

CAHPS Insider

FEBRUARY 2018

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE



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HCAHPS



Hospital Compare Preview Reports - Now Available

The April 2018 *Hospital Compare* Preview Reports are now available through the *QualityNet Secure Portal* for participating hospitals. The Preview Reports will be available until **March 2, 2018**. 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 April 2018 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, the Technical Notes for the April 2018 HCAHPS results are now available. The April 2018 HCAHPS Star Ratings are included in the hospital Preview Reports and will be publicly reported on Hospital Compare in April 2018. [Click here](#) to access the HCAHPS Star Ratings page.

HCAHPS Citation:

<http://www.hcahponline.org> Centers for Medicare & Medicaid Services, Baltimore, MD. February 15, 2018.

<https://www.qualitynet.org> Centers for Medicare & Medicaid Services, Baltimore, MD. February 15, 2018.
<https://data.medicare.gov> Centers for Medicare & Medicaid Services, Baltimore, MD. February 15, 2018

HCAHPS website:

<http://www.hcahpsonline.org>

CAHPS Hospice



Hospice Compare Updates

Demographic data is now displayed on the Provider Preview Reports and on Hospice Compare. This data is generated from information stored in the Automated Survey Processing Environment (ASPEN) system.

If inaccurate demographic data is displayed on the Preview Report or on Hospice Compare, you need to contact your [Medicare Administrative Contractor](#) (MAC) for assistance. It is important to specify you want your data within the ASPEN system updated, instead of referring to your data on the Hospice Compare site.

Updates to Hospice Provider demographic information do not happen in real time. These updates can take up to 6-months to appear on Hospice Compare.

There are several resources available to you on Hospice Compare, including:

1. [Hospice Compare Tip Sheet for Users](#)
2. [Hospice Compare Tip Sheet For Providers Guidelines on How to Update Demographic Data](#)

For more information regarding Hospice Quality Public Reporting, [click here](#).



REMINDER - CY 2018 Participating Exemption for Size Form Now Available

As a reminder, the Participation Exemption for Size Form for the calendar (CY) 2018 CAHPS Hospice Survey data collection and reporting requirements is now available to complete and submit on the CAHPS Hospice Survey [website](#).

If your facility served fewer than 50 survey-eligible decedents/caregivers in CY 2017 (January 1, 2017 through December 31, 2017) you can apply for an exemption from participating the CAHPS Hospice Survey CY 2018.

The Participation Exemption for Size Form will be available to complete and submit online until **December 31, 2018**. [Click here](#) to access and complete the online Participation Exemption for Size Form.

If you have questions regarding the Participation Exemption for Size process or how to complete the form, you can contact the CAHPS Hospice Survey Project Team at hospicecahpssurvey@HCQIS.org.

CAHPS Hospice Citation:

<http://www.hospicecahpssurvey.org/en/> Centers for Medicare & Medicaid Services, Baltimore, MD. February 15, 2018.
<https://www.cms.gov/> Centers for Medicare & Medicaid Services, Baltimore, MD. February 15, 2018.

CAHPS Hospice website:

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

Home Health CAHPS



Home Health Care CAHPS Survey Results - Now Available

Home Health Care CAHPS (HHCAHPS) Survey results based on responses from patients who received home health care from Medicare-certified home health agencies (HHAs) from July 2016 through June 2017 are now available via the Home Health Compare link on medicare.gov. [Click here](#) to access the HHCAHPS Survey results. HHCAHPS survey results are updated each calendar year quarter.

The HHCAHPS Survey results are also available on the HHCAHPS [website](#) through the “Archived Publicly Reported Data” link under the “General Information” tab. You can also access the following information via this website:

1. HHA-level data
2. State and national averages
3. Star ratings cut points
4. Patient mix adjustment coefficients for the linearized data used to construct the Star Ratings



Home Health Review and Correct Reports - Webinar

The Centers for Medicare & Medicaid Services (CMS) will be hosting a webinar on Review and Correct Reports for Home Health Agencies on Tuesday, March 6, 2018, from 2:00 – 3:30 p.m. EST.

During this webinar, providers will gain a better understanding of how Review and Correct Reports fit within the overall HH Quality Reporting Program. The training will provide information on how to locate and interpret the reports and research potential discrepancies

using supplemental reports available via the Certification and Survey Provider Enhanced Reports (CASPER) System. Finally, this training will enable providers to better understand and alleviate common errors made in data collection and submission.

