

Attachment E. CAHPS Clinician & Group Database Emails To Users

Email #1: New User – Account Activation

Thank you for registering for an account with the CG-CAHPS submission system. Your account was set up for you with the following information:

Username: {replace:username}

Organization Name: {replace:orgname}

To activate your account please follow the link below: {replace:URL}

For questions or comments, please contact the CAHPS Database at CAHPSDatabase@westat.com or call 1-888-808-7108.

Email #2: DUA Uploaded

Thank you for submitting your Data Use Agreement (DUA). DUA Name: {replace:filename} has been received. The CAHPS Database team will review the DUA to determine whether your submission meets the CG-CAHPS submission requirements. For questions or comments, please contact the CAHPS Database at CAHPSDatabase@westat.com or call 1-888-808-7108.

Questionnaire File Name: {Qname}

Survey Version: {SVersion}

Comments: {Comments}

Email #3: DUA Approved

The following Data Use Agreement submitted to the CG-CAHPS submission system has been approved. DUA Name: {replace:filename} For questions or comments, please contact the CAHPS Database at CAHPSDatabase@westat.com or call 1-888-808-7108.

Email #4: DUA Rejected

The following Data Use Agreement submitted to the CG-CAHPS submission system has been rejected. DUA Name: {replace:filename} Comment: {replace:comment}

Please make any necessary corrections to your DUA and submit your DUA again. For questions or comments, please contact the CAHPS Database at CAHPSDatabase@westat.com or call 1-888-808-7108.

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Email #5: DUA Assigned to Your Account

The following Data Use Agreement has been received and assigned to your account. DUA Name: { filename} You may check the status of the DUA status at any time by logging into your account. For questions or comments, please contact the CAHPS Database at CAHPSDatabase@westat.com or call 1-888-808-7108.

Email #6 Questionnaire File Approved

The following questionnaire file submitted to the CG-CAHPS submission system has been approved.
Questionnaire File Name: {replace:filename}
Survey Version: {replace:surveyversion}
Comments: {replace:comment}

Please submit your data file as soon as possible so that any issues can be resolved before the submission deadline. For questions or comments, please contact the CAHPS Database at CAHPSDatabase@westat.com or call 1-888-808-7108.

Email #7: Questionnaire File Rejected

The following questionnaire file submitted to the CG-CAHPS submission system has been rejected due to the issues listed below.
Questionnaire File Name: {replace:filename}
Survey Version: {replace:surveyversion}
Comments: {replace:comment}

For questions or comments, please contact the CAHPS Database at CAHPSDatabase@westat.com or call 1-888-808-7108.

Email #8: Final Approval

We are pleased to inform you that the CAHPS Database has reviewed the information provided, questionnaire and data files you submitted to the CG-CAHPS submission system. Your submission below to the CAHPS Clinician & Group submission system has been accepted and your data will be included in the CAHPS Clinician & Group Database.

Data File Name: {replace:filename}
Survey Version: {replace:surveyversion}

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Questionnaire File Name: {replace:qfilename}

Thank you for your participation. For questions or comments please contact the CAHPS Database at CAHPSDatabase@westat.com or call 1-888-808-7108.

Email #9: Final Approval Rejected

The CAHPS Database has reviewed the information provided, questionnaire and data files submitted to the CG-CAHPS submission system. At this time, your submission below has been rejected. Contact the CAHPS Database if you have any questions regarding the rejection.

Data File Name: {replace:filename}

Survey Version: {replace:surveyversion}

Questionnaire File Name: {replace:qfilename}

For questions or comments, please contact the CAHPS Database at CAHPSDatabase@westat.com or call 1-888-808-7108.

Email #10: DUA Reminder Notice

This is an automated email {replace:FNAME} {replace:LNAME} at {replace:VendorOrgName} requests you to sign the following Data Use Agreement to participate in the CG-CAHPS data submission.

Please download and sign this document: {replace:URL}/files/CG/CG-CAHPSDataUseAgreement_CAHPSDatabase.pdf

Please upload the document through the DUA Submission Portal <https://cahpsdatabase.ahrq.gov/CGDSS/uploadDUA.aspx>, email it to CAHPSDatabase@westat.com, or fax it to 301-315-5912. For questions or comments, please contact the CAHPS Database at CAHPSDatabase@westat.com or call 1-888-808-7108.

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Email #11: Track the CG-Cahps Data Submission for Your Group

Dear {replace:contactname}

You are receiving this email because you have uploaded a Data Use Agreement for {replace:orgname} and agreed to participate in the CG-CAHPS Database. We appreciate your support and participation in the CG-CAHPS Database this year. The CG-CAHPS submission is closed, and you can track the data we received for your organization through this link {replace:linktodua}

The CG-CAHPS results will be released in June.

Participating organizations submitting data to the CAHPS Database are able to access a Private Feedback Report with their own results compared to the overall database averages.

If you have any questions or comments, please contact the CAHPS Database at CAHPSDatabase@westat.com or call 1-888-808-7108.

Thank you,

The CAHPS Database Team

Email #12: Forgot Password

The CG-CAHPS submission system received a request regarding your forgotten password. Please return to the site and use the following username and password.

Username: {USERNAME}

Password: {PASSWORD}

Organization Name: {Orgname}

{replace:URL}/cgdss/login.aspx

For questions or comments, please contact the CAHPS Database at CAHPSDatabase@westat.com or call 1-888-808-7108.