

## How to Delete a Survey Vendor Authorization for a DCE

If your DCE has authorized the wrong vendor by mistake, or would like to switch survey vendors, you must first delete your current vendor authorization by following the steps below. These steps can only be completed by the Survey Administrator or Backup Survey Administrator for the DCE. Please refer to the images below each step for reference on how to complete each step.

**Note:** Once you have authorized a vendor for PY2024, switching to a different vendor is not recommended as it will jeopardize your ability to meet PY2022 GPDC CAHPS quality reporting requirements. However, if necessary, vendors can be switched **before** August 2, 2024.

**Step 1:** Click on the “Login” button on the top right corner of the website. Enter your username and password and click “Login.” If you forgot your password, click on “Reset Password”, and follow the directions to have a password reset link sent to the email address you used to register your account.

## Step 1

Login

# Global and Professional Direct Contracting CAHPS®

The official website for news and information about the GPDC CAHPS Survey

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## Welcome to the official site of the GPDC CAHPS Survey

The Global and Professional Direct Contracting Consumer Assessment of Healthcare Providers and Systems (GPDC CAHPS) is designed to measure the experiences of Medicare FFS beneficiaries receiving care from GPDC Entities (DCEs) participating in the GPDC Model. Beginning in 2022, the GPDC CAHPS is conducted for DCEs by survey vendors approved by the Centers for Medicare & Medicaid Services (CMS).

For more information on the background and requirements of GPDC CAHPS visit the [About GPDC CAHPS](#) page. For information about how to become an approved GPDC CAHPS vendor, please click on the [Vendor Application Process](#) link under the "General Information" tab above.

Viewers are encouraged to check this site, which is the official website for the GPDC CAHPS, regularly for updated information about the GPDC CAHPS.

For DCEs: Contact GPDC CAHPS Technical Assistance Support at [DPC@cms.hhs.gov](mailto:DPC@cms.hhs.gov) or 1-888-734-6433.

For Survey Vendors and General Information, please contact [gpdccahps@rti.org](mailto:gpdccahps@rti.org) or 1-833-870-0486.

For information about the availability of auxiliary aids and services, please visit: <https://www.medicare.gov/about-us/accessibility-nondiscrimination-notice>



## Quick Links

### General Quick Links:

- [Frequently Asked Questions \(FAQs\)](#)

### For DCEs:

- [DCE Responsibilities](#)

