Attachment G. CAHPS Health Plan Database Emails To Users

Email #1: Coalition Account Access

Thank you for registering with the 2016 CAHPS Health Plan Survey Data Submission System. Your username and password for accessing the 2016 CAHPS Health Plan Survey Data Submission System are shown below.

User Name: {replace:username}

Password: {replace:pwd}

Log in at https://cahpsdatabase.ahrq.gov/hpdss/

If you have not already sent us a list of health plans, please send us a list of health plans that you wish to include in the coalition report and we will enter the plan names into the Data Submission System. We will also review the plan list and contact you to discuss their participation status in the CAHPS Health Plan Survey Database.

Please direct the plans that do not participate in the 2016 CAHPS Health Plan Survey Database and are on your wish list to the online CAHPS Data Submission System.

Contact the CAHPS Database if you have any questions.

E-mail: CAHPSDatabase@westat.com

Telephone: 888-808-7108

To ensure you receive future updates regarding the CAHPS Health Plan Database, please sign up for GovDelivery (https://subscriptions.ahrq.gov/accounts/USAHRQ/subscriber/new).

{replace:comments}

Email #2: Sponsor Registration Accepted

Thank you for registering with the 2016 CAHPS Health Plan Survey Data Submission System.

Your username and password for accessing the CAHPS Health Plan Survey Data Submission System are shown below.

{replace:orgname}

User Name: {replace:username}

Password: {replace:pwd}

Log in at https://cahpsdatabase.ahrq.gov/hpdss/

{replace:comments}

Note: Attached are the National Healthcare Quality Report (NHQR) and Association of Community Affiliated Plans (ACAP) authorization forms.

The U.S. Agency for Healthcare Research and Quality (AHRQ) is requesting authorization from State Medicaid programs to use the CAHPS Health Plan survey data they provided to the CAHPS Database

for purposes of reporting State-level Medicaid CAHPS Health Plan survey results in the 2017 National Healthcare Quality Report.

Association of Community Affiliated Plans (ACAP) is requesting authorization from State Medicaid Health Plans to use the CAHPS Health Plan survey data they provided to the CAHPS Database to include in the 2016 ACAP Coalition Report. This report compares plan-specific results for ACAP members, for purposes of quality improvement.

Contact the CAHPS Database if you have any questions.

E-mail: CAHPSDatabase@westat.com

Telephone: 888-808-7108

To ensure you receive future updates regarding the CAHPS Health Plan Database, please sign up for GovDelivery (https://subscriptions.ahrq.gov/accounts/USAHRQ/subscriber/new).

Email #3: Sponsor Registration Confirmation

Thank you for confirming your account with the 2016 CAHPS Health Plan Survey Data Submission System.

Your username and password for accessing the CAHPS Health Plan Survey Data Submission System are shown below.

The Plan Information grid will be pre-populated with all the health plans you submitted in the last submission period, along with their key characteristics. Please review this information to ensure that it is accurate. You may add new plans, edit existing plans, or delete any plans that are not participating this year.

Sponsors no longer have to give their vendor the account ID and account password to access your sponsor account. To grant vendors the ability to assist you in submitting survey information, you only have to enter the vendor's email address for each health plan in the plan information table, under the "Plans" tab. After you have entered the vendor's email address, the vendor will be granted access to assist you in the submission process.

{replace:orgname}

User Name: {replace:username}

Password: {replace:pwd}

Log in at https://cahpsdatabase.ahrq.gov/HPDSS/

If you represent a State Medicaid program, please review and submit the National Healthcare Quality Report (NHQR) Authorization Form:

https://www.cahpsdatabase.ahrq.gov/files/HP/2016_NHQR_Authorization_Form.pdf

Attachment G. CAHPS Health Plan Database Emails To Users

If your health plan is a member of the Association of Community Affiliated Plans (ACAP), please see the ACAP Authorization Memo:

https://www.cahpsdatabase.ahrq.gov/files/HP/2015_ACAP_Authorization_Form.pdf

Contact the CAHPS Database if you have any questions.

E-mail: CAHPSDatabase@westat.com

Telephone: 888-808-7108

Email #4: Vendor Registration Accepted

Thank you for registering with the 2016 CAHPS Health Plan Survey Data Submission System.

Your username and password are shown below.

User Name: {replace:username}

Password: {replace:pwd}

Log in at https://cahpsdatabase.ahrq.gov/hpdss/

Once you log in to the Data Submission System, you will only see the health plans that a sponsor has assigned to you as the vendor. Contact the sponsor if you have questions about the plans assigned to you.

