

CAHPS Insider

OCTOBER 2017

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE



TABLE OF CONTENTS

HCAHPS	3
UPDATE – HCAHPS Patient-Mix Adjustment for Service Line and Gender	3
NOW AVAILABLE: Hospital Compare Preview Reports	3
CAHPS Hospice	5
NOW AVAILABLE: Hospice Compare Fact Sheet	5
Resources: CAHPS Hospice Podcasts	5
CAHPS Hospice Survey Vendor Update Training	5
Home Health CAHPS	7
NOW AVAILABLE: Home Health CAHPS Preview Reports	7
Food for Thought: HHCAHPS Participation Over Time	7
ICH CAHPS	8
ICH CAHPS Fielding Timeline - UPDATED	8
Sample Files for 2017 ICH CAHPS Fall Survey Received	9
OAS CAHPS	9
CMS Proposes to Postpone OAS CAHPS Mandate	9
CAHPS for ACO	11
CAHPS for ACO Fielding Timeline	11
CAHPS for MIPS	12
CAHPS for MIPS Fielding Timeline	12
NEW RESOURCE: CAHPS for MIPS Eligible Measure Applicability (EMA)	12
Now Open: Virtual Group Election Period	13
Physician Compare	14
NOW AVAILABLE: The Physician Compare Preview Period	14
Physician Compare National Provider Call	14
External Submission Deadlines	15

HCAHPS



UPDATE - HCAHPS Patient-Mix Adjustment for Service Line and Gender

The HCAHPS Patient-Mix Adjustment (PMA) model has been updated to incorporate more detailed information about Patient Service Line and Gender.

What, specifically, is changing?

Prior to Quarter 1, 2017, the patient-mix adjustment derived from this item distinguished between three categories:

1. Medical
2. Surgical
3. Maternity

Beginning with Quarter 1, 2017 discharges, the patient-mix adjustment will distinguish among five categories:

1. Female Medical
2. Male Medical
3. Female Surgical
4. Male Surgical
5. Maternity

How will this affect HCAHPS Survey results?

HCAHPS Survey results will be adjusted using the new PMA model beginning with January 1, 2017 discharges.

For more details [click here](#) to access the Patient-Mix Adjustment document.



NOW AVAILABLE: Hospital Compare Preview Reports

The December 2017 *Hospital Compare* Preview Reports are now available through the *QualityNet Secure Portal* for participating hospitals. The Preview Reports will be available until **October 31, 2017**. Hospitals are encouraged to access and download reports early in the preview period to allow time for a thorough review. **The Preview Reports are only available during the preview period.**

The public will be able to access the data in the Preview Reports in December 2017 via the Centers for Medicare and Medicaid Services (CMS) [website](#).

To access Preview Reports:

1. Navigate to the *QualityNet* [website](#)
2. Select **Login**, under the *Log in to QualityNet Secure Portal* header
3. Enter your *QualityNet* User ID, Password, and Security Code
4. Select **Submit**
5. Read the Terms and Conditions statement and select **I Accept** to proceed

To run Preview Reports, select the following:

1. **Run Reports** from the *My Reports* drop-down
2. **IQR** from the *Report Program* drop-down
3. **Public Reporting – Preview Reports** from the list in the *Report Category* drop-down
4. **View Reports** – The selected report will display under *Report Name*
5. **Public Reporting – Preview Reports** under *Report Name*
6. **Run Reports**

To view or download the Preview Reports, select the **Search Reports** tab. A green check mark will display in the *Status* column when a report is complete.

In addition to the Preview Reports, the *Hospital Compare* Overall Hospital Quality Star Rating Hospital-Specific Reports (HSRs) incorporated several new updates to the Star Rating methodology based on multiple stakeholder feedback. The HSRs will be provided for the December 2017 release approximately two weeks after the preview begins.

HCAHPS Citation:

<http://www.hcahpsonline.org> Centers for Medicare & Medicaid Services, Baltimore, MD. October 16, 2017.

<https://www.qualitynet.org> Centers for Medicare & Medicaid Services, Baltimore, MD. October 16, 2017.

