

# CAHPS Insider

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**MAY 2018**

INSIGHTS AND UPDATES FOR  
EFFECTIVE COMPLIANCE



## TABLE OF CONTENTS

<b>HCAHPS</b>	<b>2</b>
Hospital Compare Preview Reports – Now Available	2
Hospital Compare Overall Hospital Quality Star Ratings Hospital – Specific Reports – Now Available	3
Star Ratings Distribution – Updated	3
HCAHPS Pain Management Composite Measure – Discontinued	3
<b>CAHPS Hospice</b>	<b>4</b>
Hospice Compare Refresh – Now Available	4
<b>Home Health CAHPS</b>	<b>5</b>
Home Health CAHPS Exemption from Participation for CY2020 APU	5
<b>CAHPS for ACO</b>	<b>5</b>
CAHPS for ACO Survey 2018 Survey Administration – Approval	5
CAHPS for ACO Survey Updates	5
CAHPS for ACO Survey Data Collection Schedule	6
<b>CAHPS for MIPS</b>	<b>7</b>
CAHPS for MIPS Survey 2018 Survey Administration – Approval	7
Register Now – MIPS Group Interface & CAHPS for MIPS Survey	7
CAHPS for MIPS Survey Data Collection Schedule	7
<b>ICH CAHPS</b>	<b>8</b>
ICH CAHPS Spring Survey Timeline and Updates	8
ICH CAHPS Average State and National Scores	9
<b>OAS CAHPS</b>	<b>9</b>
OAS CAHPS Voluntary Participation – Update	9
<b>External Submission Deadlines</b>	<b>10</b>

# HCAHPS



## *Hospital Compare Preview Reports - Now Available*

The July 2018 *Hospital Compare* Preview Reports are now available through the [QualityNet Secure Portal](#) for participating hospitals. The Preview Reports will be available until **June 2, 2018**. Hospitals are encouraged to access and download reports for 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 July 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.

## ***Hospital Compare Overall Hospital Quality Star Ratings Hospital - Specific Reports - Now Available***

The Centers for Medicare & Medicaid Services (CMS) released the July 2018 *Hospital Compare* Overall Hospital Quality Star Ratings hospital – specific reports (HSRs) on May 21 and 22. You will have 30 days to review your reports before the data are publicly reported in July 2018.

### **What is included in the HSRs?**

1. The Overall Hospital Quality Star Ratings results
2. Confidence intervals for group and summary scores
3. Group performance category assignments (i.e. better than, same as, worse than)
4. Standardized individual measure scores

You should have received a *QualityNet* notification with detailed instructions on how to access the HSRs once they became available for download via the *QualityNet Secure Portal*

[Click here](#) for more information about the Overall Hospital Quality Star Ratings.

For questions regarding your facilities Overall Hospital Quality Star Ratings, please email the *Hospital Compare* Overall Hospital Ratings Team at [cmsstarratings@lantanagroup.com](mailto:cmsstarratings@lantanagroup.com).

## ***Star Ratings Distribution - Updated***

The following tables have been added to the HCAHPS website [Star Ratings](#) page:

1. April 2018 HCAHPS Star Ratings Distributions
2. April 2018 HCAHPS Summary Star Distributions by US State

## ***HCAHPS Pain Management Composite Measure - Discontinued***

Beginning with the July 2018 public report, CMS will no longer report the HCAHPS Pain Management Composite Measure. The survey questions comprising the Pain Management Composite were removed from the HCAHPS survey in the fiscal year (FY) 2018 IPPS/LCTCH PPS final rule (81 FR 38342). The Pain Management Composite is no longer needed and therefore will not be reported on *Hospital Compare*.

### **How will this change affect reporting?**

July 2018 Preview Reports and public reporting will display “N/A” and Footnote 5 for the Pain Management measure. Footnote 15 and “N/A” will be displayed for the Pain Management star rating.

In addition, Pain Management is no longer included in the calculation of the HCAHPS Summary Star Rating or the *Hospital Compare* Overall Hospital Quality Star Ratings.

