

2016 CG-CAHPS Submission Process

The 2016 CG-CAHPS submission process will follow the same basic steps as in previous years but with some important new features. Participating Organizations will complete and sign the DUA; however, they will also complete a separate Excel file to provide the Group name, Group ID, Practice Names and Practice IDs for each practice site that will be included in their submission. The vendors will submit the group file, the practice file, and the sample file in the online submission system to complete a submission. Starting next year Participating Organizations will receive email notifications during the submission process containing a listing of the data that has been submitted on their behalf. The detailed submission steps are explained below.

DUA Submission Portal opens in January 2016

Step 1. Submit Data Use Agreement and List of Practice Sites. It is important to submit the Data Use Agreement (DUA) early. The Participating Organization must sign the DUA and provide the vendor name. The Participating Organization must also complete an Excel file listing the group information and all Participating practice sites under the DUA. The Database staff will review the DUA submission and assign the DUA to the vendor designated in the DUA.

PLEASE NOTE THE FOLLOWING IMPORTANT CHANGES TO THE DUA SUBMISSION PROCESS FOR 2016.

- **All DUAs and lists of practices must be submitted through the DUA Submission Portal before the Online Submission System opens.** The portal will open in January to give Participating Organizations two months in advance of data submission to submit the DUAs.
- **The DUA submission must include the email address of the contact person of the Participating Organization in the DUA.** Automated email notifications will be sent to the contact's email address to inform them of what has been submitted on behalf of the Participating Organization.
- **The Participating Organization must also complete and submit an Excel file with the DUA. This file must contain a list of all practice sites under this DUA.** The Participating Organization should share the Excel file with their vendor to ensure the vendor uses the same group ID, group name, practice ID, and practice name during submission.
- The CAHPS Database receives requests from various state and regional coalitions to support their initiatives to report CG-CAHPS survey results based on data submitted to the CAHPS Database. **If the data being submitted to the CAHPS Database are part of one of these initiatives, please complete the Authorization Form attached with the DUA.** Participating Organizations submitting data to the CAHPS Database must provide their express authorization in order for these coalitions to gain access to their CG-CAHPS data.

Online Submission System opens in March 2016

Step 2. Upload a Questionnaire. As in previous years, vendors should upload the questionnaire first. The questionnaires can be uploaded anytime during the submission. It may take up to three business days for the questionnaire to be approved.

Step 3. Select a Participating Organization. There are a few changes to the submission process for 2016. First, submissions will only be accepted for Participating Organizations that have submitted a signed DUA. A vendor will not be able to upload any data before a DUA has been submitted to

the CAHPS Database and is assigned to the vendor account. Once a DUA has been uploaded, approved, and assigned to the vendor account, the vendor can select the Participating Organization and start uploading the group file and practice file. If a Participating Organization is not listed in the vendor's account, it is the vendor's responsibility to reach out to the Participating Organization and ask them to complete and upload the DUA.

Step 4. Upload Group File and Practice File. In the past, the vendor uploaded the group file, the practice file, and the sample file as one submission. **In 2016, the vendor must upload the group file and practice file first.**

Information in these files will be compared to the excel file received with the DUA. If the Group ID/Name and Practice ID/Name match what was provided by the Participating Organization in the Excel file, the vendor will be allowed to proceed with the next step. If the files do not match the vendor must correct their files and re-upload.

Step 5. Select the Survey Version and the Approved Questionnaire. Once the group file and practice file are successfully submitted in the submission system, the vendor will select the survey version and the approved questionnaire to upload the sample files. This way, the vendor only needs to upload the group file and practice file for a Participating Organization once even if the vendor is submitting data for that group for multiple survey versions such as both adult and child.

Step 6. Upload Sample Files. Select the appropriate survey version and questionnaire and upload the sample file. **Submit one sample file per questionnaire per selected group.** (Multiple data files will not be accepted. For example if you have separate data files per month, please combine into one data file and submit.) All submission items will be reviewed and final approval must be granted by the deadline in order for the data to be included in the 2016 CAHPS Clinician & Group Survey Database.

Email Notifications

In order for the submission process to be more transparent to the Participating Organizations, notification emails will be sent to the contact person of the Participating Organization listed in the DUA during key steps of the submission. These notifications will provide a report to the Participating Organization that summarizes by practice site what their vendor has submitted to date.

If the Participating Organization does not agree with the submission summary and finds any discrepancies with the submission, the Participating Organization should contact their vendor immediately to ensure all data are submitted by the deadline.

Participating Organizations will receive notifications 1 week before the submission system closes and again 3 days before submission closes to ensure the vendor has appropriate time to submit any remaining data. Once the submission system closes the Participating Organization will receive an email with the list of their practice sites the CAHPS Database has received data for and acknowledgement that their data has been accepted in the 2016 CAHPS Clinician and Group Survey Database.

Contact Us

For any questions regarding the 2016 CG-CAHPS submission, please contact the CAHPS Database at CAHPSDatabase@westat.com or call the helpline at 1-888-808-7108.

Appendix: 2016 CG-CAHPS Submission Process Flowchart

2016 CG-CAHPS Submission Process

