

Message from the PCF PEC Survey Team

Welcome to the final 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.

PCF PEC Survey by the Numbers

As the PCF Model comes to a close, we want to highlight the significant metrics and milestones that our survey vendors and practices have achieved through their dedication. Since Performance Year (PY) 2021, 3,079 practices across 26 regions in the United States have participated in the PCF Model. Throughout this time, between five and eight fully approved survey vendors were available to administer the PCF PEC Survey, with four survey vendors conducting data collection for all four performance years.

From PY 2021 to PY 2024, a total of 3,837,111 patients were sampled, and 764,594 patients completed the PEC Survey. The PEC Survey Team also processed 8,594 patient rosters submitted by practices during this period. Strong collaboration and communication between survey vendors and their practice clients played a key role in streamlining the roster submission process.

Notably, PY 2021 had the fewest patients sampled (345,690), and fewest surveys completed (64,333). In contrast, PY 2022 marked the year of most patients sampled (1,309,530) and most surveys completed (250,774).

3,079
Total
Practices

8,594
Total Rosters

3,837,111
Total Sampled
Patients

764,594
Total Survey
Completes

This volume of data collection would not have been possible without our PCF PEC Survey vendors!

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Upcoming Events and Milestones

09/01/25: RTI International closed for Labor Day

09/26/25: Survey Vendor Help Desk closes

12/31/25: PEC Survey website closes

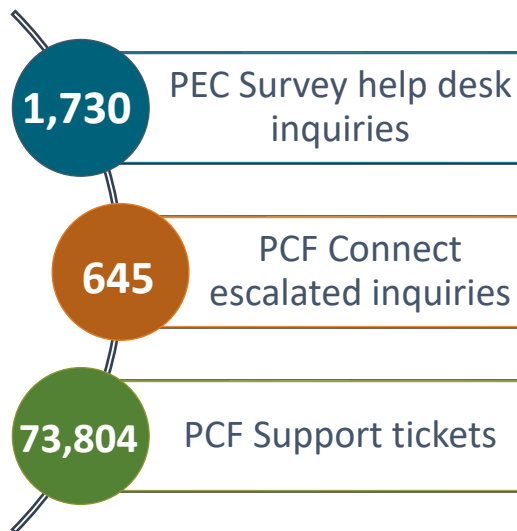
12/31/25: PCF Model end date

02/06/26: PCF Support closes

FAQs for Vendors and Practices

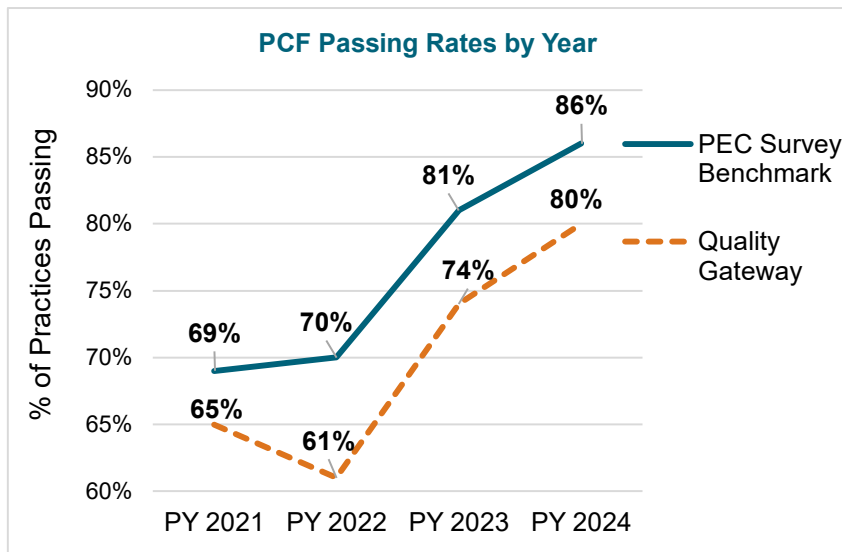
Please visit the list of [FAQs for vendors and practitioners](#) on the PCF PECS website.

This list will be updated periodically.



Over the course of the model, the PEC Survey help desk received 1,730 inquiries from survey vendors, with the most common topic being vendor authorization. On PCF Connect, 645 inquiries were escalated to PCF Support, 12% of which were related to the PEC Survey. Additionally, the PCF Support team resolved 73,804 help desk tickets, and 6,205 (8%) of these tickets

were regarding the PEC Survey. Practices' most common PEC Survey inquiry, accounting for about a third of PEC Survey Support tickets, was about survey vendors, including questions regarding vendor authorization and business associate agreements.



