



**Global and Professional Direct Contracting (GPDC) CAHPS Survey
Guidance for Direct Contracting Entities
2022 Survey Administration**

Authorize a Survey Vendor to Conduct the PY2022 CAHPS Survey

Direct Contracting Entities (DCEs) must enter a formal written contract with a CAHPS vendor that is approved for GPDC CAHPS, execute a Business Associate Agreement with the vendor, and authorize their contracted approved survey vendors online at the GPDC CAHPS website by **July 22, 2022**.

The list of GPDC CAHPS vendors approved for the PY2022 CAHPS will be published no later than **June 10, 2022**, in the Knowledge Library. Watch for announcements in GPDC Newsletter.

Follow these easy steps to authorize your survey vendor:

1. Choose an individual on your staff to be your designated Survey Administrator.

Your Survey Administrator should be the person who will be working with your approved survey vendor. Your Survey Administrator should select a backup Administrator to cover duties during periods when the Survey Administrator is out of the office.

2. The Survey Administer registers on the GPDC CAHPS website.

The Survey Administrator obtains a username and password during registration. The Survey Administrator should also register their backup Administrator.

DCEs will receive access to the GPDC CAHPS website and “how to” instructions via the GPDC Newsletter and the Knowledge Library when the authorized vendor list is published. Watch the GPDC Newsletter for announcements and links in **June 2022**.

3. The Survey Administrator authorizes your approved survey vendor.

Your Survey Administrator, who registered in Step 2, must select a vendor from the approved list on the GPDC CAHPS website by **July 22, 2022**. DCEs can only select approved vendors on the GPDC CAHPS list.

Once the survey administrator has authorized a vendor for PY2022, switching to a different vendor is not recommended. Doing so will jeopardize your ability to meet PY2022 GPDC quality reporting requirements, however, if necessary, vendors can be switched **before** July 22, 2022.

Notify Your CAHPS Survey Vendor of Residential Care/Assisted Living Facilities

CMS strongly encourages DCEs to provide their authorized survey vendor with the names and addresses of residential care facilities and assisted living facilities commonly used by the beneficiaries in their DCE. Survey vendors need this information in **August 2022**, so please follow up with your survey vendor for their specific requirements.

To identify facilities, DCEs can scan through patient addresses or do a geographical search of nearby residential care/assisted living facilities. Providing this information to survey vendors allows them to identify facility-residing patients and block these patients from the telephone follow-up portion of the survey. Survey calls to facilities—particularly when multiple GPDC patients are surveyed in a facility—place a significant burden on facility staff and can negatively impact the relationship between facilities and DCEs.

Review Your Survey Vendor's PY2022 GPDC CAHPS Data Submission Reports

Since participation in the GPDC CAHPS Survey is a quality reporting requirement, CMS encourages all DCEs to confirm that their survey vendor has submitted data files on the GPDC CAHPS website before the data submission deadline of **January 16, 2023**. To enable DCEs to confirm this with ease, the registered Survey Administrator will receive an email from gpdccahps@rti.org with a link to a data submission report showing whether their vendor has submitted data. The purpose of this review is to ensure each vendor meets its contracted requirements to submit DCE data, so that DCEs will be in compliance with quality reporting requirements.

Communicating with Patients about the Survey

Medicare beneficiaries who receive a survey about their provider may be wary of its legitimacy and frequently turn to their provider for assurance. Providers can communicate their support for the survey and encourage patients to answer the survey, noting that their response, while voluntary, is valuable. DCE staff should familiarize themselves with the Waiting Room FAQs so they can answer patient questions about the survey with confidence and support, while assuring patients of the survey's confidentiality.

DCE staff should follow the Patient Communication Do's and Don'ts presented in the table below.

Do	Don't
Express support for the survey.	Ask patients if they would like to be included in the survey.
Answer questions based on the Waiting Room FAQs.	Influence patients' answers on the survey.
Confirm the legitimacy of the survey and the survey vendor.	Attempt to determine which patients were sampled.
Confirm that participation is voluntary.	Solicit positive feedback from patients in the survey.
Assure patients that the DCE has no way of knowing who responds to the survey. Patient names are never reported, only responses.	Imply that the DCE or its providers will be rewarded for positive feedback.
Confirm that their participation will not affect the care they receive.	Offer incentives of any kind for participating in the survey.
Confirm that their participation will not affect their Medicare benefits or other health care benefits.	Provide a copy of the questionnaire to patients.

CMS provides Waiting Room FAQs that answer common patient questions about the survey. Once FAQs are disseminated in **March 2022** via the GPDC Newsletter and Knowledge Library, CMS recommends DCEs print and keep copies in their waiting rooms for patient perusal. FAQs are provided in both English and Spanish. Watch for announcements in the GPDC Newsletter.

Refrain from Administering Other Surveys While PY2022 GPDC CAHPS Is Actively Surveying

To avoid placing more burdens on patients, CMS strongly encourages DCEs to refrain from conducting other patient surveys or census surveys starting 4 weeks prior to and during the period when the GPDC CAHPS is actively surveying: **August 12, 2022, to December 16, 2022**. CMS-sponsored surveys are exempt from this guidance.

- When conducting other surveys, DCEs must not ask any survey questions that are the same as or similar to the questions in the GPDC CAHPS Survey. (This guidance does not apply to other CMS-sponsored surveys.)
- Other surveys can include questions that ask for more in-depth information, as long as the questions are different from those included in the GPDC CAHPS.

To Obtain Further Information

Watch for further updates and information about upcoming webinars in the GPDC Newsletter.

Contact the GPDC Helpdesk at DPC@cms.hhs.gov or 1-888-734-6433 with specific questions.