

Attachment F. Screen Shots of Data Submission

Figure 1. Public/Login or Registration Page – Provides submission information and a link for users to register or log in if they have received their user name and password.

Form Approved
OMB No. 0935-XXXX
Exp. Date XX/XX/20XX

The online Data Submission System enables users to submit and view the status of the CAHPS Health Plan Survey information.

What to Submit	Registered Users
The CAHPS Database will accept Medicaid and SCHIP survey data for the following survey versions. Adult 4.0 or 4.0H Medicaid population Child 4.0 Medicaid and SCHIP populations with Chronic Conditions 4.0 Medicaid and SCHIP populations without Chronic Conditions	Username: Password: Log in Forgot your Username or Password?
Registration Request	Resources
Sponsors, coalitions, vendors, health plans and other participants must complete a registration request form. The CAHPS Database will review your request and will send you an e-mail with the information to access the Data Submission System. Register	Submission Deadlines CAHPS Health Plan Survey Data Use Agreement 2009 CAHPS Health Plan Survey Questionnaire Standards 2009 CAHPS Health Plan Survey 4.0 Data Specifications Composites, Ratings Case Mix Items(HTML/PDF) Survey Methodology(HTML/PDF) Frequently Asked Questions (FAQs)(HTML/PDF) National Healthcare Quality Report (NHQR) Authorization Form (PDF) Association For Community Affiliated Plans (ACAP) Authorization Form (PDF) Contact Us
Data Submission Process	
Submit Data Use Agreement (DUA) Download the 2009 CAHPS Health Plan Survey Data Use Agreement. Sign and return the DUA by mail to Swati Nadkarni, Westat, RA 1159, 1650 Research Blvd., Rockville, MD 20850 or fax it to (301) 610-4950 no later than June 26, 2009. We encourage you to start that process soon if your legal department must review the agreement before signing. Enter Health Plan Information Enter all the required characteristics for the participating health plan prior to submitting the questionnaire and data file. Submit CAHPS Questionnaire Upload and link a CAHPS questionnaire to the appropriate health plan. The NCBD will review the questionnaire to ensure that it meets the CAHPS Health Plan Survey Standards. You will be sent an approval or rejection notification by email. Submit Data File Upload a data file (ASCII/Flat file) for the participating health plan and view detailed data file evaluation reports. The data file must conform to the 2009 NCQA 4.0H or 2009 CAHPS 4.0 Health Plan Survey Data Specifications. Submission Status View submission history and detailed data file reports. The CAHPS Database will review the Data Use Agreement, Plan Information, Questionnaire and Data Files submitted for the participating health plan and send a final approval or rejection by e-mail.	Login's available: Role: Administrator Account:

Public reporting burden for this collection of information is estimated to average 1 hour and 38 minutes per response, the estimated time required to complete the Registration Form (5 minutes), Health Plan Information Form (30 minutes), Data Use Agreement (3 minutes) and to submit the data files (1 hour). 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, 540 Gaither Road, Room # 5036, Rockville, MD 20850.

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Figure 2 Registration - Participants are requested to enter their contact information, identify their role, as a sponsor, coalition, health plan or vendor, primary contact, if their organization previously participated in the CAHPS Health Plan database, and if also submit data to NCQA. Based on this information, the database submission administrator approves their registration to the database and automatically sends emails with their username and password.

CAHPS Health Plan Survey Registration Request Form

Complete the information below. The CAHPS Database will review your request and will send you an e-mail with the information to access the 2009 CAHPS Health Plan Survey Data Submission System.

* Required Item

*Organization Name:

*First Name:

*Last Name:

Title/Position:

*Address 1 (No P.O. Box allowed):

Address 2: (No P.O. Box allowed):

*City:

*State:

*Zip Code:

*Telephone number: Ext.

Fax number:

*Email address:

***Identify your role as a participant**

☐ Sponsor (Organization that receives the sponsor report)

☐ Coalition

☐ Vendor

Please list the name(s) of the sponsor organization you are representing:

☐ Health Plan but not a Sponsor (Submitting data for a sponsor and does not receive a report)

As a Health Plan are you submitting data on behalf of :

☐ Sponsor Organization

Please list the name of the sponsor(s):

☐ Coalition

Please list the name of the coalition(s):

☐ Other Organization

Please list the name of the other organization(s):

Additional Information about your role as a participant:

***Are you the primary contact?**

☐ Yes

☐ No

***Has your organization previously participated in the CAHPS Health Plan Survey?**

☐ Yes

☐ No

***Do you submit data to NCQA?**

☐ Yes

☐ No

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

Main Menu	Plan Information	Submit Questionnaire	Submit Data File	Submission Status
Sponsor Account: Westat Inc. The online Data Submission System enables users to submit and view the status of the CAHPS Health Plan Survey information.				
• <u>Submit Data Use Agreement (DUA)</u> Download the 2009 CAHPS Health Plan Survey Data Use Agreement. Sign and return the DUA by mail to Swati Nadkarni, Westat, RA 1159, 1650 Research Blvd., Rockville, MD 20850 or fax it to (301) 610-4950 no later than June 26, 2009. If your legal department must review the agreement before signing then we encourage you to start that process as soon as possible.				
• <u>Enter Health Plan Information</u> Add, edit or update health plan information. Click on arrows (↕, ↗) to sort columns. Click on ⓘ for additional information. Enter all the required characteristics for the participating health plan prior to submitting the questionnaire and data file.				
• <u>Submit CAHPS Questionnaire for Approval</u> Upload and link a questionnaire to the health plan. The CAHPS Database will review the questionnaire to ensure that it meets CAHPS Health Plan Survey Standards. You will receive an approval or rejection e-mail notification within three business days.				
• <u>Submit Data File for Review and Approval</u> Upload a data file (ASCII/Flat file) for the participating health plan once the questionnaire has been approved. The data file must conform to the 2009 NCQA 4.0H or 2009 CAHPS 4.0 Health Plan Survey Data Specifications. The data file will be evaluated in two steps. 1. Header Record Review The header record will be evaluated instantaneously after the data file is submitted and the results will be posted on the data submission system. Confirm the data file if the header record passes the review by the CAHPS Database. 2. Person-Level Record Review Once the header record results are confirmed, the person level records will be evaluated and the results will be posted on the data submission system.				
• <u>Submission Status</u> View submission history and detailed data file header and person-level record reports. The CAHPS Database will review the complete submission; Data Use Agreement, Plan Information, Questionnaire and Data File and you will receive an e-mail notification about the final status of your submission.				

