



Primary Care First

Foster Independence. Reward Outcomes.

Patient Experience of Care Survey Vendor Update Training

March 2022

Center for Medicare & Medicaid Innovation

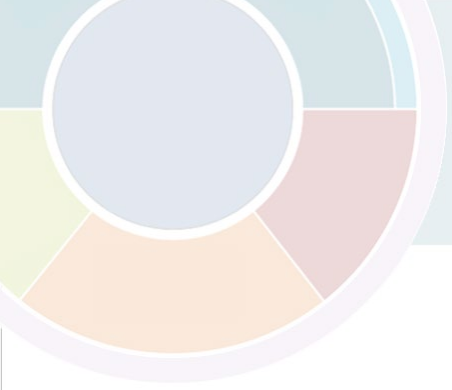


Training Session Logistics and Reminders

- Attendees must remain connected via web and telephone/VoIP.
- If you get disconnected or have technical problems, send a message via the “Q&A” web panel or call:

1-833-997-2715

- Your telephone will be muted during the presentations.
- We will pause for questions after each major topic.
- Before each Q&A session, we will explain what you need to do to ask a question.
- You can submit questions via the Q&A web feature or ask over the telephone.
- Throughout training, please note key dates and details pertinent to the PY2022 Performance Year.



Welcome and Overview of PCF PEC Survey Vendor Update Training



Agenda

- 1) What's New or Different on PCF PECS**
- 2) Survey Vendor Roles and Responsibilities**
- 3) Practice Site Roles and Responsibilities**
- 4) Sampling Protocol Updates**
- 5) Data Collection Protocol Updates**
- 6) Data Security and Oversight Updates**



What's New or Different?

- Updated requirements for conditionally and fully approved vendors to maintain their status.
 - Vendors must have at least one practice site client per fielding cycle to maintain their approved status
- Extended vendor authorization period for practices
 - Practices can authorize a vendor between March 21st and June 30th. Practices will only be allowed to authorize a fully approved vendor
- Business Associate Agreement requirements for practice sites have been updated to require an attestation during vendor authorization
 - Practices are no longer required to submit a copy of their BAA. Instead, practices will attest to the existence of a BAA during the vendor authorization process
- Updated requirements for mail materials, help desk training, and help desk monitoring
 - Changes to formatting requirements, more rigorous training and monitoring for help desk staff

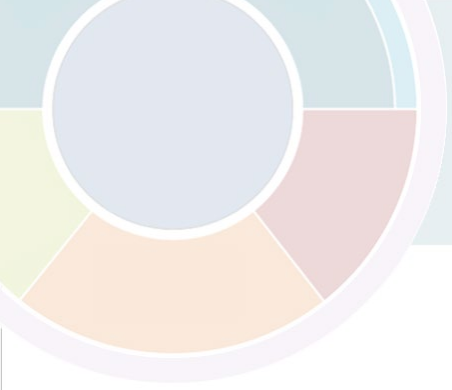
See Exhibit 2-1 in the QAG for a full list of updates.



What's New or Different? (cont.)

- Clarified that vendors should use their own CATI front-end and back-end programming around the PCF PEC Survey instrument to ensure proper dispositioning of cases.
 - Vendors are responsible for programming their own front-end and back-end specifications. Vendors are welcome to maintain the PY2021 programming, if they would prefer.
- Updated definitions for types of refusals
 - Soft: Respondent may have said “No thank you” or disengaged before interviewer could rebut or provide additional information.
 - Hard: Respondent may have clearly stated they don’t want to participate, asked to be removed from future studied, or said they don’t do surveys in general.
 - Hostile: Respondent was clearly upset, angry, and possibly got loud when asked to participate or upon answering the call.
- Clarified that vendors should not submit provider names for Question 2.
 - If a patient provides the name of their provider, that information should be recorded as “0”.
- Turnaround time for notification of a HIPAA breach has been changed from 3 business days to 24 hours.
- Data security requirements have been updated to include requirement that portable hard drives or flash drives are not permitted, and electronic data should not be stored offsite.