### **HCAHPS Citation:**

<http://www.hcahpsonline.org> Centers for Medicare & Medicaid Services, Baltimore, MD. May 22, 2018.

<http://www.qualitynet.org> Centers for Medicare & Medicaid Services, Baltimore, MD. May 22, 2018

### **HCAHPS website:**

<http://www.hcahpsonline.org>

## CAHPS Hospice

### ***Hospice Compare Refresh - Now Available***

The May 2018 quarterly Hospice Compare refresh is now available. This refresh is based on Hospice Item Set (HIS) quality measure results from data collected Quarter 3, 2016 through Quarter 2, 2017 and Hospice Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey results reported Quarter 3, 2015 through Quarter 2, 2017. [Click here](#) to view the data via Hospice Compare.

For more information, [click here](#) to visit the CMS Hospice Quality Public Reporting webpage.

### **CAHPS Hospice Citation:**

<http://www.hospicecahpsurvey.org/en/> Centers for Medicare & Medicaid Services, Baltimore, MD. May 22, 2018.

<https://www.medicare.gov> Centers for Medicare & Medicaid Services, Baltimore, MD. May 22, 2018.

### **CAHPS Hospice website:**

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

# Home Health CAHPS

## *Home Health CAHPS Exemption from Participation for CY2020 APU*

The Participation Exemption Request (PER) Form for CY 2020 APU is now available on the HHCAHPS website. In addition, the PER Form has been updated to reflect the HHCAHPS Survey's CY 2020 APU participation period that began on April 1, 2018. [Click here](#) to access the PER Form.

As a reminder, HHAs that submitted a PER Form for CY 2019 APU must complete a new PER Form annually if they remain eligible for the exemption. You can find the eligibility requirement described on the PER Form (linked above).

### **Home Health CAHPS Citation:**

<https://homehealthcahps.org/> Centers for Medicare & Medicaid Services, Baltimore, MD. May 22, 2018.

### **Home Health CAHPS website:**

<https://homehealthcahps.org/>

# CAHPS for ACO

## *CAHPS for ACO Survey 2018 Survey Administration - Approval*

NRC Health is excited to announce we have fulfilled the requirements to receive final approval status as a survey vendor for the CAHPS for ACO Survey 2018 Survey Administration period!

## *CAHPS for ACO Survey Updates*

Starting in reporting year 2018, CMS will use a single version of the CAHPS for ACOs Survey to assess patient experience for ACOs. The CAHPS for ACO survey will capture the core CG-CAHPS Survey and the Summary Survey Measures that are part of the ACO quality standard and finalized in the Shared Savings Program final rule. [Click here](#) to access the new survey for reporting year 2018.

The survey will continue to be administered through a mixed-mode data collection protocol:

1. CMS prenotification letter
2. Two survey mailing waves
3. Up to six follow-up phone call(s) to non-respondents

## CAHPS for ACO Survey Data Collection Schedule

Task	Date
ACOs must complete the web-based vendor authorization process.	9/18/2018
ACO sample files become available to survey vendors.	10/9/2018
Mail-out a pre-notification letter to all sampled beneficiaries one week before the first survey mailing.	10/23/2018-10/24/2018
Customer support phone center opens. (Toll-free phone number required)	10/24/2018
Mail-out of the first survey with cover letter.	10/30/2018-10/31/2018
Mail-out of second mailing of survey with cover letter to all non-respondents.	11/13/2018-11/14/2018
Initiate telephone follow-up by computer-assisted telephone interviews (CATI) for all non-respondents to the mail survey. (1st attempt must occur during this time)	12/4/2018-12/11/2018
Submit interim data files to the ACO Data Warehouse. Survey vendors may begin to submit data on 12/11/2018 and must have all interim data submitted by 12/13/2018. (including any requests for corrections)	12/11/2018-12/13/2018
Conduct computer assisted telephone interviews (CATI) for all non-respondents to the mail survey. <ul style="list-style-type: none"> <li>•Make no more than 6 call attempts.</li> <li>•Call attempts must occur over a minimum of two different calendar weeks.</li> <li>•Call attempts must be scheduled at different times of the day and on different days of the week.</li> </ul> <i>Note: CMS anticipates that vendors will suspend CATI interviews during 12/23/2018 – 1/1/2019 due to holidays.</i>	12/12/2018-1/16/2019
Last day for inbound and outbound phone interviews.	1/16/2019
Cutoff date for returned mail surveys.	1/16/2019
Last day of operation for customer support toll-free line.	1/16/2019
Submit final data files to CMS after close of data collection via the ACO Data Warehouse. Data can be submitted starting 1/23/2019. No files will be accepted after the submission deadline date of 1/25/2019.	1/23/2019-1/25/2019