Registration is limited to 1,000 participants. Do not miss out on this great learning opportunity. [Click here](#) to register for this webinar.



HHCAHPS Participation Exemption Request - Deadline

If you are a Home Health Agency seeking an exemption from participating in the HHCAHPS Survey from the CY2019 APU, the deadline for submitting the Participation Exemption Request (PER) form is 11:59 p.m. EST Monday, April 2, 2018.

As a reminder, Medicare-certified HHAs that served 59 or fewer unduplicated patients between April 1, 2016 and March 31, 2017 who met survey eligibility criteria can request a PER for the CY 2019 APU.

[Click here](#) to access the online PER form on the HHCAHPS website.

Home Health CAHPS Citation:

<https://homehealthcahps.org/> Centers for Medicare & Medicaid Services, Baltimore, MD. February 16, 2018.

<https://www.medicare.gov/> Centers for Medicare & Medicaid Services, Baltimore, MD. February 16, 2018

Home Health CAHPS website:

<https://homehealthcahps.org/>

ICH CAHPS



ICH CAHPS Survey Results - Now Available

The ICH CAHPS Survey results based on data from the 2016 ICH CAHPS Spring and Fall surveys is now available on [Dialysis Facility Compare \(DFC\)](#) via the medicare.gov website. The results shown are statistically adjusted for both data collection mode and for patient mix. [Click here](#) to find information about the adjustments made to the survey results and the coefficients used to adjust the results.



Authorize NRC Health for 2018 Spring Survey

The ICH CAHPS Survey Vendor Authorization deadline is **February 28, 2018**. If you are a current client and will continue to collaborate with NRC Health for your ICH CAHPS 2018 Spring Survey, no action is required from you. If you are a new ICH CAHPS client, please visit the ICH CAHPS [website](#) and complete the vendor authorization prior to **February 28, 2018**.

How do we authorize NRC Health as our ICH CAHPS Survey Vendor?

Login in to the ICH CAHPS website and following the steps below:

1. Click "**Authorize a Vendor**" from your personal dashboard
2. Select "**Switch to a different vendor**" from the **Select Action** drop-down list
3. Select **NRC Health (National Research Corporation)** as your new survey vendor
4. Select the Beginning Survey Period for NRC Health "**2018 Spring Survey**"
5. Do not enter an end date for NRC Health unless you know you will not be using us for the 2018 Fall Survey
6. Click "**Submit**"

Reminder: No changes to vendor authorization will be accepted after February 28, 2018.

For a more detailed version of the authorization steps, [click here](#). For questions regarding the ICH CAHPS 2018 Spring Survey, please feel free to reach out to your NRC Health Account Manager.



ICH CAHPS Survey Vendor Update Training

NRC Health recently completed the ICH CAHPS Survey Vendor Update Training on February 15, 2018. During this training, the ICH CAHPS Survey Coordination team provided answers to several questions submitted by survey vendors and ICH facilities. NRC Health has compiled several of the key topics below for your convenience:

ICH CAHPS Participation Requirements and Eligibility

Below are a few questions to help you determine whether your facility is required to administer the ICH CAHPS Surveys in 2018. First, your facility must determine patient eligibility:

1. Did you serve patients 18 years of age or older as of December 31, 2017, and known to be alive?
2. Did the patients receive outpatient hemodialysis treatments from the facility for three consecutive months or longer at any time during 2017?
3. Were the patients living in a nursing home or other-long term facility or receiving hospice care as of December 31, 2017?

If you answered 'Yes' to questions 1 and 2; and 'No' to question 3, those patients would be eligible to receive the ICH CAHPS survey in 2018.

Now that you have determined patient eligibility, it is time to determine whether your facility is required to administer the ICH CAHPS surveys in 2018. If your facility served 30 or more survey-eligible patients in CY2017, you are required to administer the survey in 2018. Facilities that served 29 or fewer survey-eligible patients in CY 2017 are not required to administer the surveys in 2018, but can do so if they choose.

