



**Accountable Care Organization Realizing Equity, Access, and  
Community Health Community Health Consumer Assessment  
of Health Care Providers and Systems  
(ACO REACH CAHPS®)**

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**Introduction Training Agenda for New Survey Vendors**

**April 2023**

# Accountable Care Organization Realizing Equity, Access, and Community Health (ACO REACH)

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## Introduction Training Agenda for New Survey Vendors

1. Welcome and Overview of Introduction Training Agenda for New Survey Vendors
2. Introduction and Overview of ACO REACH CAHPS Survey
  - ACO REACH Model Overview
  - ACO REACH CAHPS Survey Overview
    - Instrument
    - Timeline
  - Technical Assistance on ACO REACH CAHPS
3. Roles and Responsibilities
  - CMS Responsibilities
  - Survey Vendor Responsibilities
  - Realizing Equity, Access, and Community Health Accountable Care Organization (REACH ACO) Responsibilities
4. Sampling Protocols
  - Overview
  - CMS – Preparing the Sample Files
    - Sample file data elements
  - Survey Vendors – Sample Download Process
  - Survey Vendors – Preparing the Sample for Each REACH ACO
    - Beneficiaries residing in facilities
    - Sampled cases to remove
    - Address and telephone verification
5. Data Collection Protocols
  - Overview for PY2022
  - Data Collection Schedule

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- Mail Survey Protocols
  - Mail Survey Quality Control
  - Telephone Survey Protocols
  - Telephone Survey Quality Control
  - Telephone and Email Help Desk
  - Staff Training for Telephone Interviewers and Help Desk Staff
6. Data Coding and Preparation
- Data Coding Requirements and Guidelines
  - Data Preparation Requirements and Guidelines
  - Assigning Final Status Codes for Surveys
7. Data Submission
- Preparing the Data Submission Files
  - XML Data File Layout
  - XML Data File Submission Process
  - Data Submission Reports for Survey Vendors and REACH ACOs
  - Data Submission Quality Control Procedures
8. Data Analysis and Reporting
- CMS Analysis of the Data Set
  - Survey Vendor Data Analysis and Reporting for Client REACH ACOs
9. Data Confidentiality and Data Security
- Assuring Beneficiaries of Confidentiality
  - Electronic and Physical Security Measures
  - Identifying and Reporting Data Breaches

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- Confidentiality Agreements
- Business Associate Agreements
- Data Use Agreements and Using the EPPE System

### 10. Oversight

- Oversight Activities
- Quality Assurance Plan (QAP) Requirements
- Site Visits
- Data Review
- Exceptions and Discrepancy Requests

### 11. Online Training Evaluation