### For Survey Vendors:

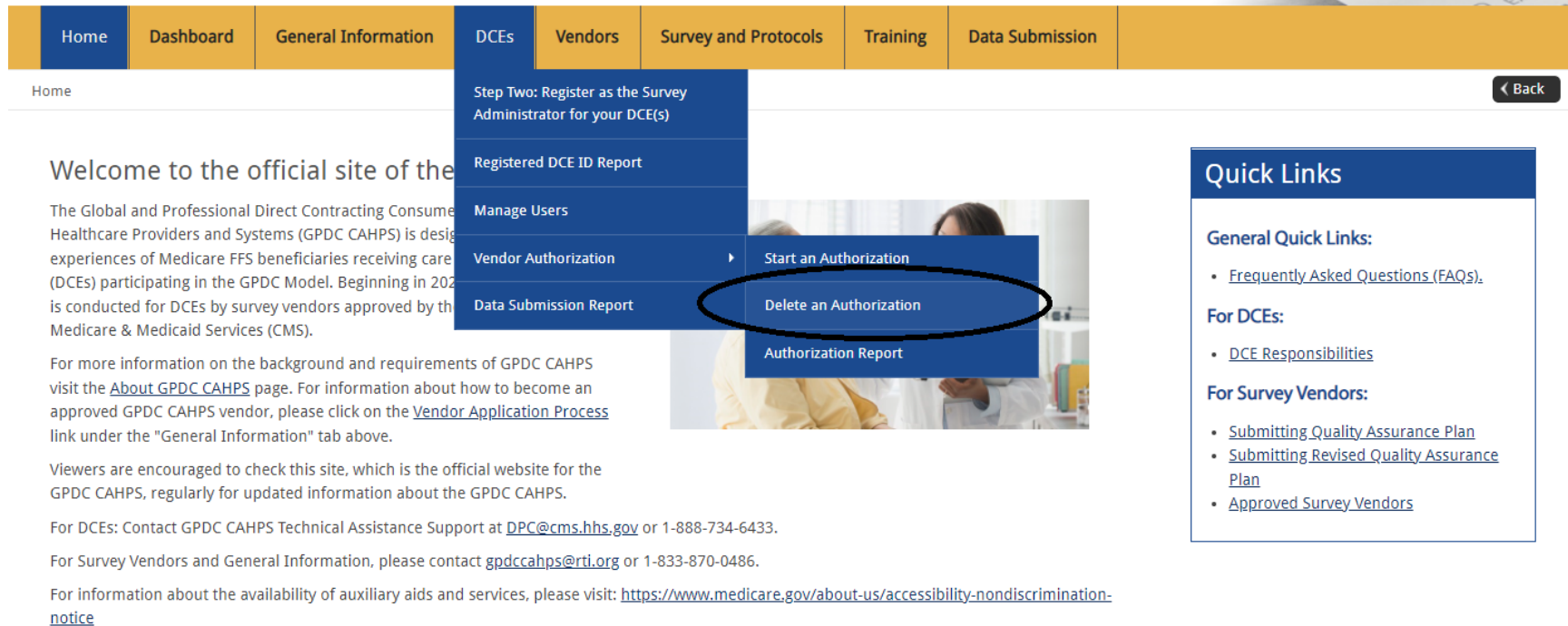
- [Submitting Quality Assurance Plan](#)
- [Submitting Revised Quality Assurance Plan](#)
- [Approved Survey Vendors](#)

**Step 2:** Under “DCEs” tab, navigate to “Vendor Authorization” and “Delete an Authorization.”

## Step 2

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The screenshot shows the website's navigation bar with tabs: Home, Dashboard, General Information, DCEs, Vendors, Survey and Protocols, Training, and Data Submission. The 'DCEs' tab is active, and a dropdown menu is open, listing: Step Two: Register as the Survey Administrator for your DCE(s), Registered DCE ID Report, Manage Users, Vendor Authorization, and Data Submission Report. The 'Vendor Authorization' option has a sub-menu open, listing: Start an Authorization, Delete an Authorization (circled in red), and Authorization Report. A 'Back' button is visible in the top right corner.

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**Quick Links**

**General Quick Links:**

- [Frequently Asked Questions \(FAQs\)](#).

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**For Survey Vendors:**

- [Submitting Quality Assurance Plan](#)
- [Submitting Revised Quality Assurance Plan](#)
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**Step 3:** Use the check box to delete the vendor authorization for selected DCE(s).

### Step 3

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The official website for news and information about the GPDC CAHPS Survey



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DCEs / Vendor Authorization / Delete an Authorization

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### Delete an Authorization

Please use this page to correct errors made to an existing vendor authorization (i.e. correcting a start date or a mistakenly authorized vendor). Do NOT use this page if you are intending to change/switch to a new vendor for a different calendar year quarter.

#### Select DCE

In this step, check the box by each DCE to which this authorization or change applies. Click the box in the top row of the grid if this action applies to all of the DCEs listed in the grid.

<input type="checkbox"/>	DCE ID	DCE Name	Current Authorized Vendor	Current Start Period
<input type="checkbox"/>	Z9926	RTI Provider 9926	Best Vendor	PY2022 Survey

Delete Checked Authorizations

**Note:** The Survey Administrator or Backup Survey Administrator will still need to authorize your new survey vendor for your DCE(s) before the vendor authorization deadline of **August 2, 2024**.