



March 18, 2024

Questions and Answers from 2024 Primary Care First (PCF) Patient Experience of Care (PEC) Survey Vendor Trainings

Is it ever appropriate for the Help Desk calls/emails to go to the subcontractor when they are handling all modes of the survey in lieu of the vendor to decrease the need for a call backs?

Help Desk calls and emails may be handled by a subcontractor so long as all requirements outlined in Section 5.6.2 of the Quality Assurance Guidelines are met, including access to CATI, bilingual capability in English and Spanish, and access to a provider look-up file. If a subcontractor is handling the Help Desk, survey vendors must provide the necessary oversight.

Vendors should document everything in their Quality Assurance Plan, as outlined by the Model Quality Assurance Plan Outline.