Since PY 2021, the percentage of practices passing the Quality Gateway each performance year has ranged from 61% to 80%. In PY 2024, 1,532 practices, or 86% of all practices, passed the PEC Survey Benchmark. Subsequently, 1,426 practices, or 80% of all practices, passed the Quality Gateway for PY 2024. Each PCF PEC Survey vendor contributed to this achievement by successfully administering the PEC Survey for its practice clients!

The PY 2024 response rate was 21.0%, which is comparable to and 0.3% less than the response rate of the previous year of data collection. In PY 2024, nearly half of PCF practices (48%) saw improved response rates compared with PY 2023. Of those practices, 74% improved their response rates by at least 1 percentage point and 12% saw a response rate gain of 5 percentage points or more.

We want to hear from you!

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

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

Resources for Vendors

- [PY 2024 Survey Materials](#)
- [PCF PEC Newsletters](#)

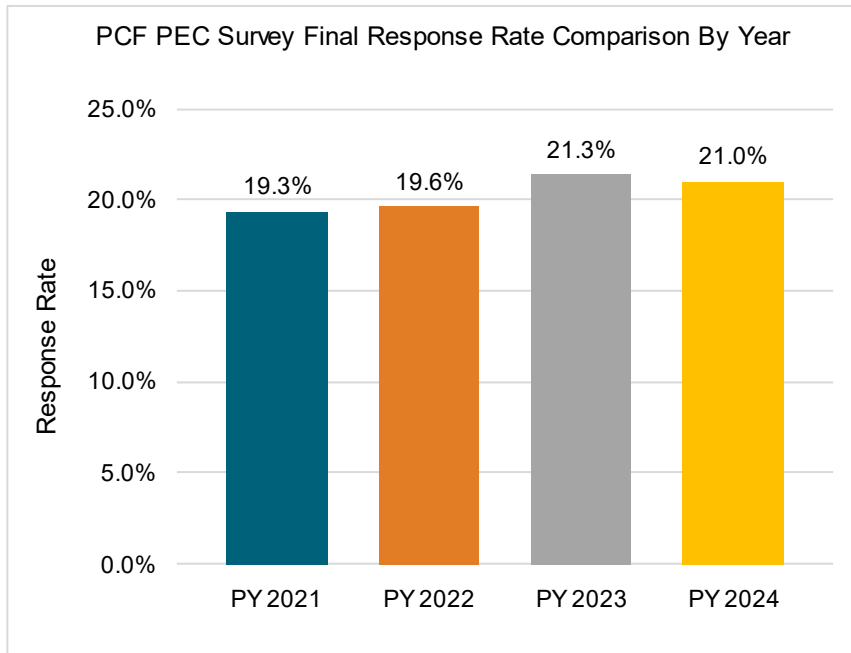
Resources for Practices

- [Introduction to PCF PECS On-Demand Webinar](#)
- [PCF Connect](#)

PCF Support

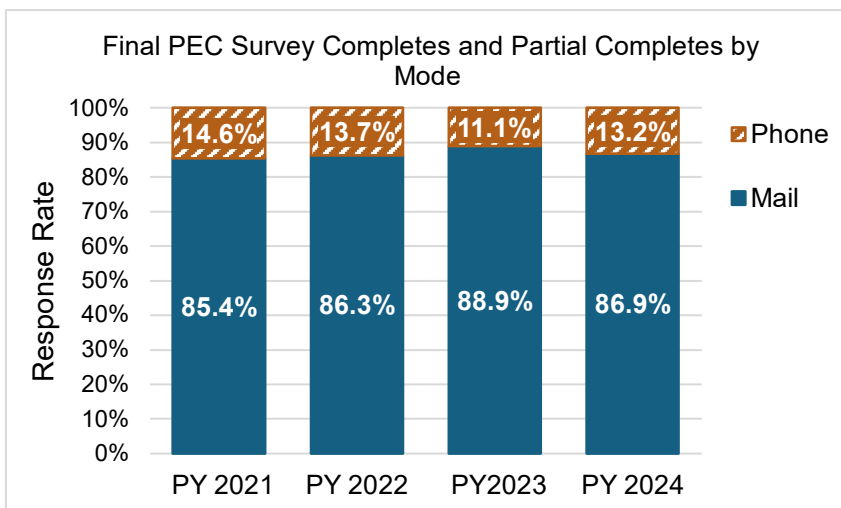
Please direct your practices to PCF Support (PCF@Telligen.com or 1-888-517-7753) when they have questions about the PCF Model, patient rosters, PEC Survey reports, or payment and technical assistance inquiries about the PCF PEC Survey website, such as authorizing their vendor. PCF Support will be open and available to assist practices through February 6, 2026.

Response Rate Trends of the PCF PEC Survey



Mailed questionnaires remained the most common method of response, consistent with other Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys that offer multimode options. Though, PY 2024 saw a greater proportion of respondents completing the survey by phone than in PY 2023—13.2% in PY 2024 versus 11.1% in PY 2023. However, this is still a smaller percentage than PY 2021 and PY 2022 and a small proportion of total survey completes.

