

# CAHPS Insider

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November 2019

INSIGHTS AND UPDATES FOR  
EFFECTIVE COMPLIANCE



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## Hospital Compare Preview Data Available

Hospitals may preview the data that will be publicly reported in January 2020 on [Hospital Compare](#). Data, including Overall Hospital Quality Star Ratings, are available to review through December 3, 2019 in the Secure Portal on [QualityNet.org](#).



Please note, CMS identified a data display issue that affected the Overall Hospital Star Rating results displayed in the January 2020 Preview Report for providers. CMS quickly corrected the file and verified the Star Ratings calculations and data included in the Hospital-Specific Reports to ensure they are correct. If you reviewed your Preview Report between Monday and Tuesday, November 4 – 5, please download your Star Ratings results again to view the corrected display of the results.

For additional information on Hospital Compare, please contact [hospitalcompare@lantanagroup.com](mailto:hospitalcompare@lantanagroup.com).

## HCAHPS Survey October 2019 Changes Complete

As detailed in previous editions of the CAHPS Insider and communicated by NRC Health Associates, changes to the HCAHPS Survey were required beginning with patients discharged on October 1, 2019. NRC Health is pleased to inform you that all changes were successfully made in compliance with the CY 2019 OPSS Final Rule.

The Communication About Pain measure will no longer be publicly reported. Preview Reports for the October 2019, January 2020, April 2020, and July 2020 reporting periods will contain the hospital's score for the Communication About Pain measure, along with state and national averages. Preview Reports for the October 2020 public reporting period and forward will not contain the Communication About Pain measure. Supplemental questions are now all located at the end of the HCAHPS Survey.

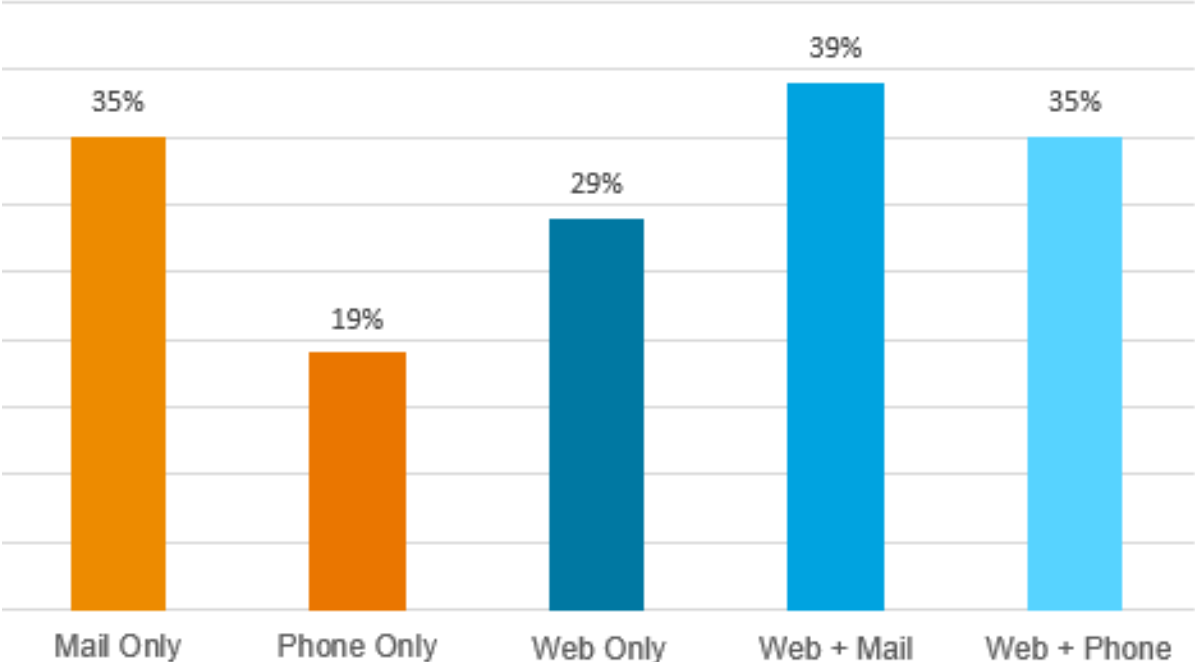


# OAS CAHPS

## OAS CAHPS Mode Experiment

In 2019, CMS implemented a mode experiment to test three new modes of data collection in addition to traditional mail and phone. 104 HOPDs and ASCs provided patient records for three months. Analysis is underway, but preliminary results show promise for web survey administration options (see chart below).

