation Tool](#)
- [How to Upload Your Interim Data](#)
- [How to Upload Your Final Data](#)
- [How to Upload Interviewer Monitoring Documentation](#)

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?

Quality Assurance Plans due March 2023

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 17, and new vendors should submit a QAP by March 24.

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 20 - June 30

Practices will be able to authorize a vendor for the PCF PEC Survey from March 20 - June 30, 2023. Practices that participated in the PCF PEC Survey in PY 2023 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.

In PY 2022, some practices authorized a survey vendor without first signing a contract. For PY 2023, a pop-up box has been added to the Vendor Authorization page on the PCF PEC Survey web portal. This pop-up will remind practices that they must have a contract in place with their chosen vendor before authorization. Vendors will be required to review and confirm their authorization report via email to the PCF PEC Survey Team on a weekly basis during the Vendor Authorization window.

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

Resources for Practices

NEW PCF PEC Survey Fact Sheet

Please direct practices to the new [PEC Survey Fact sheet](#), available on the PEC Survey website and on PCF Connect. It provides background on the survey, including practice requirements, the survey schedule, patient participation in the survey, the survey instrument, scoring and results reports, and links to PEC Survey webinars and materials.

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,
- PEC Survey requirements,
- payment, and
- technical assistance inquiries for the PEC Survey website, such as authorizing their vendor.

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