

# Attachment F. Data Submission Secure Web Site and Information Collection Forms

**Figure 1. Public/Login or Registration Page** – Provides submission information and a link for users to register or log in.

## Attachment F. Data Submission Secure Web Site and Information Collection Forms

**Figure 2 Registration** – The registration process is a two step process. First, participants are requested to enter their contact information, identify their role, as a group, practice site or vendor. The second step requires the user to create a unique ID and password. Based on this information, the database submission system automatically sends an email to have them confirm the email address. After confirming the email the account is approved by the system.

### Registration Step 1: Provide information

Public reporting burden for this collection of information is estimated to average 5 minutes per response, the estimated time required to complete registration. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: AHRQ Reports Clearance Officer Attention: PRA, Paperwork Reduction Project (0935-XXXX) AHRQ, 5600 Fishers Lane, #07W41A, Rockville, MD 20857.

You are here: [CAHPS Data Submission System](#) > Register

[Register](#) | [Login](#) | [Help](#)


**CAHPS Database**

- About the CAHPS Database
  - Health Plan Surveys and Guidance
  - Clinician & Group Surveys and Guidance
- Submitting Data
  - Health Plan
  - Clinician & Group**
    - Upload DUA
- Comparative Data
  - Health Plan
  - Clinician & Group Resources
- Research Data

**Stay Connected**

CAHPSDatabase@westat.com

888-808-7108

 E-mail Updates

### The CAHPS Clinician & Group Data Submission System Account Registration

Please provide the following information to register for an account:

\*Organization Name:

\*First Name:

\*Last Name:

Title Position:

\*Address 1:

Address 2:

\*City:

\*State:

\*Zip Code:


\*Telephone number: (  )  -  Ext.:

Fax number: (  )  -

\*Email Address:

\*Organization Type:

\* = Required Field

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Form Approved  
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Exp. Date XX/XX/20XX

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## Registration Step 2: Create Username and Password

The screenshot shows the 'The CAHPS Clinician & Group Data Submission System Account Registration' page. At the top left is the CAHPS logo with the tagline 'Surveys and Tools to Advance Patient-Centered Care'. A navigation breadcrumb reads 'You are here: CAHPS Data Submission System > Register'. In the top right, there are links for 'Register', 'Login', and 'Help'. A box on the right side of the page states 'Form Approved OMB No. 0935-XXXX Exp. Date XXXX-XXXX'. The main content area contains three input fields: 'Create User Name:', 'Create Password:', and 'Confirm Password:'. Below these is a 'Password Requirements' box with the following text: 'Passwords must be at least 8 characters in length and contain at least one character from each of the following categories: • Uppercase letter • Lowercase letter • Number • Non-alphanumeric character'. At the bottom of the form are two buttons: 'Previous' and 'Create User'. On the left side, there is a 'CAHPS Database' menu with categories: 'About the CAHPS Database', 'Submitting Data', 'Clinician & Group', 'Comparative Data', and 'Research Data'. The 'Clinician & Group' category is expanded to show 'Upload DUA'. Below the menu is a 'Stay Connected' section with contact information: 'CAHPSDatabase@westat.com', '888-808-7108', and 'E-mail Updates'. At the bottom right, there is a 'Back to top' link with an upward arrow icon.

## Attachment F. Data Submission Secure Web Site and Information Collection Forms

Figure 3. Home Page. Outlines each of the steps for data submission process.

**cahps** Surveys and Tools to Advance Patient-Centered Care

**CAHPS Database**

- About the CAHPS Database  
Health Plan Surveys and Guidance  
Clinician & Group Surveys and Guidance
- Submitting Data  
Health Plan  
**Clinician & Group**
- Comparative Data  
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Clinician & Group Resources
- Research Data

**Stay Connected**

CAHPSDatabase@westat.com

888-808-7108

E-mail Updates

You are here: [CAHPS Data Submission System](#) > [Home](#) > About

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### The CAHPS Data Submission System Home

[Home](#) | [Questionnaires](#) | [Data](#) | [DUA](#)

About | [Status](#) | [Account Details](#)

#### About the CAHPS Clinician & Group Data Submission System

The online CG-CAHPS Data Submission System enables users to submit, track and view the CAHPS Clinician & Group information.

The following two items are necessary to begin your organization's submission to the CAHPS Database.