### 2019 Preliminary OAS CAHPS Mode Experiment Results



## Additional Adjustment Considerations

CMS is also considering refinements to OAS CAHPS Survey Questions in the Composite 3, including questions 15, 17, 19, 21.

“About You” items are also being reviewed, with some considered for removal.

Implementation of changes are likely to be announced in the 2022 Rule. The next Proposed Rule will be published in July 2020 and will reflect any planned changes that would impact the 2021 data collection period (CY 2023 payment determination).

For additional information, please visit the [OAS CAHPS Survey website](#), and stay tuned to future editions of the NRC Health CAHPS Insider for updates.

## CMS Continues OAS CAHPS Voluntary Participation Throughout 2020

The Hospital Outpatient Prospective Payment and Ambulatory Surgical Center Payment Systems and Quality Reporting Programs Final Rule was published in the [Federal Register](#) on November 12, 2019 and can be accessed directly [here](#).

CMS plans to continue the voluntary participation period for OAS CAHPS throughout 2020. The next update (CY 2021 Rule) will be proposed in July and finalized in November 2020.

If you have questions, please contact the OAS CAHPS Survey Coordination Team at 1-866-590-7468 or [oascahps@rti.org](mailto:oascahps@rti.org).

# ICH CAHPS

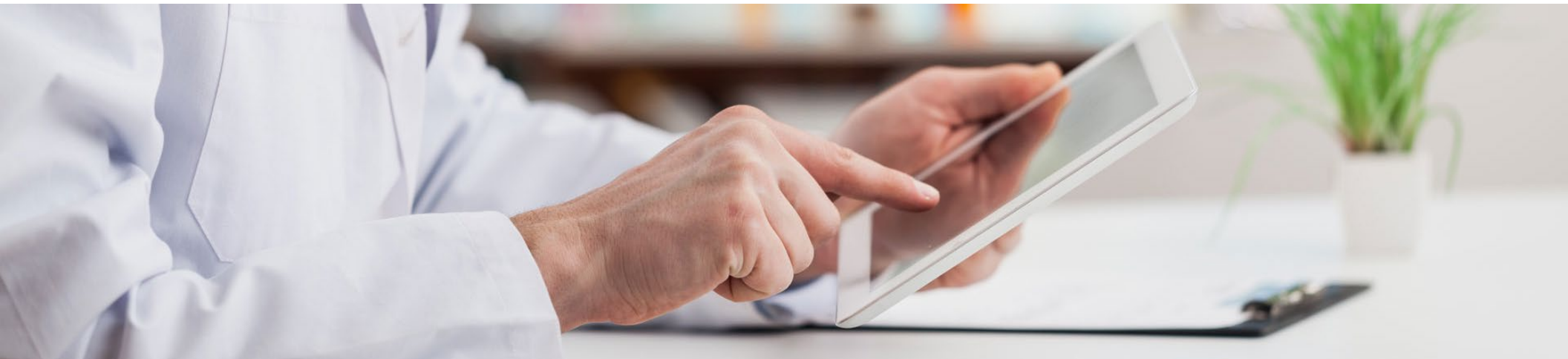
## Publicly Reported ICH CAHPS Patient-Mix Coefficients and Star Ratings

ICH CAHPS Survey results for the 2018 Spring and Fall Surveys are currently posted on [Data.Medicare.gov](https://data.medicare.gov) and [Dialysis Facility Compare](https://dialysisfacilitycompare.com). Results are statistically adjusted for data collection mode and patient-mix. Information about these adjustments and the coefficients used for adjustments are available [here](#).

Please contact the ICH CAHPS Survey Coordination Team at 1-866-245-8083 or [ichcahps@rti.org](mailto:ichcahps@rti.org) if you have any questions.

## 2018 ICH CAHPS Spring and Fall Average State and National Scores

ICH CAHPS Survey average state and national score results for the combined 2018 Spring and Fall Surveys have been posted on [Dialysis Facility Compare](https://dialysisfacilitycompare.com) and can be accessed directly [here](#).



