

## Attachment B-2. Emails To Users

### **Email #1: Notification to Users Submission System Now Open:**

Subject: The 2009 CAHPS Health Plan Survey Online Data Submission System Is Now Open.

The 2009 CAHPS Health Plan Survey Online Data Submission System Is Now Open.

Before you can submit data to the CAHPS Database, sponsors, vendors, health plans and other participants must register with our Data Submission System at <https://ncbd.cahps.org/plancahps/>

The CAHPS Database will review your request and send you an e-mail with the login information to access the Data Submission System within 1 business day.

The CAHPS Database must receive and approve your complete submission **no later than June 26, 2009**. A complete submission includes:

- Data Use Agreement,
- NHQR Authorization and/or ACAP authorization form(s) if required,
- Plan Information,
- Questionnaire,
- Data file, and
- **Final CAHPS Database Approval.**

If you have any questions about the 2009 data submission process, send an e-mail to [NCBD1@ahrq.gov](mailto:NCBD1@ahrq.gov) or call 888-808-7108. We look forward to your participation in 2009!

### **Email # 2: Reminder Notice**

The FINAL Two Days to submit the 2009 CAHPS Health Plan Medicaid data!  
The deadline for the 2009 CAHPS Health Plan data submission is *June 26, 2009*.

The 2009 CAHPS Health Plan Online Submission System ***will not be available*** after **June 26, 2009**.

Therefore, we strongly encourage all Sponsors, Health Plans and Vendors to complete the following information by the deadline:

- Submit Data Use Agreement.
- Complete any missing Health Plan Information.
- Submit Questionnaire for CAHPS Database approval (3-day approval process).
- Upload data file for CAHPS Database approval.

Access to the Submission System: <https://ncbd.cahps.org/plancahps/default.asp>

Please remember that the CAHPS Database must receive and approve the health plan information and questionnaire before you submit a data file. Also, the earlier you submit a data file, the more time you will have to resolve any errors encountered with the data file. The submission system will not be available after June 26<sup>th</sup> to resubmit the corrected data file if any issues occur with your submission.

Once all the required information has been approved, you will receive an email regarding CAHPS Database Final Approval. To be accepted in the 2009 CAHPS Health Plan Database, you must receive Final Approval for the submitted Health Plan.

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**Email #3: Registration Approval and Access Granted for Sponsors.  
Provides User Name and Password to access account.**

Thank you for registering with the 2009 CAHPS Health Plan Survey Data Submission System.  
The username and password for accessing the CAHPS Health Plan Survey Data Submission System is shown below.

[sponsororganization]

User Name: [uname]

Password: [pwd]

You will receive a second e-mail with the information for your 'Vendor' or 'Health Plan' to access the sponsor account.

Contact the CAHPS Database if you have any questions.

E-mail: [NCBD1@ahrq.gov](mailto:NCBD1@ahrq.gov)

Telephone: 1-888-808-7108.

Additional Comments:

[Additional Comments]

**Email #4: Registration Approval and Access Granted for Other users such as vendors  
Provides User Name and Password to access account.**

Thank you for registering with the 2009 CAHPS Health Plan Survey Data Submission System.

Your username and password is shown below.

User Name: [uname]

Password: [pwd]

Once you login on to the Data Submission System, you will need the Account ID and Account Password provided by the sponsor to access the sponsor account.

Please contact the Sponsor if you do not have the Account ID and Account Password.

Contact the CAHPS Database if you have any questions.

E-mail: [NCBD1@ahrq.gov](mailto:NCBD1@ahrq.gov)

Telephone: 1-888-808-7108.

Additional Comments:

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**Email #5: Questionnaire Approval Notification.**

The questionnaire has been approved.

Questionnaire File Name: [filename]

Date Received: [datereceived]

The Health Plan(s) Linked: [plans]

Contact the CAHPS Database if you have any questions.

E-mail: [NCBD1@ahrq.gov](mailto:NCBD1@ahrq.gov)

Telephone: 1-888-808-7108.

Additional Comments:

[Additional Comments]

**Email # 6: Data File Approval Notification**

The Data File [data filename] has been approved.

Sponsor: [sponsor account]

Data File: [data filename]

Date File Received: [data file date received]

The Health Plan Linked To Data File: [plan]

Number of Records: [record count]

Number of Completes (M10, T10, I10): [sum of M10, T10, I10]

The CAHPS Database is currently reviewing the other information submitted for this plan and will determine whether this plan meets the 2009 CAHPS Health Plan Survey submission requirements.

You may check the submission status by logging on to the sponsor account.

Contact the CAHPS Database if you have any questions.

E-mail: [NCBD1@ahrq.gov](mailto:NCBD1@ahrq.gov)

Telephone: 1-888-808-7108.

Additional Comments:

[Additional Comments]

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**Email # 7: Data File Rejection Notification**

The data file [data filename] has been reviewed and does not meet the 2009 CAHPS 4.0/4.0H Health Plan Survey data specifications.

Sponsor: [sponsor account]

Data File Name: [data filename]

Date File Received: [data file date received]

The Health Plan Linked To Data File: [plan]

Number of Records: [record count]

Number of completes (M10, T10, I10): [sum of M10, T10, I10]

The data file status report is available online. Please make the necessary corrections and resubmit the data file for the CAHPS Health Plan Survey Database review.

Contact the CAHPS Database if you have any questions.

E-mail: [NCBD1@ahrq.gov](mailto:NCBD1@ahrq.gov)

Telephone: 1-888-808-7108.

Additional Comments:

[Additional Comments]

**Email # 8: Final Approval and Acceptance of Health Plan Submission**

Congratulations! The following health plan has been accepted in the 2009 CAHPS Health Plan Survey Database.

Health Plan Name: [plan]

Sponsor: [sponsor account]

Contact the CAHPS Database if you have any questions.

E-mail: [NCBD1@ahrq.gov](mailto:NCBD1@ahrq.gov)

Telephone: 1-888-808-7108.

Additional Comments:

[Additional Comments]

Additional Comments:

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[Additional Comments]