{replace:comments}

Contact the CAHPS Database if you have any questions.

E-mail: CAHPSDatabase@westat.com

Telephone: 888-808-7108

To ensure you receive future updates regarding the CAHPS Health Plan Database, please sign up for GovDelivery (https://subscriptions.ahrq.gov/accounts/USAHRQ/subscriber/new).

Email #5: Registration Request Rejected

Your registration request to participate in the 2016 CAHPS Health Plan Survey Data Submission System has been rejected.

{replace:comments}

Contact the CAHPS Database if you have any questions.

E-mail: CAHPSDatabase@westat.com

Telephone: 888-808-7108

To ensure you receive future updates regarding the CAHPS Health Plan Database, please sign up for GovDelivery (https://subscriptions.ahrq.gov/accounts/USAHRQ/subscriber/new).

Email #6: Data Use Agreement Not Received

Attachment G. CAHPS Health Plan Database Emails To Users

Sponsor: {replace:sponsorname}

The submission history shows that we have not received the Data Use Agreement (DUA) for the following plans.

{replace:planname}

Please sign and return the DUA no later than June 24, 2016 or your data will not be included in the Health Plan Database.

Fax it to (301) 315-5912 or email it to CAHPSDatabase@westat.com.

Contact the CAHPS Database if you have any questions.

E-mail: CAHPSDatabase@westat.com

Telephone: 888-808-7108

To ensure you receive future updates regarding the CAHPS Health Plan Database, please sign up for GovDelivery (https://subscriptions.ahrq.gov/accounts/USAHRQ/subscriber/new).

Email #7: Questionnaire File Approved

The questionnaire below has been approved. You may now begin to submit data for the health plan(s) linked to this questionnaire.

Questionnaire File Name: {replace:filename}

Date Received: {replace:datereceived}

{replace:comments}

Contact the CAHPS Database if you have any questions.

E-mail: CAHPSDatabase@westat.com

Telephone: 888-808-7108

To ensure you receive future updates regarding the CAHPS Health Plan Database, please sign up for GovDelivery (https://subscriptions.ahrq.gov/accounts/USAHRQ/subscriber/new).

Email #8: Questionnaire File Rejected

The questionnaire you submitted has been rejected as it does not meet the 2016 CAHPS 5.0/5.0H questionnaire standards.

The survey data for the plans using this questionnaire will not be included in the 2016 CAHPS Health Plan Survey Database.

Questionnaire File Name: {replace:filename}

Date Received: {replace:datereceived}

{replace:comments}

Contact the CAHPS Database if you have any questions.

Attachment G. CAHPS Health Plan Database Emails To Users

E-mail: CAHPSDatabase@westat.com

Telephone: 888-808-7108

To ensure you receive future updates regarding the CAHPS Health Plan Database, please sign up for GovDelivery (https://subscriptions.ahrq.gov/accounts/USAHRQ/subscriber/new).

Email #9: Final Approval Accepted

Congratulations! The following health plan has been accepted in the 2016 CAHPS Health Plan Survey Database.

Health Plan Name: {replace:planname}

Sponsor: {replace:sponsorname}

The results are scheduled to be released in October. We will notify you as soon as they are ready to view on our Online Reporting System.

{replace:comments}

Contact the CAHPS Database if you have any questions.

E-mail: CAHPSDatabase@westat.com

Telephone: 888-808-7108

To ensure you receive future updates regarding the CAHPS Health Plan Database, please sign up for GovDelivery (https://subscriptions.ahrq.gov/accounts/USAHRQ/subscriber/new).

Email #10: Final Approval Rejected

The CAHPS Database has reviewed the health plan information, questionnaire and data file submitted for the health plan below and it cannot be accepted in the 2016 CAHPS Health Plan Survey Database.

The Health Plan Name: {replace:planname}

Sponsor: {replace:sponsorname}

{replace:comments}

Contact the CAHPS Database if you have any questions.

E-mail: CAHPSDatabase@westat.com

Telephone: 888-808-7108

To ensure you receive future updates regarding the CAHPS Health Plan Database, please sign up for GovDelivery (https://subscriptions.ahrq.gov/accounts/USAHRQ/subscriber/new).

Email #11: Forgot Password

Attachment G. CAHPS Health Plan Database Emails To Users

Your 2016 CAHPS Health Plan Survey Data Submission System Username and Password.

Username = {replace:username}

Password = {replace:pwd}

Log in at https://cahpsdatabase.ahrq.gov/hpdss/

Contact the CAHPS Database if you have any questions.

E-mail: CAHPSDatabase@westat.com

Telephone: 888-808-7108