# ICH CAHPS

## Fall 2019 Update



Activity	Date
Sampling window	4/1/2019 – 6/30/2019
Sample files uploaded on ICH CAHPS website	9/27/2019
Vendors attest to receipt of sample file	10/1/2019
Mail prenotification letter	10/18/2019
Mail 1 <sup>st</sup> questionnaire (mail only and mixed mode) Begin telephone data collection (phone only mode)	11/1/2019
Mail 2 <sup>nd</sup> questionnaire (mail only) Begin phone follow-up (mixed mode)	12/4/2019
Data collection ends	1/10/2020
Vendors clean/process final data and construct XML file	1/11/2020 – 1/28/2020
Deadline for submitting XML data file to ICH data center	1/29/2020

*\* Denotes COMPLETE*



# ICH CAHPS Spring 2020 Survey Schedule

Activity	Date*
Sampling window	10/1/2019 – 12/31/2019
Sample files uploaded on ICH CAHPS website	3/27/2020
Vendors attest to receipt of sample file	3/31/2020
Mail prenotification letter	4/17/2020
Mail 1 <sup>st</sup> questionnaire (mail only and mixed mode)	5/1/2020
Begin telephone data collection (phone only mode)	
Mail 2 <sup>nd</sup> questionnaire (mail only)	5/29/2020
Begin phone follow-up (mixed mode)	
Data collection ends	7/10/2020
Vendors clean/process final data and construct XML file	7/10/2020 – 7/28/2020
Deadline for submitting XML data file to ICH data center	7/29/2020

*\* Dates are subject to change*



# CAHPS Hospice

## CY 2019 Participation Exemption for Size Due December 31, 2019

The Participation Exemption for Size Form for the calendar year (CY) 2019 CAHPS Hospice Survey data collection and reporting requirements is available to complete and submit on the [CAHPS Hospice Survey website](#). Hospices that served fewer than 50 eligible decedents/caregivers in CY 2018 (January 1, 2018 – December 31, 2018, or from assignment of CCN) may apply for an exemption from participation in the CAHPS Hospice Survey for CY 2019.

The Participation Exemption for Size Form will be available [here](#) to complete and submit until December 31, 2019.

Please note, exemptions for size are only active for one year. If your hospice continues to meet the eligibility requirements for this exemption, you must complete the exemption form each year. If you have questions about your qualifications or how to submit the form, please contact the CAHPS Hospice Survey Project Team at 1-844-472-4621 or [hospicecahpsurvey@hsag.com](mailto:hospicecahpsurvey@hsag.com).



## HHCAHPS Prospective Payment System Rate Update Final Rule for Calendar Year 2020

The Home Health Prospective Payment System (HH PPS) Rate Update Final Rule for Calendar Year 2020 was published in the [Federal Register](#) on November 8, 2019. The HH PPS CY 2020 Final Rule is available on the [HHCAHPS website](#) or directly [here](#). This document describes HHCAHPS Survey participation requirements for Medicare-certified home health agencies to receive the annual payment update (APU) in CY 2022 and CY 2023.

For more information, contact the HHCAHPS Survey Coordination Team at 1-866-354-0985 or [hhcahps@rti.org](mailto:hhcahps@rti.org).



# CAHPS for ACOs and MIPS

## CAHPS for ACOs and MIPS Reporting

- ⇒ NRC Health will provide unofficial reports to be used for quality improvement purposes only.
- ⇒ CMS will release official reports at a later date.
- ⇒ CMS has a minimum requirement of 11 responses per question. Questions that do not receive at least 11 responses will not be reported.



### Activity

### Date

Mail prenotification letter	10/21-22/2019
Mail 1 <sup>st</sup> questionnaire	10/28-29/2019
Mail 2 <sup>nd</sup> questionnaire	11/18-19/2019
Begin phone interviews for non-respondents	12/06/2019
Data collection ends	1/16/2020
Data submitted to CMS	1/17-23/2020
Unofficial reports provided by NRC Health	Late February 2020

*\*Denotes COMPLETE*

# External Submission Deadlines

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

*\*Denotes COMPLETE*



If you have any questions regarding the information included in this edition of the CAHPS Insider, please contact NRC Health Corporate Compliance at [compliance@nrchealth.com](mailto:compliance@nrchealth.com).

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