



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

Update Training Agenda for Returning Survey Vendors

April 2023

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

Update Training Agenda for Return Survey Vendors

1. Introduction to Update Training Agenda for Returning Survey Vendors
 - Training Requirements
 - Agenda
 - Training Attendance, Evaluation, and Other Reminders
2. Orientation to the ACO REACH Model
 - ACO REACH Model
 - ACO REACH Survey Overview – Timeline
 - Technical Assistance on ACO REACH CAHPS
3. Revisions to Roles and Responsibilities
 - CMS Roles and Responsibilities
 - Survey Vendor Responsibilities
4. Revisions to Sampling Protocols
 - Sample File Layout and Elements
 - Example Sample File
 - Address Verification Requirements
5. Revisions to Data Collection Protocols
 - Data Collection Schedule
 - Teaser Postcard Address Field Clarification
 - Cover Letter Changes
 - Envelope Changes
 - Revision to Mail Surveys

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- Telephone Dialers Must Be FTC- and FCC-compliant
 - Revision to Voicemail
 - Revisions to Telephone Scripts
 - Revisions to Telephone Interviewer Guidelines
 - Revisions to the Help Desk FAQ and CATI FAQ
6. Revisions to Data Coding and Preparation
- Changes to Categorization of Q2, Q3, and Q4 in the Computation of Partial or Full Complete
 - Revisions to the Handling of Beneficiaries Who Did Not See the Listed Provider or Did Not Receive Care
 - Clarifications about Interim Status Code 270
 - Clarifications about Final Status Code 210
 - Coding Rules for Questions That Allow for Multiple Responses and Contain an Open-Ended Option – Mail and Telephone
7. Revisions to Data Submission
- Preparing the Data Submission Files – Timing
8. Revisions to Data Analysis and Reporting
- CMS Analysis of the ACO REACH CAHPS Data Set
 - CMS Provision of the CAHPS Reports to REACH ACOs
 - More Information on Scoring
9. No Changes to Data Confidentiality and Data Security
10. Revisions to Oversight

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- Timeline for PY2023
- Oversight Updates
- General Improvements Planned for Site Visit Process

11. Online Training Evaluation