

# The CAHPS Database: CG-CAHPS Submission Process

Participating Organizations need to sign and submit a CG-CAHPS Data Use Agreement (DUA) and complete the Practice Site Excel template file that provides the Group name, Group ID, Practice Names and Practice IDs for each practice site that will be included in their submission. A vendor will then submit the questionnaire, group file, practice file, and sample file in the online submission system to complete a submission. 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 outlined below.

## DUA Portal

### Step 1. Submit Data Use Agreement and List of Practice Sites.

It is important to submit the DUA early. A Participating Organization must sign the DUA and provide their vendor name, if applicable. A Participating Organization must also complete an Excel file using the template provided that lists the group information and all Participating practice sites covered under the DUA. The CAHPS Database Team will review the DUA submission and assign the DUA to the vendor designated in the DUA.

- **The DUA and lists of practices are submitted through the DUA Portal.** The DUA portal usually opens in advance of data submission to allow Participating Organizations to submit the DUAs. You can sign up for [GovDelivery](#) to receive notification of submission dates.
- **The DUA submission must include the email address of the contact person of the Participating Organization stated in the DUA.** When materials are submitted on behalf of the Participating Organization, automated email notifications will be sent to the contact person.
- **The Participating Organization must also complete and submit an Excel file with the DUA. This file must contain a list of all practice sites covered under the 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.

## **Online Submission System**

### **Step 2. Upload a Questionnaire.**

Vendors should upload the questionnaire first. A questionnaire can be uploaded anytime during the submission period, but before any sample file can be uploaded. The CAHPS Database Team reviews and must approve each submitted questionnaire. It may take up to three business days for the questionnaire to be approved.

### **Step 3. Select a Participating Organization.**

Submissions will only be accepted for Participating Organizations that have submitted a signed and approved DUA to the CAHPS Database. A vendor will not be able to upload any data until a DUA has been submitted 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 proceed to steps 4-6. If a Participating Organization is not listed in the vendor's account, it is the vendor's responsibility to contact the Participating Organization and request they complete and upload the DUA.

### **Step 4. Upload the Group File and Practice File.**

The vendor must upload the group file and practice file before uploading the sample file. Information in these files will be compared to the Excel file submitted by the Participating Organization along 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 able to proceed to the next step (Step 5). If the information does not match, the vendor must correct their files and re-upload before proceeding.

### **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 need to select the survey version and the approved questionnaire that corresponds to the sample file they wish to upload. 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 multiple survey versions, such as adult and child, for that group.

### **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 submissions will be reviewed and final approval must be granted by the deadline in order for the data to be included in the 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 Participating Organization's contact person listed in the DUA during key steps of the submission process. These notifications will provide a report to the Participating Organization that summarizes what their vendor has submitted to date on their behalf.

If the Participating Organization does not agree with the report or 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 a list of their practice sites the CAHPS Database has received data for and acknowledgement that their data has been accepted in the CAHPS Clinician & Group Survey Database.

## **Contact Us**

For any questions regarding CG-CAHPS submission, please contact the CAHPS Database by phone at 888-808-7108 or email at [CAHPSDatabase@westat.com](mailto:CAHPSDatabase@westat.com).

## Appendix: CG-CAHPS Submission Process Flowchart

