



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

Performance Year 2024 – ACO REACH CAHPS Survey Vendor Update Training and Introductory Training Question and Answer Summary Document

May 2024

DISCLAIMER: This presentation question-and-answer summary document was current at the time of publication and/or upload onto the ACO REACH CAHPS website <https://acoreachcahps.org/Training/Training-Materials>. Subject matter experts researched and answered the following questions which were raised during the live webinar. The questions may have been edited to clarify the question and answer and for grammar. ACO REACH CAHPS Survey Vendors are expected to reference the most current and up to date documents posted on the ACO REACH CAHPS website via <https://acoreachcahps.org/>. For any questions, please contact acoreachcahps@rti.org or 1-833-870-0486.

Questions and Answers from Update Training, April 10, 2024, 12–1:30 p.m. ET

Q1. What should records be coded as if they are recorded as “Do not contact” during the current fielding period?

- A. Beneficiaries who are contacted during ACO REACH CAHPS and stated they do not want to be contacted again should be coded as 230 (Hostile Refusal). They can then be added to the vendor’s Do Not Contact list.

Q1a. We understand we should use the code 200 (Excluded from Survey) for the records we remove before fielding because the beneficiaries are on our Do Not Contact list. What code should we use for fielded cases when we learn during our contacting efforts that a beneficiary should be placed on our Do Not Contact list?

- A. Distinguish these two types of cases by code. As you correctly stated, use code 200 (Excluded from Survey) for beneficiaries previously on a vendor’s Do Not Contact list prior to the start of ACO REACH CAHPS survey data collection. Do not pursue these beneficiaries in the ACO REACH CAHPS survey. Use code 230 (Hostile Refusal) for beneficiaries contacted for the ACO REACH CAHPS survey who refuse and state they do not want to be contacted again. Vendors should then add them to their Do Not Contact list. Vendors should subsequently use code 200 (Exclude from Survey) for these records in future survey periods if these beneficiaries appear in the vendor’s sample.

Update Training Recording

You may access the recordings of the Update training session using the information below.

Update to ACO REACH CAHPS Survey Vendor Webinar Training Session, Wednesday, April 10, 2024

- Topic: Update to ACO REACH CAHPS Survey Vendor Webinar Training
- Start Time: Apr 10, 2024 12 p.m. ET
- Meeting Recording:
https://rtiorg.zoom.us/rec/share/jSglivXH4pa1IUk71z93-rgdVdWY8uf-bOcViR96_I8MO7fSlivEdA5AH1yO3Az.YhyJp4zoFWlvKIP7?pwd=KqzwSA7Dbnw0TONpRktwXs53vIFVME6c
- Access Passcode: d&83uQ

Comments from Update Training

We sent a post-training evaluation survey to vendors who attended the [Update to ACO REACH CAHPS Survey Vendor Webinar Training](#). We thank those who responded for taking the time to provide feedback. We address the vendor’s responses to the following open-ended questions asked in the post-training evaluation below. No respondents reported any technical difficulties.

1. *What improvements could be made in the future?*
2. *What additional content or topics would be helpful in future trainings?*

1. (Improvements) Allow more time for attendees to type out questions.

- A. For future trainings we will pause for a longer period of time at the end of each training section to allow more time for questions to appear in the Q&A icon.

2. (Improvements) Please launch the meeting a few minutes prior to 11 a.m. or wait a few minutes after launch to give connected attendees accessing via phone the opportunity to go through all the Zoom telephone prompts before being accepted into the meeting. It takes a minute or two to get through that, at which point you've already begun talking.

- A. We acknowledge that attending the webinar by phone requires additional steps. For future trainings we will adjust the training start timing to better accommodate attendees who are attending by phone.

3. (Improvements) Vendors that have no clients after the sign-up period is passed should not be required to participate in the Update Training.

- A. It is the responsibility of ACO REACH CAHPS survey vendors to complete survey vendor training annually. Survey vendors who were previously approved for the past performance year must participate in and successfully complete the ACO REACH CAHPS Update Webinar training session which focuses on changes since the previous performance year. Vendors who did not have clients in the previous performance year are encouraged to register for and review the self-paced Introduction Training modules as well. Successful completion of survey vendor training is a required step in attaining status as a Fully Approved vendor.

4. (Additional content/topics) Always curious to see what trends were found looking across all the data.

- A. For future trainings we will consider including data trends from the previous performance years of the ACO REACH CAHPS surveys.

Comments from Introduction Training

We sent a post-training evaluation survey to vendors who registered and viewed the [Introduction to ACO REACH CAHPS Survey Vendor Self-Paced Training](#). No respondents reported any technical difficulties, improvements for future trainings, nor additional content or topics that would be helpful to include in future trainings.