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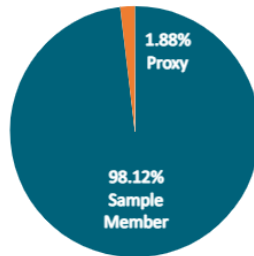


In PY 2024, several factors may have affected survey response rates. 2024 was an election year, which resulted in the sample population being inundated with political calls, mailings, and text messages related to the presidential election. The proliferation of surveys related to the election may have contributed to survey fatigue and greater reluctance to

complete an additional survey among sample members most inundated with calls.

PY 2024 was the first year the PEC Survey team added a statement about proxy respondents to the outgoing survey envelopes. This change was made to increase awareness of the proxy option among populations that tend to have lower-than-average response rates. However, for PY 2024, only 1.88% of all surveys were completed by proxy respondents, with 98.12% completed by the sample members themselves. These percentages are consistent with prior performance years.

PY 2024 Final PEC Survey Response Rate by Respondent Type





Finally, the PEC Survey team continued to increase messaging to practices around patient engagement to support response rates in PY 2024. Rostering tools and materials were refined to address common questions and submission problems seen during PY 2023. More-accurate patient rosters made it more likely for survey vendors to successfully reach patients.

Thank you to our survey vendors who have worked with their PCF practice clients to increase patient awareness of the PEC Survey and for your successful implementation of the survey over the years. The Centers for Medicare & Medicaid Services (CMS) appreciates your efforts to support target response rates on the PCF PEC Survey.

REMINDER: PCF PEC Survey Supplemental Reports Were Released to Practices June 6

The PY 2024 PCF PEC Survey Supplemental Reports were released to practices in the PCF Practice Portal on June 6, 2025. All Cohort 1 and Cohort 2 practices that participated in the PCF PEC Survey received these reports detailing practice performance. In addition to overall PEC Survey summary and domain-level scores for PY 2024, the report presents the practice's performance on each of the individual items in the PY 2024 PCF PEC Survey, as well as the average scores within their region and across all PCF practices.

CMS also provided practices with the following resources to assist in understanding their report:

- The [Understanding and Using Your PEC Survey Results on-demand webinar](#)  provides an overview and discussion of every section of the report and describes how a practice may implement changes based on their results. Please note this video will not be available on YouTube (as in prior years), and the video file must be downloaded from PCF Connect.
- [PCF PEC Survey Reports and Scoring Fact Sheet](#) 

Survey vendors should be prepared to address questions that practice clients have about their survey results, response rates, and vendor-provided reports. They may have questions about how their PCF PEC Survey report results differ from results in a vendor report. Please remind them that vendor results are not official CMS results and are for a

practice's internal quality improvement purposes only. Survey vendors will not have sufficient information to replicate CMS scoring.

Please direct practices with questions about their official PCF PEC Survey Supplemental Report, their scores, and payment to PCF Support via email at PCF@Telligen.com or by phone at 1-888-517-7753.

Model Closeout Reminders

In March 2025, the CMS Innovation Center [announced updates](#) to its model portfolio to better align with its statutory mandate and strategic goals. The Innovation Center regularly evaluates models based on projected savings, quality outcomes, compliance with legal requirements, and operational feasibility.

Following this evaluation, the Center decided to conclude the PCF Model 1 year earlier than originally planned. Consequently, the PCF Model will now end on December 31, 2025, for both Cohort 1 and Cohort 2 participants. As a result of this accelerated timeline, **the PEC Survey for the 2025 performance year was canceled**. PCF practices were no longer required to authorize a survey vendor or submit patient rosters.

In May 2025, all practices and survey vendors lost access to their PCF PEC Survey dashboard, and they are no longer able to log into the PCF PEC Survey website. The PCF PEC Survey website will remain active, and survey vendors will still be able to access publicly available information such as the FAQ pages, announcements, and survey protocols and materials information until the website closes on December 31, 2025.

The PCF PEC Survey team will close the vendor help desk on September 26, 2025. PCF Support will close on February 6, 2026.

Thank You for Your Participation in the PEC Survey

The PEC Survey team greatly appreciates each survey vendor's contributions to the PEC Survey's successes since the beginning of the PCF Model. Your contributions played a meaningful role in improving quality, improving patient experience of care, and reducing expenditures, and we are grateful for your commitment and collaboration.

We value your partnership and sincerely thank you for all of your efforts.

Email us at pcfpecs@rti.org or call 1-833-997-2715
Visit the PCF PEC Survey website at

<https://pcfpecs.org>

Primary Care First
CMS Innovation Center