



July
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PCF PECS Semiannual Newsletter

Message from the PCF PEC Survey Team

Welcome to the July 2021 issue of the Primary Care First Patient Experience of Care Survey (PCF PECS) 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: Revised QAPs are due by August 13

All vendors must submit a revised QAP with formatted questionnaire and materials by August 13:

1. Attach a copy of your formatted mail survey questionnaire, both English and Spanish and versions. Be sure to include the cover page and back page. One dummy patient in 1 practice should appear on all mail templates.
2. Attach all screen shots from your telephone interview program—beginning with the introductory screens and ending with the last question in the interview—both English and Spanish versions.
3. Include a copy of your cover letters, postcards, and envelopes. One dummy patient in 1 practice should appear on all mail templates.

To resubmit your QAP, please use this [quick link](#) on the PECS website.

Recent Updates

XML Schema File (XSD) Available for Download

The XML Schema File shows the detail of all validation that will be applied to each data element at the time the file is submitted.

Please refer to Chapter 7 of the [Quality Assurance Guidelines](#) for more information about Data Submission, including submission procedures and deadlines.

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Upcoming Events and Milestones

8/30 — Business Associate Agreements (BAAs) submission deadline for practices

8/13 — Vendors resubmit QAP with completed templates of all mail and telephone survey materials

9/13 — Survey vendors download patient sample

9/28 — Survey data collection begins

10/5 — Remote site visits begin

10/26 — Vendors submit mail interim data file to PECS website

Example Sample File Available for Download

This file provides vendors with an example of the Excel spreadsheet that you will receive with practice sample data. The first tab, or Example tab, contains the sample file columns with dummy patient information. The second tab, or Possible Values tab, lists the possible values for each sample file field.

The sample file for each PCF practice site will be available for download via a secure link on the PECS website on 9/13/21. The sample file will be available for download only to the practice site's authorized vendor. When vendors are authorized for multiple practice sites, CMS will combine the appropriate practices' samples in a single file for survey vendor download. Additional instructions will be provided prior to 9/13/21.

Please refer to Chapter 4 of the [Quality Assurance Guidelines](#) for more information about Sampling Protocols, including download procedures and deadlines.

Exceptions Request Forms

To request a planned deviation from the PECS protocols, please submit an [Exceptions Request Form](#) via the PCF PECS website. To access the form on the Vendor tab, you will need to be logged into the website.

Specific instructions on how to complete the request are located on the form. This request can include multiple PCF practices, if applicable. CMS will not grant any requests to use a mode of data collection that is different from the mail with telephone follow-up mode. Here are some specific areas for request:

- Questionnaire formatting,
- Mailing specifications, including envelopes and postage costs, and
- CATI specifications, such as voicemail.

Discrepancy Notification Reports

To notify CMS of an unplanned deviation from the PCF PECS protocols, you must access and submit a [Discrepancy Notification Report](#) via the PCF PECS website. You must submit the report within 24 hours after the discovery of the discrepancy. To access the form on the Vendor tab, you will need to be logged into the website. Instructions on how to complete the Discrepancy Notification Report are located on the online form itself.

12/8 – Vendors submit mail/CATI interim data file to PECS website

12/8 – Vendors supply telephone interviewer recordings

12/21 — Survey data collection ends

12/22 — Vendors conduct internal data quality assurance and prepare data submission

1/18 — Data submission deadline

Data Collection Schedule 2021

9/28 — Teaser postcard mailed

9/29 — Vendor Help Desk open

10/5 — 1st Questionnaire mailed

10/12 — Reminder/Thank you postcard mailed

11/2 — 2nd Questionnaire mailed

11/30 — Telephone follow-up (CATI) begins

12/21 — All data collection ends

Examples of instances requiring a Discrepancy Notification Report include the following:

- The survey vendor is unable to mail the teaser postcard within 14 days after downloading the sample file;
- A questionnaire package was not mailed to all sample patients;
- Patients in residential care facilities were called by telephone interviewers;
- A variable was incorrectly coded and submitted on the XML file.

CMS, through its contractor RTI, will review Discrepancy Notification Reports and evaluate the impact of the discrepancy on the scored data of the affected practices. The PCF PECS Team will notify you about any required additional information needed to either document or correct the discrepancy.

Resources for Practices

Quick Links for Practices

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

- [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](#) ↗

PCF Connect Resources

The following PECS resources are available to practices on PCF Connect:

- [Patient Rosters: How to Support a Successful PEC Survey for your Practice On-Demand Webinar](#) ↗
- PEC Survey Patient Roster User Guide and FAQs
- PEC Survey Patient Roster Template (to be used as the base file for adding patient information)
- PEC Survey Patient Roster Example
- Copies of all survey materials, including posters
- On-Demand Webinar (July release): How the PCF Patient Experience of Care Survey (PECS) Helps Practices Improve Care and Achieve PCF Model Goals

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.

We want to hear from you!

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

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

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,
- PECS reports,
- payment, and
- technical assistance inquiries for the PECS website, such as authorizing their vendor or submitting a BAA.

Do you have any questions?

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

Visit the PECS website at

<https://pcfpecs.org> 

Primary Care First
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