See Exhibit 2-1 in the QAG for a full list of updates.



Section 1

Survey Vendor Roles and Responsibilities



Survey Vendor Roles and Responsibilities

New Intro Training Format

Starting in 2022, the *Introduction to the PCF PEC Survey* training will now be offered in a self-administered format.

New vendor applicants (and any subcontractors) are required to complete the new self-administered *Introduction to PCF PEC Survey* training and complete a certification.

Approved survey vendors and subcontractors are not required to complete the self-administered training.

New staff from approved survey vendors are strongly encouraged to complete the self-administered training. No certification is required for approved vendors.



Survey Vendor Roles and Responsibilities

Vendors Without Clients

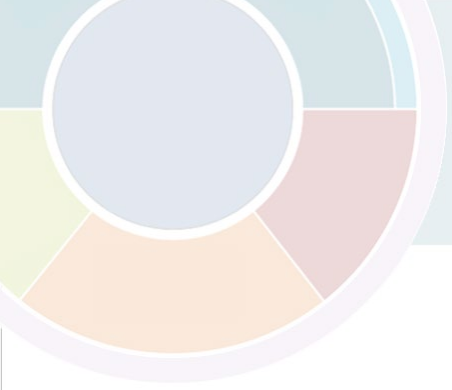
- Conditionally Approved and Fully Approved Vendors that do not obtain a contract with at least one practice site for that Performance Year's survey fielding cycle will lose their approved vendor status.
- If a vendor wishes to reinstate approval after it is removed, the vendor will need to reapply and meet all vendor requirements, including participation in and successful completion of the ***Introduction to the PCF PEC Survey Webinar*** training session.



Survey Vendor Roles and Responsibilities

Use of Virtual Office for Interviewing

- The Minimum Business Requirements state that all telephone interviews must be conducted from a physical business location and not from a residence or virtual office.
 - While there was an exception for this in PY2021, there is no virtual office exception in PY2022.
- Survey vendors who would like their interviewers to work from a residence or a virtual office should submit an exceptions request on the PCF PECS web portal.



Section 2

Practice Site Roles and Responsibilities

Practice Site Roles and Responsibilities

Vendor Authorization



Cohort 2

Approximately 2,200 practices are joining the model as part of Cohort 2



Currently Authorized Vendors

Cohort 1 practice sites do not need to authorize a vendor unless they plan to switch to a different vendor for PY2022

Practice Site Roles and Responsibilities for PCF PEC Survey



PY2022 Vendor Authorization

Vendor authorization window will run from mid-March to end of June



Responsibility Overview

An overview of the practice site responsibilities can be found on the PCF PECS website

Practices will only be able to authorize a fully approved vendor. The final list of fully approved vendors is released on May 19. Practices should wait to authorize until the 19th if they wish to see the full list of survey vendors.



Practice Site Roles and Responsibilities

Business Associate Agreements

- Survey vendors must enter into a Business Associate Agreement with each client practice site. The BAA permits survey vendors access to PII, in sample files and any other practice files they receive. Survey vendors must ensure that:
 - Contacts on the BAA are correct and that all contact information is accurate.
 - Current BAAs are extended before their expiration date as needed.
 - All signatures, printed names, addresses and dates are complete.

It is important that vendors complete the BAA process with client practices quickly so that practices can complete the vendor authorization process by the deadline.

Practice Site Roles and Responsibilities

Business Associate Agreements cont'd

- The BAA should be established between practice and vendor before the vendor authorization is completed.
- **Practices no longer need to upload a copy of the BAA when authorizing a vendor. This is a change from last year's vendor authorization process.**
- Remember that CMS has the right to request a copy of the executed BAA at any time.