HCAHPS website:

<http://www.hcahpsonline.org>

CAHPS Hospice



NOW AVAILABLE: Hospice Compare Fact Sheet

A new Hospice Compare fact sheet is available in the downloads section of the Hospice Quality Public Reporting [webpage](#).

What are the Benefits of the Hospice Compare Fact Sheet?

The [Hospice Compare Fact Sheet](#) contains information related to Hospice Compare and how the site can serve as a resource to providers in understanding their current quality ratings. The fact sheet also suggests approaches to communicating with patients and family members about how the Compare site can inform their decision making process.



Resources: CAHPS Hospice Podcasts

The CAHPS Hospice Survey: Podcasts for Hospices are specifically targeted for hospice staff in order to provide important information about key items related to the CAHPS Hospice Survey.

Below are a few podcasts currently available:

1. [Overview of Requirements](#)
2. [Participation Exemption for Newness and Participation Exemption for Size](#)
3. [Selecting and Authorizing a Survey Vendor](#)

Do not forget to visit the CAHPS Hospice Survey [website](#) for podcasts and other beneficial resources.



CAHPS Hospice Survey Vendor Update Training

On September 27, 2017, NRC Health attended the CAHPS Hospice Survey Vendor Update Training to maintain our status as an approved CAHPS Hospice Survey vendor. During this training session, CMS and the CAHPS Hospice Survey Project Team provided some updates about the CAHPS Hospice Survey, including; CAHPS Hospice Survey “By the Numbers” and CAHPS Hospice Survey Public Reporting, as well as results from the 2015 Mode Experiment.

CAHPS Hospice Survey “By the Numbers”

- Data submitted for 9 quarters
- 3,670 hospices have submitted data

- 675,130 surveys completed
- Endorsement of the 8 CAHPS Hospice Survey measures by the National Quality Forum

CAHPS Hospice Survey Public Reporting

- Official CAHPS Hospice Survey scores will be reported four times a year
- Anticipate reporting to begin in Winter of 2018
- Results will be available for preview by hospices via the Certification and Survey Provider Enhanced Reports (CASPER) system before being publicly reported

2015 Mode Experiment Results:

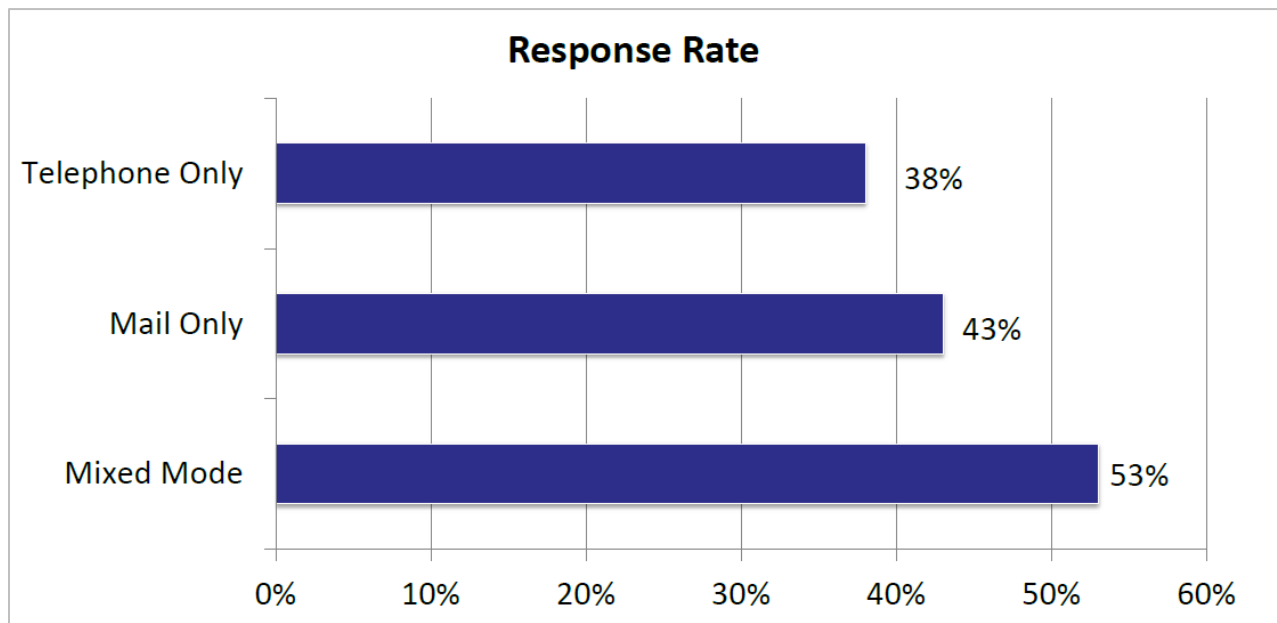
The 2015 Mode Experiment Design consisted of 17,121 hospice deaths from 57 hospice programs between February and June 2015. The data files were sampled and fielded between May 1, 2015 and October 17, 2015. The 57 hospice programs were selected such that characteristics including profit status and geographic region were balanced across the hospices. All eligible decedents/caregivers were randomized within each hospice to one of the three modes in equal proportion.

