



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.





WHAT ARE THE RESPONSIBILITIES FOR THE PRACTICE SITE?

For participation in PY 2021, you must have applied to be a member of Cohort 1 of Primary Care First. This list is available at <https://innovation.cms.gov/media/document/pcf-participant-list-nov2020>.

You are also 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 2021 by June 30, 2021.
- Submit a roster of patients to CMS between June 15, 2021-July 12, 2021.
- Upload an executed Business Associate Agreement (BAA) between the practice site and PRC for PY 2021 by August 30, 2021.

IS PRC A CMS-APPROVED PCF PECS SURVEY VENDOR?

PRC is a conditionally approved vendor. CMS anticipates providing a fully approved list of vendors on May 28, 2021.

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	6/3/2021 - 6/30/2021
Teaser postcard mailed	9/28/2021
1st Questionnaire mailed	10/5/2021
Reminder/Thank you postcard	10/12/2021
2nd Questionnaire mailed	11/2/2021
Phone interviews begin	11/30/2021
Data collection ends	12/21/2021
Final data submission deadline	1/18/2022

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	Projected Number of Completed Surveys
1	296	105
2	350	124
3	450	159
4-9	500	177
10-13	550	195
14-19	650	230
20+	800	284

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).



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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 at 800-428-7455 for CG-CAHPS information.

ABOUT PRC

Since 1980, PRC has helped more than 2,200 healthcare organizations achieve their research objectives by collecting and analyzing timely, accurate, and reliable feedback from patients, employees, physicians, and the community at large. PRC's high-quality survey research, analytics tools, and coaching give voice to healthcare organizations, patients, and the community as a whole. Leading the standards for healthcare market research, PRC partners with organizations to support their efforts in becoming better places for patients to be treated, physicians to practice medicine, and employees to work.

Achieve healthcare excellence with PRC.

WHAT ARE YOUR GOALS?

To learn what PRC's data can do for you, contact us at 800-428-7455 or visit [PRCCustomResearch.com](https://www.PRCCustomResearch.com)



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