- Data Use Agreement:** Sign and return a scanned copy of your organization's data use agreement to CAHPSDatabase@westat.com or send a signed copy by fax to 301-315-5912.
  - CG-CAHPS Data Use Agreement ([PDF](#), 654 KB; [PDF Help](#)).
- Questionnaires:** Upload a copy of the CG-CAHPS questionnaire administered by your organization. The CAHPS Database will review the submitted questionnaire within 3 business days.

Once a submitted questionnaire has been accepted for your organization the data file submission process can begin.

- Data Files:** Upload only data files corresponding to the accepted questionnaire file. Each submission should be comprised of multiple data files.
  - Group data file
  - Practice site data file
  - Sample data file

Additional information is provided during each step of the submission process. Check the status of your submission(s) under the home page to identify your organization's progress.

- Status:** View submission history and detailed data file reports.
- Summary:** View a summary report on submitted questionnaire and data files submitted to the CAHPS Database.

[Next Step: Submit Questionnaire](#)

For more information about submitting CG-CAHPS survey data to the CAHPS Database contact:

Email: [CAHPSDatabase@Westat.com](mailto:CAHPSDatabase@Westat.com)  
Phone: 1-888-808-7108

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**Figure 4. Submit Questionnaire** - Users upload questionnaire documents in MS Word (doc), Adobe Acrobat (pdf) Text (txt) or Rich Text Format (rtf) format to the submission system and identify which type of questionnaire they are submitting. System administrators then review questionnaires and approve/reject the submitted document.

You are here: [CAHPS Data Submission System](#) > [Questionnaires](#) > [Submit Questionnaire](#)

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### The CAHPS Data Submission System

#### Submit Questionnaire

Form Approved  
OMB No. 0935-XXXX  
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[About](#) | [Submit Questionnaire](#) | [Summary](#)

To submit a questionnaire file, choose the version of the survey you used and the location of the file. Questionnaire files are reviewed by the CAHPS Database and can take up to 3 business days to be evaluated. Please be sure to submit a copy of each unique questionnaire administered by your organization.

#### Submit a Questionnaire:

Questionnaire Version:\*

Questionnaire file location:\*  No file chosen  
(\* .pdf, \*.doc, \*.docx, \*.txt, \*.rtf)

Questionnaire wording:    
(Wording used in question text in survey. It is either "this doctor" or "this provider")

Briefly describe what practice sites and/or group used this instrument:

\*Required

#### Instructions

The following actions must be completed before data can be reviewed by the CAHPS Database.

Provide additional information outside of CAHPS guidelines. Submit a Group, Practice Site and Sample file for review. Provide a contact at the Group.

Confirm the data submission so it can be reviewed.

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**Figure 5. Submit Data File Page** – Users upload data files from their local computer. Each file submitted requires information about how the survey was administered. Information such as mode of administration, response rate, fielding period and number sampled are required to complete the submission. Uploaded files are evaluated in real-time to ensure they meet the basic required format. If not, users receive immediate feedback. Once a file is accepted, the data file is loaded it to the database.

You are here: [CAHPS Data Submission System](#) > [Data](#) > [Submit Data Files](#)

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### The CAHPS Data Submission System

#### Submit Data

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#### Submit Data: Select files and provide additional information (Step 1 of 3)

Data files are being submitted for this Questionnaire file:  
**12-month Survey Child 2.0 (4pt)**  
Submitted: 12/31/2014 2:59:15 PM  
 V:\4 - CAHPS Databases\CG CAHPS\CG CAHPS Data File Specifications\Child 12-Month Survey 2.0.doc

Additional Information

Did you follow CAHPS sampling and fielding guidelines?\*

Yes  
 No  
 Don't know

If No or Don't know, please describe any deviations from CAHPS guidelines in the text box below (e.g., in-office survey distribution):

\* = Required Field

Group File (optional)

No file chosen

I will not be submitting a Group file.

Practice Site File

No file chosen

Sample File

No file chosen

#### Instructions

The following actions must be completed before data can be reviewed by the CAHPS Database.

Provide additional information outside of CAHPS guidelines. Submit a Group, Practice Site and Sample file for review. Provide a contact at the Group. Confirm the data submission so it can be reviewed.

## Attachment F. Data Submission Secure Web Site and Information Collection Forms

**Figure 7. View Submission Status** – Users can view the status of their account at any time during the submission process for all submissions in their account.

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### The CAHPS Data Submission System

#### Data Summary

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The status of each submission is displayed below. If no data files have been submitted there may be no records shown.