Primary Care First (PCF) Patient Experience of Care Survey (PECS) (CAHPS® with PCF supplemental items)
The official website for news and information about the PCF PEC Survey

Home RTI Dashboard General Information Practice Sites Vendors Survey and Protocols Training Data Submission

Practice Sites / Vendor Authorization / Start an Authorization Back

Authorize a Vendor

Please use this page to authorize a Survey Vendor for the first time or to change/switch to a different vendor for one or more practice sites.

NOTE: Authorizing a vendor on the PCF PEC Survey website should be done after the contract for services with that vendor is in place.

Select Survey Vendor
In this step, select the vendor you wish to authorize from the drop down list.

Vendor

Select Start Period
In this step, select the Start Period that reflects the period in which you are authorizing this vendor.

Start Period

Select Practice Site
In this step, check the box by each practice site to which this authorization or change applies. Click the box in the top row of the grid if this action applies to all of the practice sites listed in the grid.

Practice sites with questions should contact their survey vendor or PCF Support by email at PCFSupport@telligen.com or by phone at 1-888-517-7753.

Note: By checking the box you are attesting that your practice(s) has an active business associate agreement (BAA) with your chosen vendor(s). CMS is unable to provide a sample to your vendor(s) without a properly executed BAA in place. If at any time a practice site changes survey vendors, please submit a new attestation confirming that the practice site has an active BAA with its new survey vendor.
More information about business Associates can be found here. For more information about this requirement, please see Section 3.4.6. of the Quality Assurance Guidelines.

I attest that each practice I selected above has an existing Business Associate Agreement (BAA) with my chosen vendor(s).

Practice Site Roles and Responsibilities

Mergers, Splits, Withdrawals



Cohort 1

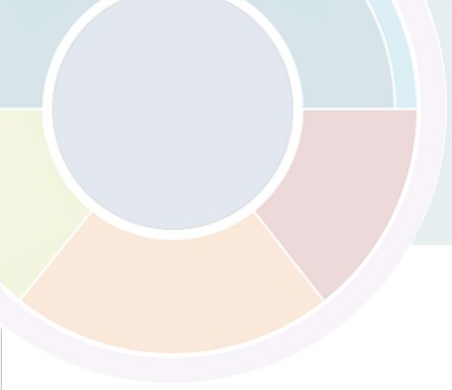
- Withdrawals, terminations, and mergers have been removed from the practice roster
- Vendors should confirm continued participation with PY2021 clients



Cohort 2

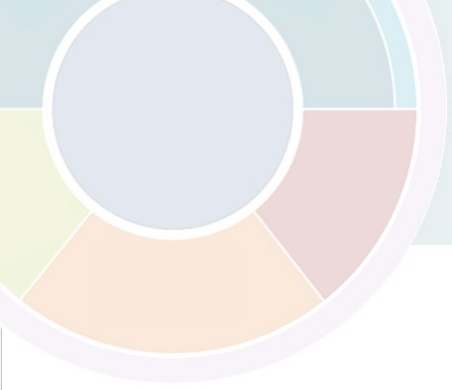
- Practice roster has been updated to reflect the addition of Cohort 2

A practice's status may change throughout the year. It is the responsibility of the practice to notify their vendor of any change in status or contract. It is the vendor's responsibility to keep the PECS team informed.



Practice Site Roles and Responsibilities questions?





