

CAHPS Insider

JULY 2019

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE



TABLE OF CONTENTS

Centers for Medicare & Medicaid Services (CMS)	2
CMS Seeks Technical Expert Panel Participants	2
HCAHPS	2
HCAHPS Survey Changes – Coming October 2019	2
HCAHPS Informational Podcast Series	3
HCAHPS October 2019 Results Patient-Mix Adjustments and National Means Now Available	3
October 2019 Technical Notes Have Been Posted	3
Home Health Care CAHPS	4
HHCAHPS Public Reporting Results Refreshed on Home Health Compare	4
HHCAHPS Coordination Team Quarterly Review (CTQR)	4
HHCAHPS Survey Non-Compliance Letters	4
CAHPS Hospice	5
Hospice Quality Reporting Program: Non-Compliance Letters	5
ICH CAHPS	5
ICH CAHPS Coordination Team Semi-Annual Review (CTSAR)	5
OAS CAHPS	6
2018 OAS CAHPS Preview Reports Available	6
CAHPS for ACOs and MIPS	6
2018 CAHPS for MIPS Preliminary Data Available	6
2017 CAHPS for MIPS Performance Posted on Physician Compare	6
Register Today: QPP Performance Information Webinars	7
External Submission Deadlines	8

Centers for Medicare & Medicaid Services (CMS)

CMS Seeks Technical Expert Panel Participants

CMS Star Ratings are published on Hospital Compare to help patients and caregivers make informed decisions about their care. As they work to increase the value ratings provide consumers, CMS is seeking input from patients and caregivers on what information is most useful when making healthcare decisions. To learn more about Technical Expert Panels, what they do, and how to participate, visit [the CMS.gov Technical Expert Panel page](https://www.cms.gov/technical-expert-panel).

CMS Website: <https://www.cms.gov/>

HCAHPS

HCAHPS Survey Changes - Coming October 2019

As reported in previous CAHPS Insider editions, the CY 2019 OPPS Final Rule requires the **pain communication items be removed from the core survey questions beginning with patients discharged on October 1, 2019 and forward.** This change will affect all survey translations and all survey modes.

In addition, beginning with patients discharged on October 1, 2019 and forward, supplemental questions will be placed at the end of the HCAHPS Survey. Currently all supplemental questions are placed after core HCAHPS items and prior to the demographic questions.

NRC Health is diligently working to ensure a seamless transition. No action is required from you for these changes to occur. We will continue to provide information in future correspondence.

HCAHPS Citation: <https://www.hcahpsonline.org> Centers for Medicare & Medicaid Services, Baltimore, MD. June 24, 2019.

HCAHPS Website: <https://www.hcahpsonline.org>

HCAHPS Informational Podcast Series

An ongoing series of podcasts with information on the HCAHPS survey, measurements, and analysis are available. Recent topics include “Updated Patient-Mix Adjustment: Self-Rated Mental Health” and “HCAHPS Linear Mean Scores and Star Ratings Calculations.” Videos and transcripts are posted on the [hcahpsonline.org](https://www.hcahpsonline.org) Podcast page.

HCAHPS October 2019 Results Patient-Mix Adjustments and National Means Now Available

The Patient-Mix Adjustments and National Means for the October 2019 HCAHPS results are now available. Please click [here](#) to access the Mode & Patient-Mix Adjustment page.

HCAHPS Citation: <https://www.hcahpsonline.org> Centers for Medicare & Medicaid Services, Baltimore, MD. July 16, 2019.

October 2019 Technical Notes Have Been Posted

The Technical Notes for the October 2019 HCAHPS results are now available. The October 2019 HCAHPS Star Ratings are included in the hospital Preview Reports (available to hospitals from July 16, 2019 through August 14, 2019) and will be Publicly Reported on Hospital Compare in October 2019. Please click [here](#) to access the HCAHPS Star Ratings page.

HCAHPS Citation: <https://www.hcahpsonline.org> Centers for Medicare & Medicaid Services, Baltimore, MD. July 16, 2019.

Home Health Care CAHPS

HHCAHPS Public Reporting Results Refreshed on Home Health Compare

January – December 2018 HHCAHPS Survey results are now available on the Home Health Compare link on [Medicare.gov](https://www.medicare.gov). HHCAHPS Survey results are updated each calendar year quarter.

These data are also available on the [HHCAHPS website](https://www.hhs.gov/ohcahps/) through the [Archived Publicly Reported Data link](#) under General Information. Here, you can view:

- HHA-level data
- State and national averages
- Star Ratings cut point
- Patient mix adjustment coefficients for the linearized data used to construct the Star Ratings

HHCAHPS Coordination Team Quarterly Review (CTQR)

The CTQR newsletter is published quarterly to provide information about the HHCAHPS Survey. The July 2019 edition is available on the [HHCAHPS website](https://www.hhs.gov/ohcahps/) under General Information, or directly by clicking [here](#).