Please reach out to the NRC Health Corporate Compliance team with any questions at [compliance@nrchealth.com](mailto:compliance@nrchealth.com).

### CAHPS for ACO Citation:

<http://acocahps.cms.gov/> Centers for Medicare & Medicaid, Baltimore, MD. May 22, 2018.



# CAHPS for MIPS

## *CAHPS for MIPS Survey 2018 Survey Administration - Approval*

NRC Health is excited to announce we have fulfilled the requirements to receive final approval status as a survey vendor for the CAHPS for MIPS Survey 2018 Survey Administration period!

## *Register Now - MIPS Group Interface & CAHPS for MIPS Survey*

As a reminder, groups must register to use the CMS Web Interface and/or CAHPS for MIPS Survey by **June 30, 2018**.

Registration is required for groups that intend to use the CMS Web Interface and/or administer the CAHPS for MIPS Survey for 2018. To register, [click here](#) and access the Quality Payment Program website. The registration period ends **June 30, 2018**. Eligible clinicians who participate as a group will be assessed at a group level across all four MIPS performance categories. The group will receive one payment adjustment for the group's performance. For 2018, only groups of 25 or more eligible clinicians that have registered can report via the CMS Web Interface. Groups that participate in MIPS through qualified registry, qualified clinical data registry, or electronic health record (HER) data submission mechanisms do not need to register.

Please note, if your group was registered to participate in MIPS in 2017 via the CMS Web Interface, CMS automatically registered your group for 2018 CMS Web Interface participation. You may edit or cancel your registration at any time during the registration period.

**Automatic registration does not apply to the CAHPS for MIPS survey.**

### **Not sure how to register?**

Visit the [Quality Payment Program website](#) for instructions on how to register for participation. As a reminder, you will need a valid Enterprise Identity Management (EIDM) account. If you do not have an EIDM account, [click here](#) for instructions on how to create one as soon as possible.

## *CAHPS for MIPS Survey Data Collection Schedule*

Task	Date
Groups must complete the web-based vendor authorization process.	9/18/2018
Group sample files become available to survey vendors.	10/9/2018
Mail-out a pre-notification letter to all sampled beneficiaries one week before the first survey mailing.	10/23/2018-10/24/2018



Task	Date
Customer support phone center opens. (Toll-free phone number required)	10/24/2018
Mail-out of the first survey with cover letter.	10/30/2018-10/31/2018
Mail-out of second mailing of survey with cover letter to all non-respondents.	11/13/2018-11/14/2018
Initiate telephone follow-up by computer-assisted telephone interviews (CATI) for all non-respondents to the mail survey. (1st attempt must occur during this time)	12/4/2018-12/11/2018
Submit interim data files to the MIPS Data Warehouse. Survey vendors may begin to submit data on 12/11/2018 and must have all interim data submitted by 12/13/2018. (including any requests for corrections)	12/11/2018-12/13/2018
Conduct computer assisted telephone interviews (CATI) for all non-respondents to the mail survey. <ul style="list-style-type: none"> <li>•Make no more than 6 call attempts.</li> <li>•Call attempts must occur over a minimum of two different calendar weeks.</li> <li>•Call attempts must be scheduled at different times of the day and on different days of the week.</li> </ul> <i>Note: CMS anticipates that vendors will suspend CATI interviews during 12/23/2018 – 1/1/2019 due to holidays.</i>	12/12/2018-1/16/2019
Last day for inbound and outbound phone interviews.	1/16/2019
Cutoff date for returned mail surveys.	1/16/2019
Last day of operation for customer support toll-free line.	1/16/2019
Submit final data files to CMS after close of data collection via the MIPS Data Warehouse. Data can be submitted starting 1/23/2019. No files will be accepted after the submission deadline date of 1/25/2019.	1/23/2019-1/25/2019