The overall response rate was 44.7%, with the highest response rate for mixed mode at 53%. Response rates for all modes can be seen in the graph below:

Odds of responding varied by the decedent’s primary diagnosis and were higher when the caregiver was the decedent’s parent or spouse/partner.

Mode Experiment Demonstrated Substantial Mode Effects:

- Substantial mode effects on response rates and response tendencies for quality measures derived from the CAHPS Hospice Survey



- Lower response rates by telephone only when compared to mail only and mixed mode
- More negative response tendencies when caregivers responded by telephone
- Without mode adjustments, these mode effects are large enough to substantially bias comparisons among hospices that choose different modes

To view the full set of training slides from the September 27 Vendor Training, [click here](#).

CAHPS Hospice Citation:

<http://www.hospicecahpssurvey.org/en/> Centers for Medicare & Medicaid Services, Baltimore, MD. October 16, 2017.

<https://www.cms.gov/> Centers for Medicare & Medicaid Services, Baltimore, MD. October 16, 2017.

CAHPS Hospice website:

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

Home Health CAHPS



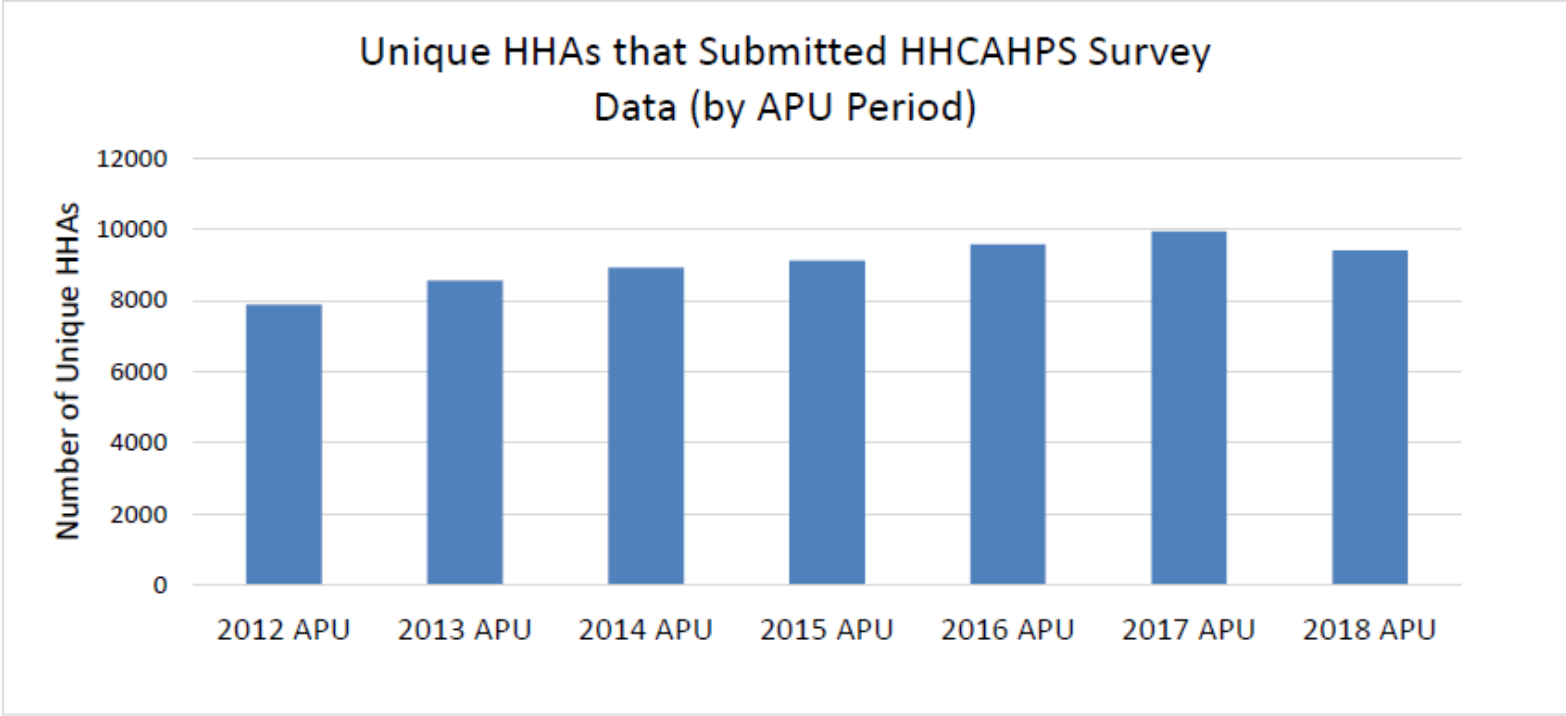
NOW AVAILABLE: Home Health CAHPS Preview Reports

