

Hospitals – Instructions for Authorizing Survey Vendors

The following instructions describe how a hospital authorizes a vendor to submit data on their behalf. The first process described in “A” includes identifying who in the hospital will be authorizing a vendor to submit on the hospital’s behalf and assigning this person the role in QualityNet Exchange to authorize a vendor. The second process described in “B” instructs how to authorize the vendor in QualityNet Exchange.

A. To assign the HCAHPS Vendor Auth role in QualityNet Exchange:

1. Identify who at the hospital will be authorizing the HCAHPS survey vendor.
2. Request the hospital’s QNet Exchange Security Administrator grant this person (must be a registered QualityNet Exchange user) the new HCAHPS Vendor Auth role.
 - Contact your Quality Improvement Organization (QIO) or the QualityNet Help Desk if you do not know your QNet Exchange Security Administrator.
 - If you are the QNet Exchange Security Administrator and *you* require the HCAHPS Vendor Auth role, please contact your back-up QNet Exchange Security Administrator and request the role. (You cannot grant roles to yourself.)
 - If you are the *only* QNet Exchange Security Administrator at your hospital and *you* need the role, please contact your QIO in order for the QIO Security Administrator to grant the HCAHPS Vendor Auth role to you.
3. To assign the HCAHPS vendor authorization role, the QNet Exchange Security Administrator must log into QualityNet Exchange, click on **Edit User** and add the **HCAHPS Vendor Auth** role to the user’s account.

B. To Authorize a Survey Vendor:

1. Log into QualityNet Exchange.
2. Click on the **Provider Profile Information** link, located under the Provider Self-Serve area.
3. Click on **HCAHPS Vendor Authorization for Data Submission**.
4. Select a survey vendor from the list.
5. Select a Discharge Month Start Date*.
6. Select a Transmission Start Date*, or leave the default date.
7. Enter your QualityNet Exchange Password and **Submit**.

* It is recommended that you DO NOT enter Discharge and Transmission End Dates unless the vendor will not need to submit data after the specified timeframe. Once an end date is selected, it cannot be deleted. Request for end date deletions need to be submitted to the QualityNet Help Desk. If it becomes necessary to add end dates, you may edit your vendor authorization and insert end dates.

Additional Information

The QualityNet Exchange User’s Guide provides details regarding the HCAHPS Vendor Authorization feature in QualityNet Exchange. The User’s Guide can be accessed from the home page of the [QualityNet](#) website. Step-by-step instructions on HCAHPS Vendor Authorization can be found in the User’s Guide in Section 2, Chapter 4, page 8.

The User’s Guide also contains information on HCAHPS Data Upload and HCAHPS reports.