Section 3

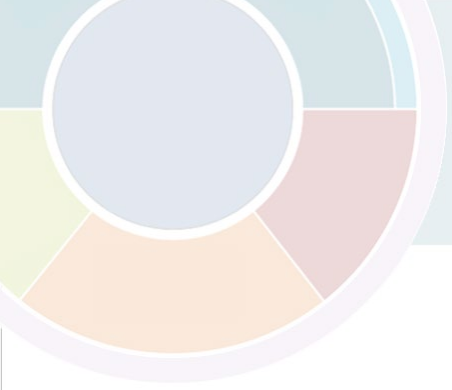
Sampling Protocol Updates



Sampling Protocol Updates

Sample File Variables

Column Name	Field Length	Valid Codes	Field Contents
VendorID	3	Numeric	Individual identification number assigned to each vendor
practiceid	6	Alphanumeric	The PCF practice site ID
practice	100	Alphanumeric	PCF Practice site Name
P_Street_Address1	64	Alphanumeric	PCF Practice site Street Address 1
P_Street_Address2	64	Alphanumeric	PCF Practice site Street Address 2
P_CITY	64	Alphanumeric	PCF Practice site City
P_STATE	2	Alphanumeric	PCF Practice site State
P_ZIP_Code	5	Alphanumeric	PCF Practice site ZIP Code
First_Name	30	Alphanumeric	Sample Patient's first name
Last_Name	40	Alphanumeric	Sample Patient's last name



Section 4

Data Collection Protocol Updates

Data Collection Protocol Updates

Schedule of Mail with Telephone Follow-up Protocol



Sept 26, 2022
Teaser Postcard



Oct 3, 2022
First mailing



Oct 31, 2022
Second mailing



Dec 18, 2022
Data Collection Ends/
Help Desk Closes



Sept 27, 2022
Help desk opens



Oct 10, 2022
Reminder postcard



Nov 21, 2022
Telephone follow up





Data Collection Protocol Updates

Mail Protocol Updates

Updates to Survey Materials for PY 2022

- General formatting and printing changes
- Questionnaire changes
- Postcard formatting
- First survey cover letter

Data Collection Protocol Updates

Formatting and Printing



Ink Color

May use colored ink instead of black ink.



Pen Color

May instruct respondents to fill out the survey in blue or black ink.



Outgoing Envelope Size

No size requirement for outgoing envelopes, so long as all other requirements are met.



Envelope Color

Envelopes may be printed in black and white or color.



Data Collection Protocol Updates

Postcard Updates

- Front of teaser and thank you/reminder postcards may include the sample id
 - Language on postcards remains the same
- First survey cover letter has been updated to include Cohort 2 practices and the number of health insurance partners has been updated.
- Mail questionnaire and CATI scripts have been updated to CG CAHPS 3.1, which includes telehealth language in the descriptions of the types of provider visits respondents should include. Only the introductory language for Q1 and Q2 that has been modified.

All materials can be found in the Appendix of the QAG and on the “Survey and Protocols” tab of the PCF PECS website



Data Collection Protocol Updates

White Mail

- Review all questionnaires returned for respondent notes and review the notes.
- Notes explaining that a patient is deceased, refuses, or describing their experience with a provider should be used to update the patient's status code.
 - These include notes written on the survey, envelope or postcard itself as well as information affixed by the post office.
 - Information must be stored for three years for documentation purposes.
- As a reminder, if a patient sends important information such as a medical bill with a check, survey vendors must mail it back to the patient.
- White mail should not be sent to the PCF Practice site.



Data Collection Protocol Updates

Telephone Follow-Up

CMS provides the English and Spanish telephone survey script.

Vendors are responsible for programming their own front-end and back-end screens as required to facilitate the proper disposition of cases.

PCF PECS team does not need to review the front-end and back-end programming as part of the QAP submission process.



Data Collection Protocol Updates

Types of Refusals

Soft Refusal

- Respondent may have said “No thank you” and hung up or disengaged before interviewer could rebut or provide additional information.

Hard Refusal

- Respondent clearly stated they don’t want to participate, asked to be removed from future studies, or said they don’t do surveys in general.

Hostile Refusal

- Respondent was clearly upset, angry, and possibly got loud when asked to participate or upon answering the call.



Data Collection Protocol Updates

Help Desk Updates



Do not recommend the use of PCF or Primary Care First in the address of the email.



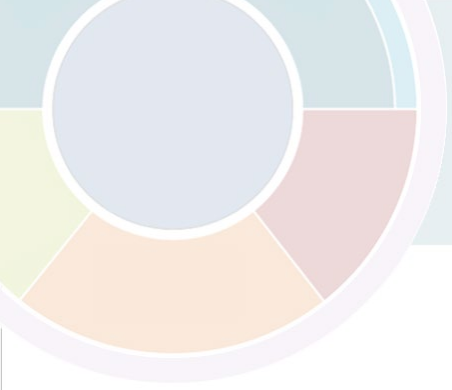
Recommend something generic like
`patientsurvey@surveyvendor.com`.



