



March 9, 2023

Questions and Answers from 2023 Primary Care First (PCF) Patient Experience of Care (PEC) Survey Vendor Trainings

We download the sample file on 9/11 and the first postcards are to be mailed 9/25. We need to get the sample file to our subcontractor by 9/14 in order for everyone to have time for QA and printing of the mail materials. Are we expected to get patient lists from all practices and data updated in just a few days?

There is no requirement for ask practices for a list of patients. If a vendor would like to get an updated list of patients from a practice, they do not have to wait until sample is released to do so. The survey vendor is specifically prohibited from sending the sample list to the practice. The vendor may request that the practice send them a list of **all** patients that had a visit during the sample window (January 1 through the time the roster was prepared, typically sometime in May). As the sample comes directly from the practices and was just delivered as recently as May/June, it is unlikely that the practice would be able to provide more updated information in August or September.

As stated in Section 4.6.1 of the [Quality Assurance Guidelines](#):

Updates from the practice site. Survey vendors are permitted to ask practice sites to provide updated addresses and/or telephone numbers for all patients they treated during the sampling window, if the vendor has an appropriate agreement with the practice site and if this will be transmitted through an encrypted file or secure link. To maintain and protect the identity of patients sampled, it is very important that survey vendors do not provide PCF practice sites with any information about patients included in the PCF PEC Survey.

If BAA were written to cover a single year, like PCF was in 2021 & 2022 do we need to do updated BAA's to account for 2023?

Yes, BAA's must be current for PY 2023. Practices attest to having an active BAA with their authorized vendor. CMS is unable to provide sample to a vendor without a properly executed BAA in place. It is the responsibility of the vendor and the practice to ensure that BAAs are current.

Clarification on Slide 44

The status code of 190 (Did Not Receive Care at Practice) should only be used if a patient responds "No" to Q1 or 0 to Q3. This slide has been updated.