



PRIMARY CARE FIRST PECS

QUESTIONS AND ANSWERS

CMS's Primary Care First (PCF) model aims to improve quality and patient experience of care, and reduce healthcare costs by focusing on primary care. The Patient Experience of Care Survey (PECS) is required for all participating practice sites.



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WHAT ARE THE RESPONSIBILITIES FOR THE PRACTICE SITE?

You are responsible for registering on the PCF PECS web portal, which will allow you to complete the following tasks:

- Authorize PRC as a survey vendor for PY 2024 by June 14, 2024.
- Submit a roster of patients to CMS in summer of 2024.

IS PRC A CMS-APPROVED PCF PECS SURVEY VENDOR?

Yes, PRC will be a fully approved survey vendor for PCF PECs when that list is published by 5/10/2024.

WHICH PATIENTS ARE ELIGIBLE FOR THE PCF PEC SURVEY?

- All payers, including self-pay and no insurance
- Ages 18 and older
- Had at least one visit (in-person or telehealth) between January 1 of the Performance Year and when roster is submitted
- Patients with a telephone number OR an address

Patients residing in residential care/assisted living are eligible, and proxies are acceptable for patients who may be mentally or physically incapable of completing the survey.

Ineligible patients include those who are deceased, live in nursing homes, live in skilled nursing facilities, and live outside the continental US.

HOW IS THE PCF PEC SURVEY ADMINISTERED?

PCF PECS requires a mixed-mode survey administration, which consists of a teaser postcard, two survey mailings, a thank you/reminder postcard and up to six follow-up telephone calls to those who have not completed the survey by mail.

| Event | Date |
|------------------------------------|------------|
| Practices authorize survey vendors | 6/14/2024 |
| Teaser postcard mailed | 9/23/2024 |
| 1st Questionnaire mailed | 9/30/2024 |
| Reminder/Thank you postcard | 10/7/2024 |
| 2nd Questionnaire mailed | 10/28/2024 |
| Phone interviews begin | 11/8/2024 |
| Data collection ends | 12/17/2024 |
| Final data submission deadline | 1/17/2025 |

CMS will select the sample of patients to be included in the study from the patient rosters submitted by the practice, and CMS will provide the selected sample records to PRC. The number of patients to be sampled is determined by the number of providers practicing at an individual site.

| Providers at Practice Site | Count of Patients Sampled |
|----------------------------|---------------------------|
| 1 | 296 |
| 2 | 350 |
| 3 | 450 |
| 4-9 | 500 |
| 10-13 | 550 |
| 14-19 | 650 |
| 20+ | 800 |

WHAT DOES THE PCF PEC SURVEY MEASURE?

This 64-question survey, made up of the CAHPS Clinician & Group Survey v3.0 with additional PCF-specific questions, is used to score five domains:

- Getting Timely Care, Appointments and Information
- How Well Providers Communicate
- Patients Rating of Provider
- Attention to Care from Other Providers
- Support Patients Taking Care of Own Health

The PCF-specific questions focus on whether the practice site and provider demonstrated behaviors that align with PCF model goals, like improving patient health, increasing patient engagement, and limiting unnecessary healthcare costs.

HOW WILL WE RECEIVE THE SURVEY RESULTS?

For sites that choose to work with PRC, participation reports will be provided throughout data collection, and unofficial results will be provided once data collection is complete.

CMS will provide each practice site an individual report comparing their results to regional and national scores. This report will be available in late spring, after data has been submitted by PRC.

WILL THE RESULTS BE PUBLICLY REPORTED?

While your scores will not be publicly reported, they will be used to calculate your PEC Summary Score, which is one of five measures in the Quality Gateway, the performance threshold including clinical quality and patient experience measures. Practice sites that meet or exceed benchmarks are eligible for a positive Performance Based Adjustment (PBA).

ADDITIONAL MEASUREMENT

PRC also conducts customized versions of the CG-CAHPS survey which can be used for primary and specialty care sites. If you are interested in options for year-round ongoing measurement to move beyond compliance to excellence, please contact us as 800-428-7455 for CG-CAHPS information.



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