

## How to Change Survey Administrators and Add Backup Survey Administrators

**CHANGING SURVEY ADMINISTRATORS:** If you wish to remove yourself as the Survey Administrator, or remove a Survey Administrator who is no longer with your organization, please contact the helpdesk via email at [gpdccahps@rti.org](mailto:gpdccahps@rti.org) or via phone at 1-833-870-0486.

**ADDING BACKUP SURVEY ADMINISTRATORS.** The person currently assigned as Survey Administrator can add Backup Survey Administrators. Backups receive a user account and can perform all the functions of the original survey administrator. To add Backup Survey Administrators, the current Survey Administrators should follow **Step 1 – Step 5** on this document.

**EDITING OR REMOVING BACKUP SURVEY ADMINISTRATORS.** Backup Survey Administrators can be edited or removed as needed. The Survey Administrator or a Backup Administrator should log into the website, access their dashboard, and follow **Step 6** or **Step 7** as appropriate.



**Step 2:** Click on the “Dashboard” tab located in the top menu bar.

## Step 2



### 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 3:** Select the “Click here to add, edit, or remove SAs or Backup SAs” link.

### Step 3

#### Required Action Items

Item	Status	Resource
✓ Register a Survey Administrator (SA) - <b>Step One</b>	Completed	
✓ Register as the Survey Administrator (SA) for your DCE(s) - <b>Step Two</b>	1 DCE ID(s) already registered for SA <a href="#">Click here to view a report of DCEs registered for the SA.</a>	<a href="#">Click here to register as the SA for one or more DCE(s).</a>
Register a Backup SA for your DCEs - <b>Recommended Step</b>	See below under <b>Administrative Users</b> to view people who are SAs and Backup SAs for your registered DCEs	<a href="#">Click here to add, edit, or remove SAs or Backup SAs</a>
Authorize a Survey Vendor – <b>Step Three</b>	0 of 1 DCEs have current authorization <a href="#">Click here to view a report of your registered DCEs and their current survey vendor authorizations.</a>	<a href="#">Click here to Authorize a Survey vendor for a DCE registered to you.</a>

**Step 4:** Click the “Add New User” button to add a backup Survey Administrator.

### Step 4

## Manage Users

Add New User

**Step 5:** Enter their information on the “User Details” page and click on “Add User.”

### Step 5

#### User Details

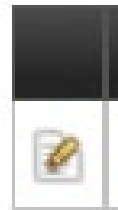
Username	<input type="text"/>
First name	<input type="text"/>
Last name	<input type="text"/>
Email	<input type="text"/>
Confirm Email	<input type="text"/>
Phone	<input type="text"/>
Role	<input type="text" value="Backup Administrator"/> ▼
<a href="#">Check All</a> <a href="#">Check None</a>	
ID	<input type="checkbox"/> Z9937 - RTI Provider 9937
Locked out	<input type="checkbox"/>
<input type="button" value="Add User"/> <input type="button" value="Cancel"/>	

**Follow the steps below if you wish to edit or remove a Backup Administrator.**

**REMINDER:** You will only be able to delete a Backup Administrator's registration, not your own. If you wish to remove yourself as the Survey Administrator, or remove a Survey Administrator who is no longer with your organization, please contact the helpdesk via email at [gpdccahps@rti.org](mailto:gpdccahps@rti.org) or via phone at 1-833-870-0486.

**Step 6:** Click the pen and paper icon to edit an existing user's details.

**Step 6**



**Step 7:** Click the X icon next to an existing user to remove this user.

**Step 7**