Help Desk Staff must be fully trained to assist patients, including having access to the CATI system.

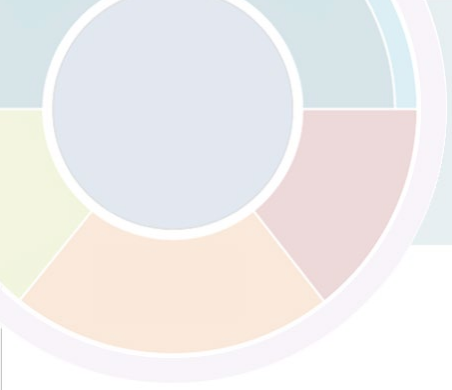


Inbound Help Desk calls must be monitored.



Data Collection Protocol Updates questions?





Section 5

Data Security and Oversight Updates





Data Security and Oversight

Electronic Data Security and HIPAA Breaches



The use of portable hard drives and flash drives to store and transfer electronic data is prohibited.



At no time should electronic data be removed from the survey vendor's premises, even temporarily.



The survey vendor's plans must include a system to notify the PCF PECS Team within **24 hours** of learning of a security breach.



Data Security and Oversight

Timeline of Oversight Activities for PY2022

Activity	PY2022 Timing
Vendors submit updated Quality Assurance Plans (QAP) to PCF PECs Team	March 18, 2022
Vendors resubmit QAPs where required	No later than April 8, 2022
Vendors resubmit approved QAP with completed templates of all mail and telephone materials	June 24, 2022
Site visits	Starting September 26, 2022
Vendors submit mail interim data file to web portal	October 24, 2022
Vendors submit mail/CATI interim data file to web portal	November 29, 2022
Vendors supply documentation of interviewer training, including HIPAA training	November 29, 2022
PCF PECS team conducts remote interviewer monitoring	Starting November 21, 2022
Vendors submit final data files	No later than January 17, 2023
Vendors submit interviewer monitoring documentation	January 31, 2023



Data Security and Oversight

Quality Assurance Plan Updates



PCF PEC Survey timelines should now include a step for additional tracing and address verification.



PCF PEC Survey mail protocols should describe the process for flagging facility cases to receive special facility envelopes.



Data Security and Oversight

Telephone Interviewer Monitoring

The PCF PEC Survey Team will conduct:



Live Call Monitoring

- Conduct remote one-hour monitoring sessions of live calls with each vendor or CATI subcontractor
- Sessions will take place at any point during telephone follow-up period



Performance Evaluation

- Interviewers evaluated based on
 - Politeness
 - Voice clarity
 - Correct use of FAQs
 - Appropriate speed
 - Proper interviewing procedures
- Interviewer evaluation form will be available on the PCF PECS website
- RTI will raise any interviewer performance issues with the vendor



Data Security and Oversight

Telephone Interviewer Monitoring cont'd

Vendors will be required to submit documentation confirming that they have met the 10 percent monitoring requirement.

1

Documentation Options

- Individual monitoring sheets documenting the interviewers who were monitored;
- Monitoring logs; or
- Other system-generated reports from the vendor organization that will provide documentation.

2

Documentation Upload

- Must be uploaded to the PCF PECS website no later than Jan 31, 2023.
- PCF PECS team will evaluate to determine if they have met the monitoring requirements.