HHCAHPS Survey Non-Compliance Letters

Home Health agencies that did not meet the Home Health Quality Reporting Program (QRP) requirements will receive a non-compliance letter in late September through early October 2019. If you believe this non-compliance notification is in error, please follow the instructions included to file for reconsideration. Reconsideration requests must be submitted within 30 days of the date on the non-compliance notification letter.

Home Health Care CAHPS Survey Website: <https://homehealthcahps.org/>

CAHPS Hospice

Hospice Quality Reporting Program: Non-Compliance Letters

CMS has provided notifications to hospices that were determined to be out of compliance with Hospice Quality Reporting Program (HQRP) requirements for CY 2018, which will affect their FY 2020 Annual Payment Update (APU). If you receive a notice of non-compliance and would like to request a reconsideration, see the instructions in your notification and on the [Reconsideration Requests webpage](#). **The deadline to request reconsideration is August 15, 2019.**

CAHPS Hospice Website: <https://www.hospicecahpssurvey.org>

ICH CAHPS

ICH CAHPS Coordination Team Semi-Annual Review (CTSAR)

The CTSAR newsletter is published each January and July to provide in-center hemodialysis (ICH) facilities and survey vendors with pertinent ICH CAHPS information. The July 2019 edition is available now on the [ICH CAHPS website](#) under General Information, or directly by clicking [here](#).

OAS CAHPS

2018 OAS CAHPS Preview Reports Available

Results from the Outpatient and Ambulatory Surgery CAHPS (OAS CAHPS) Survey from January 2018 through December 2018 (2018, Q1 - 2018, Q4) are now available on the OAS CAHPS website (<https://oascahps.org/>).

For additional information and answers to frequently asked questions, please visit the [OAS CAHPS website's Recent Announcements page](#).

CAHPS for ACOs and MIPS

2018 CAHPS for MIPS Preliminary Data Available

2018 performance feedback for CAHPS for MIPS participants is now available on the [Quality Payment Program website](#). Please review this information for accuracy. If you believe you have found an error, please refer to the [2018 Targeted Review Fact Sheet](#) for information on how to request a targeted review.

CMS published a [blog post](#) and released an [infographic](#) to share preliminary participation data for the Quality Payment Program during 2018.

For more information, visit the [Quality Payment Program Resource Library](#) for more Quality Payment Program resources including [2018 Performance Feedback FAQs](#).

2017 CAHPS for MIPS Performance Posted on Physician Compare

Physician Compare is used to help Medicare patients and caregivers make informed decisions about their healthcare.

CMS has made CAHPS for MIPS 2017 performance information available to the public on the [Physician Compare website](#). Please visit the [Physician Compare Initiative page](#) for specifics on what 2017 Quality Payment Program performance information has been published.

If you have any questions about Physician Compare or the 2017 Quality Payment Program performance information, please contact us at PhysicianCompare@Westat.com.

Register Today: QPP Performance Information Webinars

CMS and the Physician Compare Support Team are hosting two one-hour webinars, July 30 and August 1, on the 2017 Quality Payment Program performance information recently published on [Physician Compare](#). The webinars will share background information about Physician Compare and provide information on the 2017 performance information recently added to Physician Compare for MIPS-eligible clinicians and groups and ACOs.

For additional information and to register, please visit [the Physician Compare Initiative page](#). **Registration ends Monday, July 29.**

External Submission Deadlines

	Q4 2018 Discharges	Q1 2019 Discharges	Q2 2019 Discharges	Q3 2019 Discharges
HCAHPS	4/3/2019 - Complete	7/3/2019 - Complete	10/2/2019	1/2/2020
Premier	4/19/2019 - Complete	7/19/2019 - Complete	10/18/2019	1/17/2020
Vizient#	5/1/2019 - Complete	7/19/2019 - Complete	10/18/2019	1/17/2020
HHCAHPS	4/18/2019 - Complete	7/18/2019 - Complete	10/17/2019	1/16/2020
CAHPS Hospice	5/8/2019 - Complete	8/14/2019	11/13/2019	2/12/2020
OAS CAHPS	4/10/2019 - Complete	7/10/2019 - Complete	10/9/2019	1/8/2020
ICH CAHPS	7/31/2019 (Spring 2019)		1/29/2020* (Fall 2019)	
CAHPS for ACO	1/23/2020			
CAHPS for MIPS	1/23/2020			

#internal deadline

*estimated 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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