<< Previous | Next >> Records: 19

	Status	Status Date	Questionnaire	Group File	Practice File	Sample File
1.	<a href="#">Confirmed</a>	1/7/2015 3:16:34 PM	V:\4 - CAHPS Databases\CG CAHPS\CG CAHPS Data File Specifications\Child 12-Month Survey PCMH 2.0.doc <i>Visit Survey Adult 2.0</i>	Passed	Passed	Passed
2.	<a href="#">Confirmed</a>	1/7/2015 2:56:47 PM	V:\4 - CAHPS Databases\CG CAHPS\CG CAHPS Data File Specifications\Child 12-Month Survey PCMH 2.0.doc <i>12-month PCMH Survey Child 2.0 (4pt)</i>	Passed	Passed	Passed
3.	<a href="#">Confirmed</a>	1/7/2015 2:34:44 PM	V:\4 - CAHPS Databases\CG CAHPS\CG CAHPS Data File Specifications\Child 12-Month Survey PCMH 2.0.doc <i>12-month PCMH Survey Child 2.0 (4pt)</i>	Passed	Passed	Passed
4.	<a href="#">Awaiting Confirmation</a>	1/7/2015 2:33:17 PM	V:\4 - CAHPS Databases\CG CAHPS\CG CAHPS Data File Specifications\Child 12-Month Survey PCMH 2.0.doc <i>12-month PCMH Survey Child 2.0 (4pt)</i>	Passed	Passed	Passed
5.	<a href="#">Confirmed</a>	1/7/2015 2:32:52 PM	V:\4 - CAHPS Databases\CG CAHPS\CG CAHPS Data File Specifications\Child 12-Month Survey 2.0.doc <i>12-month Survey Child 2.0 (4pt)</i>	Passed	Passed	Passed
6.	<a href="#">Confirmed</a>	1/7/2015 11:19:49 AM	V:\4 - CAHPS Databases\CG CAHPS\CG CAHPS Data File Specifications\Child 12-Month Survey PCMH 2.0.doc <i>12-month PCMH Survey Adult 2.0 (4pt)</i>	Passed	Passed	Passed
7.	<a href="#">Confirmed</a>	1/7/2015 11:08:43 AM	V:\4 - CAHPS Databases\CG CAHPS\CG CAHPS Data File Specifications\Child 12-Month Survey 2.0.doc <i>12-month Survey Adult 2.0 (4pt)</i>	Passed	Passed	Passed
8.	<a href="#">Errors</a>	1/5/2015 11:35:50 AM	V:\4 - CAHPS Databases\CG CAHPS\CG CAHPS Data File Specifications\Child 12-Month Survey PCMH 2.0.doc <i>Visit Survey Adult 2.0</i>		Passed	Failed
9.	<a href="#">Errors</a>	1/5/2015 11:26:13 AM	V:\4 - CAHPS Databases\CG CAHPS\CG CAHPS Data File Specifications\Child 12-Month Survey PCMH 2.0.doc <i>Visit Survey Adult 2.0</i>	Passed	Passed	Failed
10.	<a href="#">Incomplete</a>	1/5/2015 11:25:41 AM	V:\4 - CAHPS Databases\CG CAHPS\CG CAHPS Data File Specifications\Child 12-Month Survey PCMH 2.0.doc <i>Visit Survey Adult 2.0</i>	Passed	Passed	
11.	<a href="#">Errors</a>	1/5/2015 11:00:15 AM	V:\4 - CAHPS Databases\CG CAHPS\CG CAHPS Data File Specifications\Child 12-Month Survey PCMH 2.0.doc <i>12-month PCMH Survey Child 2.0 (4pt)</i>	Passed	Passed	Failed
12.	<a href="#">Incomplete</a>	1/5/2015 10:44:01 AM	V:\4 - CAHPS Databases\CG CAHPS\CG CAHPS Data File Specifications\Child 12-Month Survey PCMH 2.0.doc <i>12-month PCMH Survey Child 2.0 (4pt)</i>	Passed	Passed	
13.	<a href="#">Errors</a>	1/5/2015 10:03:04 AM	V:\4 - CAHPS Databases\CG CAHPS\CG CAHPS Data File Specifications\Child 12-Month Survey 2.0.doc <i>12-month Survey Child 2.0 (4pt)</i>	Passed	Passed	Failed
14.	<a href="#">Errors</a>	1/5/2015 10:03:02 AM	V:\4 - CAHPS Databases\CG CAHPS\CG CAHPS Data File Specifications\Child 12-Month Survey 2.0.doc <i>12-month Survey Child 2.0 (4pt)</i>	Passed	Passed	Failed