

CAHPS Health Plan Database Emails To Users

Email #1: Coalition Account Access

Thank you for registering with the CAHPS Health Plan Survey Data Submission System. Your username and password for accessing the 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 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 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 is the Association of Community Affiliated Plans (ACAP) authorization form.

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 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.

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Telephone: 888-808-7108

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(<https://subscriptions.ahrq.gov/accounts/USAHRQ/subscriber/new>).

Email #3: Sponsor Registration Rejected

Your registration request to participate in the 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

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Email #4: Sponsor Registration Confirmation

Thank you for confirming your account with the 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 your health plan is a member of the Association of Community Affiliated Plans (ACAP), please see the ACAP Authorization Memo:

https://cahpsdatabase.ahrq.gov/files/HP/2026_ACAP_Authorization_Form-508.pdf

Contact the CAHPS Database if you have any questions.

E-mail: CAHPSTDatabase@westat.com

Telephone: 888-808-7108

Email #5: Vendor Registration Accepted

Thank you for registering with the 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

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(<https://subscriptions.ahrq.gov/accounts/USAHRQ/subscriber/new>).

Email #8: Data Use Agreement Not Received

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 upload the DUA no later than [LAST DAY OF SUBMISSION] or your data will not be included in the Health Plan Database.

Please upload it to the Health Plan submission site:

<https://cahpsdatabase.ahrq.gov/HPDSS/login.aspx>

Contact the CAHPS Database if you have any questions.

E-mail: CAHPSDatabase@westat.com

Telephone: 888-808-7108

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(<https://subscriptions.ahrq.gov/accounts/USAHRQ/subscriber/new>).

Email #9: Data Use Agreement Rejected

There was an issue with the Data Use Agreement (DUA) you submitted.

DUA 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

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(<https://subscriptions.ahrq.gov/accounts/USAHRQ/subscriber/new>).

Email #10: 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. **Your next step is to link your health plan(s) to this questionnaire, if you have not already done so, and then you may submit your data.**

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 #11: Questionnaire File Rejected

The questionnaire you submitted has been rejected as it does not meet the CAHPS 5.1/5.1H questionnaire standards.

The survey data for the plans using this questionnaire will not be included in the 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.

E-mail: CAHPSDatabase@westat.com

Telephone: 888-808-7108

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Email #12: Final Approval Accepted

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

Health Plan Name: {replace:planname}

Sponsor: {replace:sponsorname}

The results are scheduled to be released in late fall [YEAR].

{replace:comments}

Contact the CAHPS Database if you have any questions.

E-mail: CAHPSDatabase@westat.com

Telephone: 888-808-7108

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Email #13: 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 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.

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Telephone: 888-808-7108

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(<https://subscriptions.ahrq.gov/accounts/USAHRQ/subscriber/new>).

Email #14: Forgot Password

Your 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