Home Health CAHPS (HHCAHPS) Preview Reports for the period calendar year (CY) 16, Quarter 2 – CY17, Quarter 1 have been posted on the HHCAHPS [website](#). To access your agency’s Preview Reports, log onto the HHCAHPS website and select **Survey Preview Report** under the “For HHAs” tab on the grey menu bar.



Food for Thought: HHCAHPS Participation Over Time

The chart below shows the number of unique HHAs that have submitted HHCAHPS Survey data since the 2012 APU period. The numbers range from 7,881 HHAs in the 2012 APU to 9,933 in the 2017 APU period.



ICH CAHPS



ICH CAHPS Fielding Timeline - UPDATED

Activity	Date
Mail Prenotification Letters	10/25/2017
Mail 1 st Questionnaire/Begin Telephone Data Collection	11/8/2017
Mail 2 nd Questionnaire/Begin Phone Follow-up (Mixed Mode)	12/6/2017
Data Collection Ends	1/17/2018
Vendors Clean/Process Final Data and Construct XML File	1/18/2018-1/31/2018
Deadline for Submitting XML Data File to ICH Data Center	1/31/2018

Sample Files for 2017 ICH CAHPS Fall Survey Received

CMS and the ICH CAHPS Coordination Team have uploaded sample files on the ICH CAHPS website for survey vendors to download. NRC Health has attested to the receipt of our sample files and we are on target to meet the Prenotification Letter mail date of October 25, 2017.

Please reach out to the NRC Health Corporate Compliance team at compliance@nrchealth.com with any questions.

ICH CAHPS Citation:

<https://ichcahps.org/Home.aspx> Centers for Medicare & Medicaid, Baltimore, MD. October 16, 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. If the delay is approved in the Final Rule (to be published in November 2017), OAS CAHPS would continue with the voluntary reporting throughout 2018. 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 mandated 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. October 16, 2017.

OAS CAHPS website:

<https://oascahps.org/>

CAHPS for ACO



CAHPS for ACO Fielding Timeline

Activity	Date
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 Citation

<http://acocahps.cms.gov/> Centers for Medicare & Medicaid Services, Baltimore, MD. October 16, 2017.

CAHPS for ACO website:

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

CAHPS for MIPS



CAHPS for MIPS Fielding Timeline

Activity	Date
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



NEW RESOURCE: CAHPS for MIPS Eligible Measure Applicability (EMA)

Quality is one of four performance categories under the Merit-based Incentive Payment System (MIPS). To fully participate in 2017 you or your group must report on six quality measures or a complete specialty measure set.