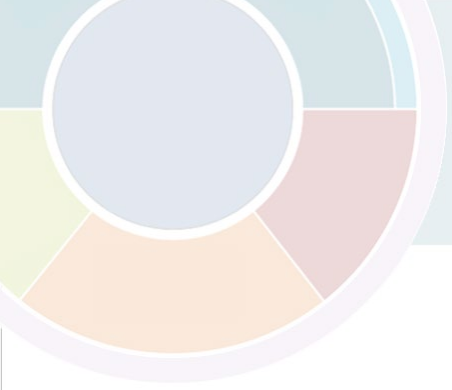
3

Evaluation & Feedback

- PCF PECS team will provide feedback to each vendor.
- If necessary, a Corrective Action Plan will be put in place to address any deficiencies in the vendor's monitoring process.

See 5.6.9 Conduct Phone Monitoring and Oversight in the QAG

A standardized interviewer monitoring form can be found on the [PCF PECS website](#) under the Survey and Protocols Tab



Section 6

Data Submission Updates



Data Submission Updates (Cont.)

Update to Patient Response Record

PATIENT RESPONSE RECORD					
XML Element	Description	Valid Values	Data Type	Field Size	Data Element Required
<p>Q1 <care> This patient response data element should only occur once per patient. Example: <care>1 </care></p>	<p>Our records show that in the last 6 months you got care from a primary care provider who works at the office location listed on the front cover (you may know this provider's office by another name). Is that right?</p>	<p>Yes 1 No..... 2 DON'T KNOW..... 98 REFUSED..... 99 MISSING.....M</p>	Alphanumeric character	2	Yes
<p>Q2 <provname> This patient response data element should only occur once per patient. Example: <provname>1 </provname></p>	<p>If you know, please write in the name of the primary care provider you have seen the most often at this office in the last 6 months.</p>	<p>ZERO 0 DON'T KNOW..... 98 REFUSED..... 99 MISSING.....M</p>	Alphanumeric character	2	Yes





Data Submission

Common Data Submission Mistakes

- Cases with a completion date but no patient data
 - Surveys that have not been completed should be given a completion date of "88888888"
- Completeness criteria: when to code as a complete
 - Refer to section 6.3.1 in the QAG for definitions of complete and partial complete surveys
- Use of 190 – Did Not Receive Care at Practice
 - Only used if a patient responds "none" or 0 to Q3
- Use of 270 – Pending until all contact attempts are made
 - Use 210 – Incomplete only in final data submission
- Survey language when no patient data is present
 - Should be marked as "X"

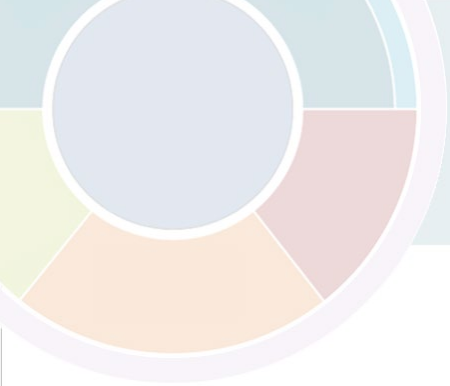


Data Submission

Reporting to Practices

- After data submission, survey vendors must wait a minimum of **three weeks** before sending any of their client practices reports on their survey results.
 - This gives the PCF PECS Team time to review the data and response rates and provide initial feedback to vendors.

See 8.4 Survey Vendor Analysis and Reporting of PCF PEC Survey Data in the QAG



Q&A

Please **submit questions via the Q&A pod** on the bottom of your screen.

For questions **specific to your organization**, please **email the PCF PECS Team at pcfpecs@rti.org**.

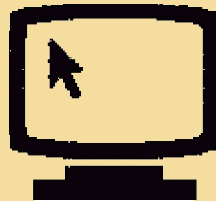


Reminder: QAP Submission

**QAP submission deadline for
returning vendors:**

March 18, 2022

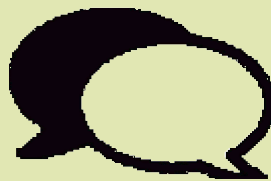
Questions



pcfpecs.org



Toll-Free Number
833-997-2715



pcfpecs@rti.org



Quality Assurance
Guidelines