

PEC Survey Implementation Timeline for PY 2024

Activity	Date(s)
Vendor Application, Approval and Authorization	01/03/24–07/16/24
Survey vendor application period	01/03/24–02/02/24
PCF PEC Survey Team reviews survey vendor applications	02/05/24–02/09/24
New survey vendors receive conditional approval	02/19/24
Self-guided "Introduction to PCF PEC Survey Training for Vendors" recorded webinar released for new (conditionally approved) vendors	03/04/24–03/08/24
PCF PEC Survey team conducts live "Survey Vendor Update Webinar Training" for returning (fully approved) vendors	03/06/24
Vendors submit Quality Assurance Plans (QAPs) and Survey Materials	03/08/24–07/26/24
Returning vendors prepare updated QAPs	03/08/24–03/15/24
New vendors prepare QAPs	03/04/24–03/22/24
Returning vendors resubmit QAPs, if needed	04/01/24–04/05/24
New vendors resubmit QAPs, if needed	04/08/24–04/12/24
Returning vendors submit templates of mail and telephone materials	06/21/24
New vendors submit templates of mail and telephone materials	07/26/24
Vendor Authorization by Practices	03/11/24–06/14/24
Vendor list on PCF PEC Survey website and PCF Connect is updated with new (conditionally approved) vendors	03/14/24
Final vendor list for PY 2024 is published on PCF PEC Survey website and PCF Connect with fully approved vendors	05/10/24
Vendor authorization open to practices who wish to change survey vendors or sign up for a new survey vendor ¹	03/11/24–06/14/24
Patient Roster Submission and Sampling	05/13/24–09/29/24
Patient roster submission open to practices in PCF Portal	05/13/24–06/28/24
Sample files are posted to PCF PEC Survey website for vendors	09/10/24
Survey vendors conduct batch tracing and print survey materials	09/10/24–09/23/24
Patient Data Collection by Survey Vendors	09/23/24–12/13/24
Teaser postcard mailing	09/23/24
Help Desk opens	09/24/24
1st Questionnaire mailing	09/30/24
Reminder/Thank you postcard mailing	10/07/24
2nd Questionnaire mailing	10/28/24



Activity	Date(s)
Initiate telephone follow-up by CATI for nonrespondents to mail survey (1st attempt must occur during this time)	11/18/24
Conduct additional telephone follow-up by CATI for all non-respondents to mail survey	11/25/24
All mail and telephone data collection ends; Help Desk closes	12/17/24
Survey Vendor Oversight	09/30/24–01/31/25
PCF PEC Survey team conducts virtual site visits	09/30/24–12/22/24
PCF PEC Survey team monitors CATI interviews	11/18/24–12/22/24
Survey vendors submit documentation of interviewer training (including HIPAA training)	12/06/24
Survey vendors submit interviewer monitoring documentation	01/31/25
Data Submission	10/21/24–03/24/25
1st interim data submission due from survey vendors	10/21/24
2nd interim data submission due from survey vendors	11/27/24
Period for survey vendors to conduct internal data quality checks and prepare data submission	12/18/24–01/16/25
Deadline for survey vendors to submit final PY 2023 patient survey data to PEC Survey team	01/17/25