If your facility is not required to administer the survey in 2018, but chooses to do so, there are three options on how you can go about administering the ICH CAHPS Survey in 2018:

1. Option 1: Administer the survey following all ICH CAHPS Survey administration protocols and procedures. CMS will provide a sample to the facility's authorized survey vendor.
2. Option 2: Administer the survey without adhering to ICH CAHPS protocols. CMS will not provide samples to a vendor. If this option is chosen, facilities must submit 2018 Facility Non-Participation Form on the ICH CAHPS website before February 28, 2018.
3. Option 3: Not administer the survey at all. If this option is chosen, ICH facilities must also submit the 2018 Facility Non-Participation Form by the deadline.

2018 ICH CAHPS Facility Participation Requirements

Regardless of whether your facility is required to administer the ICH CAHPS survey in 2018, or you do so voluntarily, there are a few required steps to take before you can administer the survey:

1. Select NRC Health as your CMS-approved ICH CAHPS survey vendor
2. Register on the ICH CAHPS website; and
3. Complete the online "Authorize a Vendor" form on the ICH CAHPS [website](#).

[Click here](#) to access the ICH CAHPS Vendor Authorization Instructions.

If your facility authorized NRC Health as your CMS-approved ICH CAHPS survey vendor in 2014, 2015, 2016, or 2017, you do not need to update the vendor authorization, unless:

1. You are switching to a different survey vendor; or
2. You entered an "End Date" prior to 2018 on your Vendor Authorization Form

If you are unsure about your current vendor authorization status, please reach out to the NRC Health Corporate Compliance team at compliance@nrchealth.com.

For more information regarding the ICH CAHPS survey, [click here](#) to access the training slides provided by the ICH CAHPS Survey Coordination Team. Additional topics include:

1. Difference between the QIP Attestation and the 2018 ICH CAHPS Facility Non-Participation Form
2. Public reporting
3. Preview reports
4. Response rates
5. Interesting Facts about the ICH CAHPS survey results

Again, please reach out to the NRC Health Compliance team with any questions at compliance@nrchealth.com



2018 ICH CAHPS Data Collection Schedule

Activity	Date
Deadline for Authorizing NRC Health for 2018 Spring Survey	2/28/2018
Deadline for Submitting a 2018 Facility Non-Participation Form	2/28/2018
Sampling Window	7/1/2017-9/30/2017
Sample Files Uploaded on ICH CAHPS Website	3/30/2018
Vendors Attest to Receipt of Sample File	4/3/2018
Mail Prenotification Letters	4/20/2018
Mail 1 st Questionnaire (mail only and mixed mode)/Begin Telephone data collection (phone only mode)	5/4/2018
Mail 2 nd Questionnaire (mail only)/Begin phone follow-up (mixed mode)	6/1/2018
Data Collection Ends	7/13/2018
Vendors Clean/Process Final Data and Construct XML File	7/16/2018-7/25/2018

ICH CAHPS Citation:

<https://ichcahps.org/Home.aspx> Centers for Medicare & Medicaid, Baltimore, MD. February 15, 2018.

ICH CAHPS website:

<https://ichcahps.org/>

OAS CAHPS



OAS CAHPS Website User and Data Submission Manual, Version 1.0 - Now Available

CMS and the OAS CAHPS Survey Coordination Team have created the first edition of the OAS CAHPS Website User and Data Submission Manual, hereafter referred to as the “Data Submission Manual”. This manual can be used by hospitals and ambulatory surgery center (ASC) users for guidance on the OAS CAHPS Survey website and its functionality.

The Data Submission Manual can be accessed on the Data Submission Resources page. [Click here](#) to access the Data Submission Manual.

If you have any questions, please feel free to reach out to the NRC Health Compliance team at compliance@nrchealth.com.

OAS CAHPS Citation

<https://oascahps.org/> Centers for Medicare & Medicaid Services, Baltimore, MD. February 15, 2018.

OAS CAHPS website:

<https://oascahps.org/>

External Submission Deadlines

	Q4 2017 Discharges	Q1 2018 Discharges	Q2 2018 Discharges
HCAHPS	4/4/2018	7/5/2018	10/3/2018
Premier	4/20/2018	7/20/2019	10/19/2018
Vizient#	5/1/2018	8/1/2018	11/1/2018
HHCAHPS	4/19/2018	7/19/2018	10/18/2018
CAHPS Hospice	5/9/2018	8/18/2018	11/14/2018
OAS CAHPS	4/11/2018	7/11/20018	10/10/2018
ICH CAHPS	7/25/2018 (Spring 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.

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