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Figure 4. Complete Health Plan Information – Users add and edit information for each health plan.

The screenshot shows the 'Plan Information' tab in a web application. At the top, there is a navigation bar with 'Main Menu', 'Plan Information' (selected), 'Submit Questionnaire', 'Submit Data File', and 'Submission Status'. Below the navigation bar, the 'Sponsor Account' is listed as 'Westat Inc.'. The main section is titled 'Add Health Plan' and includes instructions: 'Click 'Add' and provide information at least for the first four colored fields: Plan Name, Product Name, Population and Product Type.' and 'Click 'Save''. A note states: 'You may enter information for the remaining fields later but all colored fields must be completed before you submit a data file.' Below the instructions is a table with the following columns: 'Add', 'Plan Name', 'Product Name', 'Population', 'Product Type', 'Name of Health Plan As It Should Appear in Report', 'NCQA Org ID', 'NCQA Submission ID', 'Health Plan State', and 'CAHPS Vers'. The table contains three rows of data: 'Plan A' (Sample 1, AM, HMO), 'Plan A' (Sample 2, CM, HMO), and 'Plan C' (Sample 3, CM, POS). Each row has 'Edit' and 'Delete' links. The 'CAHPS Vers' column shows '4.0' for the first two rows and 'miss' for the third row. A 'Debug' link is visible in the top right corner.

Add	Plan Name	Product Name	Population	Product Type	Name of Health Plan As It Should Appear in Report	NCQA Org ID	NCQA Submission ID	Health Plan State	CAHPS Vers
Edit Delete	Plan A	Sample 1	AM	HMO	Plan A			MD	4.0
Edit Delete	Plan A	Sample 2	CM	HMO	Plan A			MD	4.0
Edit Delete	Plan C	Sample 3	CM	POS	Plan C			MD	miss

Figure 5. Upload Questionnaire - Users upload questionnaire documents in MS Word (doc) or Adobe Acrobat (pdf) format and link the uploaded document to one or more of the health plans identified in the Health Plan Information screen.

The screenshot shows the 'Submit Questionnaire' tab in the same web application. The 'Sponsor Account' is 'Westat Inc.'. The main section is titled 'To Upload Questionnaire' and includes instructions: 'Select "Population" type from the drop down list box.', 'Verify your contact information and update as necessary.', 'Click "Browse..." and select the questionnaire file.', and 'Click "Upload Questionnaire".'. Below the instructions is a form with the following fields: 'Population' (a dropdown menu), 'First Name' (text input), 'Last Name' (text input), 'E-mail' (text input), and 'File Path' (text input with a 'Browse...' button). At the bottom of the form are 'Cancel' and 'Upload Questionnaire' buttons. A note at the bottom states: '*Note : Select the population from the dropdown list. If the population type does not appear in the list, please contact the CAHPS Database at 1-888-808-7108 BEFORE submitting a questionnaire.' A 'Debug' link is visible in the top right corner.

*Population:

First Name:

Last Name:

E-mail:

File Path:

*Note : Select the population from the dropdown list. If the population type does not appear in the list, please contact the CAHPS Database at 1-888-808-7108 BEFORE submitting a questionnaire.

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Figure 6. Upload Data File(s) – Users upload data files from their local computer. Uploaded files will be evaluated in real-time to ensure they meet the basic required format. If not, users receive immediate feedback. If the file is acceptable, the data file is loaded it to the database.

[Logout](#)

Main Menu | Plan Information | Submit Questionnaire | **Submit Data File** | Submission Status

Sponsor Account: **Westat Inc.**

Upload Data File

1. Identify the plan and click "Browse..." and select the data file.
2. Click "Send" to begin the upload process.
 - o A status bar will appear as your Header record is evaluated, once complete, click on the link in the status column to open a window and view the details.
 - o If your Header record was successfully verified, pressing the "Confirm" button will begin the Member level data evaluation.
 - o A status bar will appear while the Member level data are evaluated, click on the link in the status column to open a window and view the details.

Header record and Member level record summary reports can be viewed by clicking on the link in the Status column.
(Note: Member level summary reports are only available for files in which the Header record has been "Confirmed")

Filter by Category: All Plans (1) ▼

Plan	Product Name	Population	Product Type	File	Status
Plans without Data Files					
Plan A	Sample 1	AM (4.0H)	HMO	Browse... Send	

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

[Logout](#)

Main Menu | Plan Information | Submit Questionnaire | Submit Data File | **Submission Status**

Sponsor Information: **Westat Inc.**

Questionnaire File Submission History | Data File Submission History (3 Total Health Plans)

Plan Name	Product Name	Population	Product Type	D U A	Health Plan Information	Questionnaire	Data File	CAHPS Database Final Approval
Plan A	Sample 1	AM	HMO		Complete	Submitted for approval		
Plan A	Sample 2	CM	HMO		Complete			
Plan C	Sample 3	CM	POS		Incomplete			