

CAHPS Insider

JULY 2017

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE



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HCAHPS

HCAHPS Survey Pain Composite Measure - Communication About Pain

In 2016, CMS created and tested several new items related to pain management for possible use in the HCAHPS survey in response to stakeholder concerns. On July 5, 2017, CMS published a report to the HCAHPS website that describes the statistical properties of new *Communication About Pain* composite measure proposed for use in the HCAHPS survey.

The report includes a background on the HCAHPS survey, the approach CMS took to conduct testing, the 2016 HCAHPS mode experiment sample design, results from the testing as well as a summary and conclusion of their findings. The results of their testing led to a change in the HCAHPS survey. CMS proposed to replace the three pain items currently on the HCAHPS Survey with two new items that focused on communication about pain, along with a screener item.

Moving forward, the new Pain Management composite measure will be labeled more simply "Communication About Pain."

For the full report published by CMS, [click here](#).

Hospital Compare Preview Reports Available Through August 13

The Centers for Medicare and Medicaid Services (CMS) have made the October 2017 Hospital Compare Preview Reports available on QualityNet. The Preview Reports will be available until August 13, 2017. The Preview Reports are for participating Inpatient Quality Reporting (IQR), Outpatient Quality Reporting (OQR), and PPS-Exempt Cancer Hospital Reporting (PCHQR) hospitals and facilities.

Everyone is encouraged to access and download the reports early in the preview period in order to have time for a thorough review. You may access your Hospital Compare Preview Reports by logging into the QualityNet Secure Portal and selecting the report you wish to view.

To access your reports via the QualityNet Secure Portal, [click here and log in](#).

Patient-Mix Coefficients HCAHPS Results Now Available

The Patient-Mix Coefficients for the October 2017 HCAHPS results are now available. To access the Mode & Patient-Mix Adjustment page, [click here](#).



Star Ratings: Technical Notes Now Available

The Technical Notes for the October 2017 HCAHPS results are now available. The October 2017 HCAHPS Star Ratings are included in the hospital Preview Reports, which are available until August 13, 2017 and will be publicly reported on Hospital Compare in October 2017. To access the HCAHPS Star Ratings technical notes page, [click here](#).

HCAHPS Citation:

<http://www.hcahpsonline.org> Centers for Medicare & Medicaid Services, Baltimore, MD. July 17, 2017.

HCAHPS website:

<http://www.hcahpsonline.org>

CAHPS Hospice

CAHPS Hospice Proposed Rule: Public Reporting - Correction

Correction to June 2017 CAHPS Insider: The proposed public reporting date listed in the June release should have stated summer of CY 2017.

CMS has identified several proposals surrounding public reporting, which include:

1. Begin public reporting of all eight CAHPS Hospice measures in summer of CY 2017
2. Display scores based on eight rolling quarters of data
3. Initially use CAHPS Hospice Survey data collected between April 1, 2015 and March 31, 2017
4. Update the display of scores quarterly
5. Only display scores for hospices with 30 or more completed questionnaires during the reporting period

Like other CMS Compare websites, the Hospice Compare website will feature a quality rating system that gives each hospice a rating between one and five stars. The two percent payment reduction would be tied to successful submission of compliant survey results, sometimes known as “pay for reporting” rather than performance on patient experience metrics, known as “pay for performance.”

As more information becomes available, NRC Health will be sure to share these updates.

CAHPS Hospice Citation:

<http://www.hospicecahpsurvey.org/en/> Centers for Medicare & Medicaid Services, Baltimore, MD. July 17, 2017.

CAHPS Hospice website:

<http://www.hospicecahpsurvey.org/en/>

ICH CAHPS

ICH CAHPS On-site Visit

As a certified vendor for ICH CAHPS, NRC Health hosted members of the ICH CAHPS Survey Coordination Team at our Lincoln, NE office on Thursday, June 22, 2017. During this visit, NRC Health was able to highlight our survey process and give a tour of our facilities. Feedback from the Coordination Team was positive.

ICH CAHPS Reports Update

ICH CAHPS NRC reports will be delivered August 25, 2017. Please watch for communication from the NRC Health Corporate Compliance Team regarding your facility's ICH CAHPS reports. If you have any questions about the reports, please feel free to respond to the Corporate Compliance Team at compliance@nrchealth.com.

ICH CAHPS Citation:

<https://ichcahps.org/Home.aspx> Centers for Medicare & Medicaid, Baltimore, MD. July 17, 2017.

ICH CAHPS website:

<https://ichcahps.org/>

OAS CAHPS

CMS Proposes to Postpone OAS CAHPS Mandate

In the Proposed Rule for CY 2018, published on July 20, 2017, CMS proposed to delay the date of a national mandate for OAS CAHPS until further rulemaking. A national mandate is currently set to begin with 2018 data collection. Once posted, the Proposed Rule will be open for public comment with a final decision regarding a mandate coming later this year in the Final Rule. The OAS CAHPS survey remains the national standard of measurement for hospital outpatient departments and ambulatory surgery centers.

If you are currently in the process of transitioning or are planning a future transition to the OAS CAHPS survey, this remains NRC Health's recommendation. NRC Health will continue to monitor this topic and keep you updated with regard to a mandate final decision for OAS CAHPS.

To view the full announcement from the OAS CAHPS Coordination Team, please [click here](#).

