



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

Introductory Training Agenda for New Survey Vendors

April 2024

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

1. Welcome and Overview of ACO REACH CAHPS Survey Vendor Introductory Training
 - Training Requirements
 - Agenda
 - Post-Training Reminders
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

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5. Data Collection Protocols

- Overview for PY 2024
- Data Collection Schedule
- Survey Materials
- Spanish Language Administration
- Proxies and Helpers
- 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

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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
- 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 Request Procedure
- Discrepancy Notification Procedure

11. Online Training Evaluation