In the event you or your group submits data on fewer than six quality measures, CMS will conduct an eligible measure applicability (EMA) process to identify clinically related measures you could have submitted. The EMA analysis applies only if you submit data through claims or a qualified registry, and if you submit less than the required quality measure for a program year. The EMA process uses a clinical relations test to see if you could have submitted more measures, including outcome and high priority measures. The process also adjusts the scoring to accurately reflect how the clinical relations test affected you or your group's performance.

For more information on outcome measures, high priority measures, and data completeness requirements, [click here](#).

Interested in learning more about the EMA analysis and how it might affect your quality performance calculations and score? [Click here](#) for more EMA Resources, including the MIPS Quality Performance Category EMA Fact Sheet.



Now Open: Virtual Group Election Period

The election is now open to form a virtual group for the 2018 Merit-based Incentive Payment System (MIPS) Performance Period. As proposed in the 2018 Quality Payment Program proposed rule, solo practitioners and groups can choose to participate in the MIPS as a virtual group for the 2018 performance period.

To form a virtual group for 2018, solo practitioners and groups would need to engage in an election process. For the 2018 MIPS performance period, the election period for virtual groups to make an election is from **October 1, 2017 to December 1, 2017.**

What is a Virtual Group?

CMS has proposed a virtual group to be a combination of two or more Taxpayer Identification Numbers (TINs) made up of:

1. A solo practitioner who is eligible to participate in MIPS and bills under a TIN with no other National Provider Identifiers (NPIs) billing under the TIN, **OR**
2. A group with 10 or fewer eligible clinicians (at least one must be eligible for MIPS) that joins with at least one other solo practitioner or group for a performance period of a year

How Do I Form a Virtual Group?

To form a virtual group, CMS has proposed a two-stage virtual group election process:

- **Stage 1 (optional):** Solo practitioners and groups with 10 or fewer eligible clinicians may contact their designated [Technical Assistance Representative](#) or the Quality Payment Program Service Center to determine if they are eligible to join or form a virtual group.
- **Stage 2:** For groups that choose not to participate in Stage 1 of the election process, CMS will determine if they are eligible in Stage 2. During Stage 2, the virtual group must name an official representative who will submit their election to CMS via email to MIPS_VirtualGroups@cms.hhs.gov by **December 1, 2017.**

What Does the Election Include?

The election would include a written formal agreement between each of the virtual group members and information about the TIN and NPI associated with the virtual group representative's contact information.

For more information about joining or forming virtual groups, [click here](#) to access the Virtual Groups Toolkit.

CAHPS for MIPS Citation:

<https://qpp.cms.gov/> Centers for Medicare and Medicaid Services, Baltimore, MD. October 16, 2017.

Physician Compare



NOW AVAILABLE: The Physician Compare Preview Period

The Physician Compare 30-day preview period officially opened on October 18, 2017. Clinicians and groups have the opportunity to preview their 2016 performance information before it is publicly reported on Physician Compare later this year.

What is Available for Preview?

- 2016 Physician Quality Reporting System (PQRS) measures
- 2016 Consumer Assessment of Healthcare Providers and Systems (CAHPS) for PQRS measures
- 2016 non-PQRS Qualified Clinical Data Registries (QCDR) measures
- 2015 clinician utilization data

How Do I Access the Secured Preview Site?

You can access the secure preview site through the Provider Quality Information Portal (PQIP). You will need an active Enterprise Identity Management (EIDM) system account to preview your data. The 30-day preview period ends **November 17, 2017 at 8PM ET.**

Physician Compare National Provider Call

Did you miss the Physician Compare National Provider Call? On September 28, 2017, CMS, with the Physician Compare support team, hosted a Medicare Learning Network (MLN) Connect® National Provider Call (NPC) about Physician Compare. The call covered the 30-day preview period and the future of public reporting, including what is coming to Physician Compare in the next year. You can access the presentation slides and other helpful resources from the Preview Period Toolkit, which includes:

- [5 Tips to Preview Period](#)
- [Physician Compare Guide to Preview](#)
- [NPC Presentation Slides](#)

External Submission Deadlines

	Q3 2017 Discharges	Q4 2017 Discharges
HCAHPS	1/3/2018	4/4/2018
HHCAHPS	1/18/2018	4/19/2018
CAHPS Hospice	2/14/2108	5/9/2018
OAS CAHPS	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.