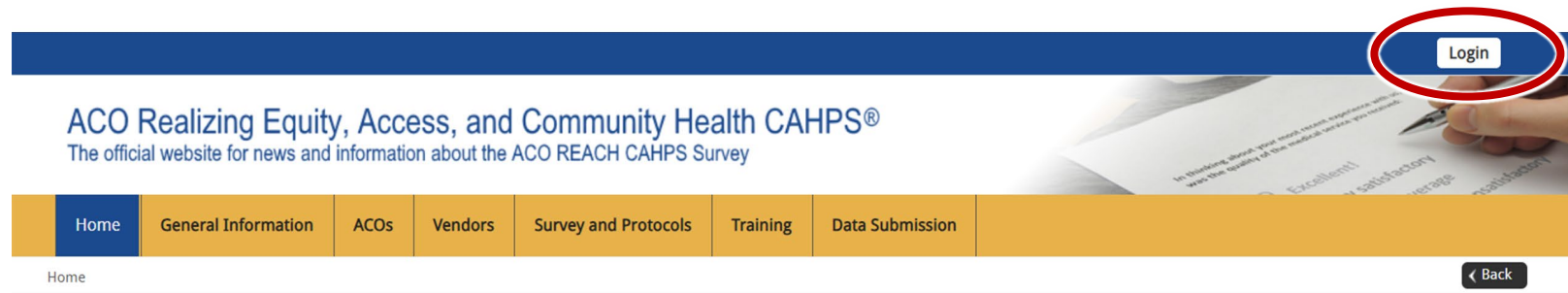


## How REACH ACOs Can Review Their Vendor's PY2024 Data Submission Report

This is a 5-step process REACH ACOs can follow to run the “Data Submission Report,” a report that displays information on recent survey data file submissions to CMS.

**Step 1:** The REACH ACOs Survey Administrator or Backup Survey Administrator first needs to log in to <https://acoreachcahps.org>, which is done by clicking 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



### Welcome to the official site of the ACO REACH CAHPS Survey

The ACO Realizing Equity, Access and Community Health (ACO REACH) Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey is designed to measure the experiences of Medicare FFS beneficiaries receiving care from REACH Accountable Care Organizations (ACOs) participating in the ACO REACH Model. The ACO REACH CAHPS is conducted for REACH ACOs by survey vendors approved by the Centers for Medicare & Medicaid Services (CMS).

For more information on the background of the ACO REACH (formerly Direct Contracting) Model, visit the [About ACO REACH CAHPS](#) page. For information about how to become an approved ACO REACH CAHPS vendor, please click on the [Vendor Application Process](#) page under the “General Information” tab.

Viewers are encouraged to check this site regularly for updated information about the ACO REACH CAHPS.

For REACH ACOs: Contact the Model Helpdesk at [ACOREACH@cms.hhs.gov](mailto:ACOREACH@cms.hhs.gov) or 1-888-734-6433.

For Survey Vendors and General Information, please contact [acoreachcahps@rti.org](mailto:acoreachcahps@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/ACOs:

- [REACH ACO Guidance \(Updated 12/14/2022\)](#)
- [How to Authorize a Survey Vendor](#)
- [How to Delete a Survey Vendor Authorization](#)
- [How to Register as Survey Administrator](#)
- [How to Change Survey Administrators and Add Backup Survey Administrators](#)
- [How to Review a Data Submission Report](#)