OAS CAHPS Citation

<https://oascahps.org/> Centers for Medicare & Medicaid Services, Baltimore, MD. July 17, 2017.

OAS CAHPS website:

<https://oascahps.org/>

CAHPS for ACO



CAHPS for ACO Fielding Timeline

Activity	Date
CAHPS for ACO Survey Vendor Authorization Deadline	9/19/2017
Mail out pre-notification letters	11/8/2017-11/9/2017
Open customer support toll-free line	11/9/2017
Mail out first survey with cover letter	11/15/2017- 11/16/2017
Mail out second survey with cover letter	12/12/2017- 12/13/2017
Initiate CATI follow-up (first attempt <u>must</u> occur during this time)	1/4/2018-1/11/2018
Submit interim data	1/9/2018-1/11/2018
Conduct additional CATI follow-up	1/12/2018-2/1/2018
Complete the phone follow-up sequence	2/1/2018
Cutoff date for returned mail surveys	2/1/2018
Close customer support toll-free line	2/1/2018
Submit final data to CMS	2/6/2018-2/8/2018



CAHPS for ACO Survey Vendor Training

The Centers for Medicare & Medicaid Services (CMS) and the CAHPS for ACOs Survey Project Team have approved NRC Health again as a CMS CAHPS for ACOs Survey vendor for the 2017 survey period.

NRC Health recently completed the first round of survey vendor training for CAHPS for ACO. Members of the NRC Health team will also attend additional CAHPS for ACO training on November 1, 2017. If you have questions regarding CAHPS for ACO, please reach out to your Account Manager.

CAHPS for ACO website:

<http://acocahps.cms.gov/>

CAHPS for MIPS



CAHPS for MIPS Fielding Timeline

Activity	Date
CAHPS for MIPS Survey Vendor Authorization Deadline	9/19/2017
Mail out pre-notification letter	11/8/2017-11/9/2017
Open customer support toll-free line	11/9/2017
Mail out first survey with cover letter	11/15/2017- 11/16/2017
Mail out second survey with cover letter	12/12/2017- 12/13/2017
Initiate CATI follow-up (first attempt <u>must</u> occur during this time)	1/4/2018-1/11/2018
Submit interim data	1/9/2018-1/11/2018
Conduct additional CATI follow-up	1/12/2018-2/1/2018
Complete the phone follow-up sequence	2/1/2018
Cutoff date for returned mail surveys	2/1/2018
Close customer support toll-free line	2/1/2018
Submit final data to CMS	2/6/2018-2/8/2018



CAHPS for MIPS Survey Vendor Training

NRC Health has been approved as a CMS CAHPS for MIPS Survey vendor. CAHPS for MIPS is similar to and will replace CAHPS for PQRS. The survey is voluntary, and any group practice is welcome to participate. Although CAHPS for MIPS is not mandatory, it is highly incentivized.

NRC Health recently completed the first round of survey vendor training for CAHPS for MIPS delivered live by CMS. Members of the NRC Health team will also attend additional CAHPS for MIPS training on November 1, 2017. If you have questions regarding CAHPS for MIPS, please reach out to your Account Manager.

Determining Clinicians' MIPS Participation Status

Do you have clinicians who are unsure of their participation status in the Merit-based Incentive Payment System (MIPS)? Clinicians can now use an interactive tool on the [CMS Quality Payment Program website](#) to determine if they should participate in 2017.

Participation Criteria

Clinicians should participate in MIPS in 2017 if they:

- Bill Medicare Part B more than \$30,000 a year **AND**
- See more than 100 Medicare patients a year

Clinicians must also be:

- Physicians **OR**
- Physician assistants **OR**
- Nurse practitioners **OR**
- Clinical nurse specialists **OR**
- Certified nurse practitioners

If a clinician is new to Medicare in 2017, they are not required to participate in MIPS. They may also be exempt if they qualify for one of the special rules for certain types of clinicians, or are participating in an Advanced Alternative Payment Model (APM).

MIPS Participation Status Letter

Practices should have received a letter in the month of May from the Medicare Administrative Contractor that processes Medicare Part B claims. This letter will tell the participation status of each MIPS clinician associated with the Taxpayer Identification Number or TIN in the practice.

CMS is encouraging MIPS clinicians to visit the [Quality Payment Program website](#) to review the following resources:

- [MIPS Participation Fact Sheet](#)
- [MIPS Improvement Activities Fact Sheet](#)
- [2017 CMS-Approved Qualified Registries](#)

CAHPS for MIPS Citation:

<https://qpp.cms.gov/> Centers for Medicare and Medicaid Services, Baltimore, MD. July 17, 2017.

External Submission Deadlines

	Q1 2017 Discharges	Q2 2017 Discharges	Q3 2017 Discharges	Q4 2017 Discharges
HCAHPS		10/4/2017	1/3/2018	4/4/2018
HHCAHPS		10/19/2107	1/18/2018	4/19/2018
CAHPS Hospice	8/9/2017	11/8/2017	2/14/2108	5/9/2018
OAS CAHPS		10/11/2017	1/10/2018	4/11/2018
ICH CAHPS			1/31/2018 (Spring 2017)	
ACO CAHPS	2/8/2018*			
CAHPS for MIPS	2/8/2018*			

*Tentative deadline



If you have any questions regarding the information included in this edition of the CAHPS Insider, please email NRC Health CAHPS Compliance at compliance@nrchealth.com.