Authorizing an OAS CAHPS Survey Vendor

Participating hospital outpatient departments (HOPDs) and ambulatory surgery centers (ASCs) can access the following Vendor Authorization pages located on the OAS CAHPS website (https://oascahps.org/) under the "For Facilities" menu tab on the gray navigation bar.

- Start an Authorization
- Delete an Authorization
- Authorization Report

Facilities (HOPDs and ASCs) will perform the following functions using the three Vendor Authorization pages listed above.

- Authorize a Survey Vendor for the First Time
- Change/Switch to a Different Vendor
- Delete an Existing Vendor Authorization
- View a List of Facilities with a Vendor Authorization

A brief description and the steps in each of these functions are provided below. Note that an automatic e-mail will be sent to the OAS CAHPS facility's Survey Administrator confirming that the vendor authorization has been completed immediately after that authorization has been submitted.

> **IMPORTANT**: Authorizing a vendor on the OAS CAHPS Survey website should be done after the contract for services with that vendor is in place.

Please contact the OAS CAHPS Survey Coordination Team at 1-866-590-7468 or via e-mail at oascahps@rti.org if you have any questions or problems with the vendor authorization process.

1. Authorize a Survey Vendor for the First Time

These steps are applicable to facilities for which a Survey Vendor has never been authorized. To authorize a vendor for one or more facilities for the first time, follow the steps below:

1. Log in to the website (https://oascahps.org/).
2. Go to the "For Facilities" menu and select the "Vendor Authorization" link and then select "Start an Authorization."
3. Use the drop-down list under "Select a Vendor" to select the survey vendor you wish to authorize.
4. Use the drop-down list under "Select Start Date" to select the first day of the calendar quarter for which you are authorizing this vendor to start submitting survey data on your behalf. For example, if your vendor will start administering the OAS CAHPS Survey for the January, February or March 2016 sample month, you should select 1/1/2016.
5. Under the "Select Facility" table, check the box next to each facility CCN/name for which you want to apply a vendor authorization. If you want to apply the vendor

authorization to all facilities listed in the box, check the box on the top row of the grid (next to "CCN").
6. Click the "Save Checked Authorizations" button.
7. After saving, the "Vendor Authorization Report" will display on your screen. It shows a list of all your facilities for which you are an administrator. Any authorizations or changes to authorizations you just saved will be displayed under the column, "Modified" indicated by a green check mark.

2. Change/Switch to a Different Vendor

Facilities can change or switch to a different OAS CAHPS Survey vendor. However, this should only be done at the end of a quarter. Mid-quarter vendor changes cannot be done on this form. Please contact the OAS CAHPS Survey Coordination Team if you have questions about this protocol. To change or switch from one vendor to another vendor, follow the steps below:

1. Log in to the website (https://oascahps.org/).
2. Go to the "For Facilities" menu and select the "Vendor Authorization" link and then select "Start an Authorization."
3. Use the drop-down list under "Select a Vendor" to select the new survey vendor your facility wishes to authorize.
4. Use the drop-down list under "Select Start Date" to select the first day of the calendar quarter in which you are authorizing the new vendor to start submitting survey data on your behalf. For example, if your new vendor will start administrating your OAS CAHPS Survey with the April 2016 sample month, you should select 4/1/2016.
5. Under the "Select Facility" table, check the box next to each facility CCN/name for which you want to apply a vendor authorization. If you want to apply the vendor authorization to all facilities listed in the box, check the box on the top row of the grid (next to "CCN").
6. Click on the "Save Checked Authorizations" button to apply your changes. The vendor authorization for your previous vendor will be automatically deactivated with an End Date. No additional action is necessary to close out your previous vendor's authorization.
7. After saving the changes, the "Vendor Authorization Report" will display on your screen. It shows a list of all facilities for which you are an administrator. Your changes will be displayed under the column, "Modified" indicated by a green check mark.

3. Delete an Existing Vendor Authorization

To correct information for an existing vendor authorization (if you selected the incorrect start date or mistakenly authorized the wrong vendor), follow the steps described below:

1. Log in to the website (https://oascahps.org/).
2. Go to the "For Facilities" tab and select the "Vendor Authorization" link and then select "Delete an Authorization."
3. Under the "Select Facility" table, check the box next to each facility CCN/name for which you want to apply a deletion. If you want to apply the deletion to all facilities listed in the box, check the box on the top row of the grid (next to "CCN").
4. Click the "Delete Checked Authorizations" button to apply your changes.

5. A pop-up box will appear asking you to confirm that you are trying to correct errors as opposed to changing/switching vendors. (If you are attempting to change/switch your authorized OAS CAHPS Survey vendor for this CCN(s), you should instead use the Start an Authorization option under the "For Facilities" menu on the grey bar towards the top of the Home page). To continue with the deletion, click the "Confirm" button; otherwise, click the "Cancel" button.
6. After clicking the "Confirm" button, the "Vendor Authorization Report" will display on your screen with a list of all your registered facilities. Any previous data that was listed under the columns "Authorize Vendor," "Start Date" and "End Date" will be removed for facilities whose vendor authorization was deleted.

4. View a List of Facilities with a Vendor Authorization

To view the vendor authorization status for each CCN that you are an authorized user, follow the steps described below. Note that the list will also contain facilities that do **not** have an authorization.

1. Log in to the website (https://oascahps.org/).
2. Go to the "For Facilities" menu and select the select the "Vendor Authorization" link and then select "Authorization Report."
3. A table containing a list of your registered facilities will be displayed. If there is a vendor authorization in place, the corresponding data will be displayed under the columns "Authorize Vendor," "Start Date," and "End Date."
4. If there is not a vendor authorization in place, the columns under "Authorize Vendor," "Start Date," and "End Date" will be blank.
5. Note that if you have authorized your facility(ies) for more than one calendar year quarter, you should see multiple rows showing each of the different authorizations in the table.