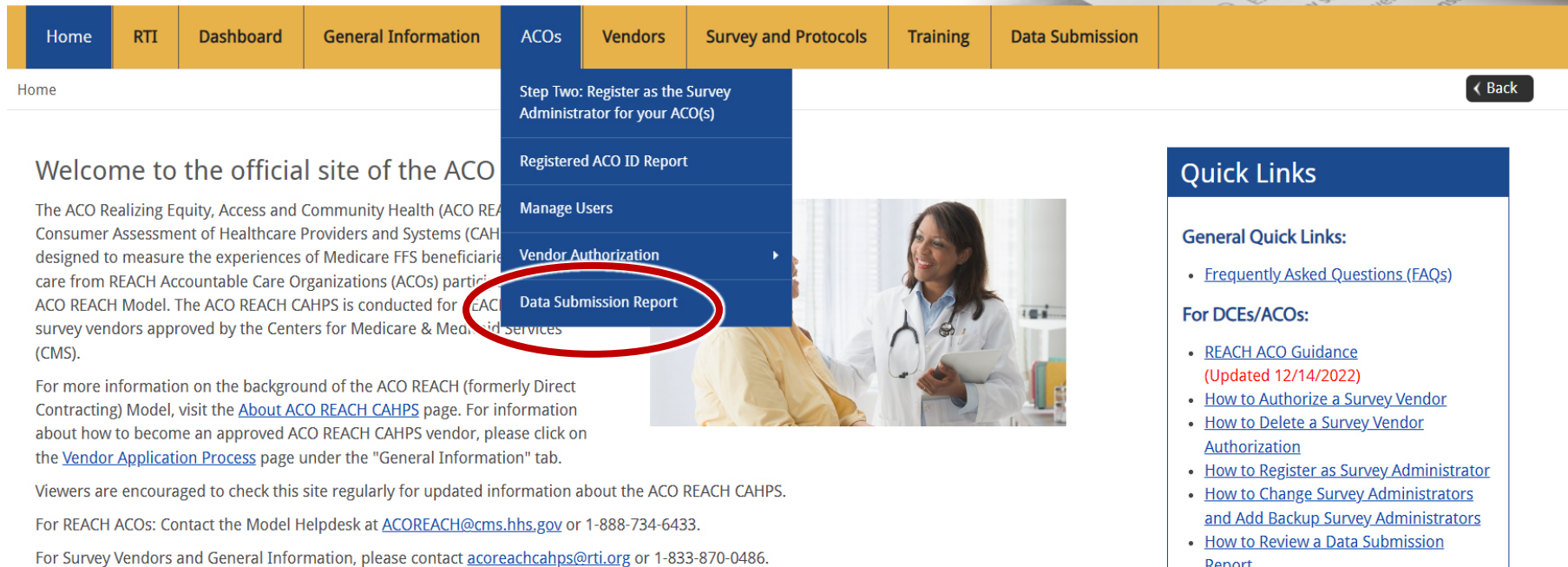
#### For Survey Vendors:

**Step 2:** Under the “ACOs” tab in the top menu bar, click “Data Submission Report.”

## Step 2

### ACO Realizing Equity, Access, and Community Health CAHPS®

The official website for news and information about the ACO REACH CAHPS Survey



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Home

Step Two: Register as the Survey Administrator for your ACO(s)

Registered ACO ID Report

Manage Users

Vendor Authorization

**Data Submission Report**

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- [How to Change Survey Administrators and Add Backup Survey Administrators](#)
- [How to Review a Data Submission Report](#)

**Step 3:** Clicking on the drop-down menu shows all the ACOs for which you are a survey administrator. If you are an administrator of a single ACO, select that ACO. If you are an administrator of more than one ACO, you may select “Show All ACOs” or a single ACO.

### Step 3

#### Data Submission Report

ACO: <Show All ACOs> 

Sample Date Range: <Show All ACOs>  
 Z9900 -- RTI Provider 9900  
 Z9901 -- RTI Provider 9901  
 Z9904 -- RTI Provider 9904  
 Z9905 -- RTI Provider 9905

End Year: 2023

[Show Report](#)

ACOs can select “All” or a single ACO ID.

**Step 4.** Select a Start Year and End Year from the drop-down menus under the “Sample Date Range” fill. In the graphics shown here, “2023” is entered for both the Start Year and End Year. Entering “2024” for Start Year and End Year will allow you to see information on PY2024 data submissions. Click on “Show Report” when done.

### Step 4

#### ACO Realizing Equity, Access, and Community Health CAHPS®

The official website for news and information about the ACO REACH CAHPS Survey

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ACOs / Data Submission Report

#### Data Submission Report

ACO: <Show All ACOs>

Sample Date Range: Start Year: 2023 End Year: 2023

[Show Report](#)

**Step 5:** Once the report populates on the screen, you will be able to see the most recently submitted data file for this Performance Year. The report displays the ACO ID (or IDs if you selected “Show All ACOs”), vendor name, file name, date submitted to CMS, and summary statistics about the number of patients in the ACO’s survey sample. This report only shows files that have passed the validation process internal to this system. If you wish to do so, you can export the onscreen report to Excel.

## Step 5

ACO Realizing Equity, Access, and Community Health CAHPS®

The official website for news and information about the ACO REACH CAHPS Survey

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Data Submission Report

Vendor:

Surveys

ACO:

<Show All ACOs>

Sample Date Range:

Start Year: 2023

End Year: 2023

Validation Status:

Passed

Report Type: Summary

☐ Show records with missing/invalid sample year

☒ Hide records that have been replaced

Show Report

Export to Excel

Vendor	Survey Year	ACO ID	Filename	Submission Date	# of Patients Sampled	# of Complete Responses	# of Incomplete Responses	Validation Status	Replaced	Authorized	Raw Response Rate
Surveys	2023	D0099	<a href="#">RTIVENDOR_Z9990 STD JP.xml</a>	06/19/2023	10	9	0	Passed			90.00 %

1 record(s) in report.

**Note:** Survey vendors are required to submit interim files in October and November. They are required to submit the final file for the PY2024 survey by January 13, 2025. Should you view this report significantly earlier than January 13, 2025, you may see no files, or you may see files reflecting an interim submission. Should you view this report on January 13, 2025, or later and still see no files, please contact your survey vendor immediately.