**Quality Payment Program Citation:**

<https://qpp.cms.gov> Centers for Medicare & Medicaid, Baltimore, MD. May 22, 2018.

# ICH CAHPS

## ICH CAHPS Spring Survey Timeline and Updates

NRC Health continues to stay on schedule with the ICH CAHPS Spring Survey timeline. First questionnaires mailed and telephone data collection began on May 4, 2018 and we are on track for second questionnaires to mail and phone follow-up to begin on June 1, 2018.

The data collection schedule and dates for other key activities related to the 2018 Spring Survey are shown below:

Activity	Date
Sampling Window	7/1/2017-9/30/2017

Activity	Date
Mail 1 <sup>st</sup> Questionnaire (mail only and mixed mode)/Begin Telephone data collection (phone only mode)	5/4/2018
Mail 2 <sup>nd</sup> 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
Deadline for Submitting XML Data File to ICH CAHPS Data Center	11:59 ET on 7/25/2018

### *ICH CAHPS Average State and National Scores*

ICH CAHPS Survey results based on combined data from the 2016 ICH CAHPS Fall Survey and the 2017 ICH CAHPS Spring Survey have been posted on [Dialysis Facility Compare](#).

[Click here](#) to see the state and national averages for the three ICH CAHPS composite measures and the three global ratings based on the combined data from the two referenced survey periods. The average response rate for each state and the overall response rate are also provided in the document.

**ICH CAHPS Citation:**

<https://ichcahps.org/Home.aspx> Centers for Medicare & Medicaid, Baltimore, MD. May 22, 2018.

**ICH CAHPS website:**

<https://ichcahps.org/>

## OAS CAHPS

### *OAS CAHPS Voluntary Participation - Update*

In the calendar year (CY) 2018 Final Rule, CMS announced they would continue voluntary implementation of the OAS CAHPS Survey throughout 2018. The next update (CY 2019 Rule) will be proposed in July 2018 and finalized in November 2018. The CY 2019 Rule will reflect any changes that would impact the 2019 data collection period (CY 2021 payment determination).

Any updates on OAS CAHPS Survey participation will be posted on the [OAS CAHPS website](#) and shared with you via the NRC Health CAHPS Insider or by our NRC Health Corporate Compliance Team.

Please feel free to reach out to the NRC Health Corporate Compliance team at [compliance@nrchealth.com](mailto:compliance@nrchealth.com) with any questions.

**OAS CAHPS Citation:**

<https://oascahps.org/> Centers for Medicare & Medicaid Services, Baltimore, MD. May 22, 2018.

**OAS CAHPS website:**

<https://oascahps.org/>

## External Submission Deadlines

	Q1 2018 Discharges	Q2 2018 Discharges
<b>HCAHPS</b>	7/5/2018	10/3/2018
<b>Premier</b>	7/20/2019	10/19/2018
<b>Vizient#</b>	8/1/2018	11/1/2018
<b>HHCAHPS</b>	7/19/2018	10/18/2018
<b>CAHPS Hospice</b>	8/18/2018	11/14/2018
<b>OAS CAHPS</b>	7/11/20018	10/10/2018
<b>ICH CAHPS</b>	7/25/2018 (Spring 2018)	

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](mailto:compliance@nrchealth.com).



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