



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

Update Training Agenda for Returning Survey Vendors

April 2024

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

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Introduction to Update to ACO REACH CAHPS Survey Vendor Webinar Training

1. Overview of Update Training
 - Training Requirements
 - Agenda
 - ACO REACH CAHPS Survey Materials
 - Training Attendance, Evaluation, and Other Reminders
2. Revisions to the ACO REACH CAHPS Introduction and Overview
 - ACO REACH Model
 - Instrument Changes for PY 2024 ACO REACH CAHPS
 - ACO REACH Survey Overview – Timeline
3. Revisions to Roles and Responsibilities
 - Survey Vendor Responsibilities
4. Revisions to Sampling Protocols
 - Sample File Preparation
 - Focal Provider Data Elements
 - Sampled Cases to Remove
 - Address and Telephone Verification
5. Revisions to Data Collection Protocols
 - Data Collection Schedule
 - Changes to Cover Letter Requirements
 - Revisions to Mail Surveys

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- Help Desk Requirements
 - Required Phone Attempt Criteria
 - Interviewer Training
 - Revisions to Telephone Surveys
6. Revisions to Data Coding and Preparation
- Mail and Telephone Follow-Up Protocols
 - Survey Completeness Criteria
7. Revisions to Data Submission
- Preparing the Data Submission Files – Timing
8. Revisions to Data Analysis and Reporting
- CMS Provision of the CAHPS Reports to REACH ACOs
9. Revisions to Data Confidentiality and Data Security
- Safeguarding Beneficiary Data
10. Revisions to Oversight
- Timeline for PY 2024
 - Conducting Remote Survey Operations
11. Online Training Evaluation
- Training Certification