

CAHPS Insider

May 2020

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE



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CAHPS Data Submission

Q1 & 2 2020 Data Submission Exception

To alleviate the burden on healthcare organizations as they manage the effects of COVID-19, CMS has announced an exception to the Quality Reporting Program Requirements for Q1 and Q2 2020.

NRC Health will not submit results from Q1 and Q2 2020 to CMS for HCAHPS, Home Health CAHPS, Hospice CAHPS and OAS CAHPS. There is no action required for NRC Health customers.

We are committed to helping you obtain the insights you need to keep caregivers and patients safe and informed. We are honored to partner with you and continue to collect this invaluable patient feedback. If you have any questions or concerns, please reach out to [NRC Health Corporate Compliance](#).



QualityNet HARP Registration Deadline – June 15, 2020

Now through June 15, 2020 you can transition your [QualityNet](#) account to HARP, the Health Care Quality Information Systems (HCQIS) Access Roles, and Profile system. HARP's streamlined ID management security will allow you access to many HQR reporting systems using "One Login" functionality.

To transition your account:

1. Log in to the [QualityNet Secure Portal](#)
2. Select Hospital Quality Reporting and click Let's Go
3. Enter your QualityNet login credentials and click Submit
4. Once you log in, a pop-up window will appear alerting you to create a new HARP Login
5. Click Enable HARP Account, and follow the prompts

If you have any questions, please contact the QualityNet Help Desk at 866-288-8912 (TTY: 877-715-6222) or gnetssupport@hcqis.org.



Facility Contact Information Updates

The Inpatient VIQR Outreach and Education Support Contractor maintains contact information to ensure facilities receive critical communications, such as information regarding meeting Hospital Inpatient Quality Reporting (IQR) and other CMS quality reporting program requirements, submission deadline reminders, payment determinations, the reconsideration/appeals process, and general program updates.

Please review the roles listed below. If any of these contacts have changed, you may complete a Hospital Contact Change Form, located on [QualityReportingCenter.com](https://www.qualityreportingcenter.com) and the program-specific pages on [QualityNet.org](https://www.qualitynet.org).



- ⇒ Chief Executive Officer (CEO) and/or Hospital Administrator
- ⇒ Hospital IQR Program Contact
- ⇒ Inpatient Psychiatric Facility Quality Reporting (IPFQR) Program Contact
- ⇒ PPS-Exempt Cancer Hospital Quality Reporting (PCHQR) Program Contact
- ⇒ Medical Records Contact
- ⇒ Medical Records – CDAC Contact
- ⇒ National Healthcare Safety Network (NHSN) Contact (Infection Control)
- ⇒ Quality Improvement/Management Contact
- ⇒ QualityNet Security Administrator (SA)
 - Please note: Every facility participating in the Hospital IQR and/or IPFQR Program must designate a minimum of one SA. To prevent possible interruption of QualityNet access, facilities are highly encouraged to appoint at least two SAs. If your facility does not have one, it may be at risk of incurring a reduction to its annual payment update (APU). For more information on designating an SA, please refer to the QualityNet Security Administrator Registration page on the QualityNet website [QualityNet.org](https://www.qualitynet.org).

IPPS and LTCH PPS FY 2021 Proposed Rule

On May 11, CMS published the Hospital Inpatient Prospective Payment System (IPPS) and Long Term Acute Care Hospital (LTCH) Fiscal Year (FY) 2021 Proposed Rule. The proposed rule would update Medicare payment policies for hospitals. This [CMS Fact Sheet](#) provides an overview of the proposed changes for FY 2021. To access the full rule (CMS-1735-P), please visit the [Federal Register](#). The deadline for submitting comments on the proposed rule is July 10, 2020.

Joint Commission

Joint Commission to Resume Surveys

After suspending surveys in March as health care providers managed the effects of COVID-19, the Joint Commission will resume certification and accreditation surveys in June. Surveys will not include retroactive compliance checks and will be focused on safety in the current environment.



ICH CAHPS

Revised Spring Fielding Schedule

Due to the impact of COVID-19 CMS announced an updated ICH CAHPS Spring Fielding Schedule. We are pleased to confirm that the survey has been fielded per protocol through 1st questionnaires, which were mailed on May 18, 2020. Please note that CMS has offered the option for dialysis centers to not submit ICH CAHPS data for Spring 2020. If you do not wish to submit your data to CMS, please contact [NRC Health Corporate Compliance](#) by June 26th, 2020.

Activity	Original Schedule	Updated Schedule
<i>Sampling window (no change)</i>	10/1 - 12/31/2019	10/1 - 12/31/2019
<i>Sample files uploaded on ICH CAHPS website</i>	3/27/2020	4/14/2020
<i>Vendors attest to receipt of sample file</i>	3/31/2020	4/16/2020
<i>Mail prenotification letter</i>	4/17/2020	5/4/2020
<i>Begin telephone data collection (phone only mode)</i>	5/1/2020	5/11/2020
<i>Mail 1st questionnaire (mail only and mixed mode)</i>	5/1/2020	5/18/2020
Begin phone follow-up (mixed mode)	5/29/2020	6/1/2020
Mail 2 nd questionnaire (mail only)	5/29/2020	6/8/2020
Notify NRC Health if you do not wish to submit data	N/A	6/26/2020
Data collection ends (no change)	7/10/2020	7/10/2020
Vendors clean/process final data and construct XML file (no change)	7/10 - 28/2020	7/10 - 28/2020
Deadline for submitting XML data file to ICH Data Center (no change)	7/29/2020	7/29/2020

**Activity COMPLETE*

CAHPS for MIPS

Survey Registration Deadline – June 30, 2020

Registration is required for groups, virtual groups, and Alternative Payment Model (APM) Entities that intend to submit data for the Quality performance category via the CMS Web Interface and/or administer the Consumer Assessment of Healthcare Providers and Systems (CAHPS) for Merit-based Incentive Payment System (MIPS) Survey for the 2020 Quality performance period.

To Register:

- ⇒ Log in to the [Quality Payment Program \(QPP\) website](#)
- ⇒ Click Manage Access
- ⇒ Click Edit Registration

Registration must be completed by 8:00 p.m. Eastern Daylight Time (EDT), June 30, 2020. You may edit or cancel your registration at any time during the registration period.

For additional information, visit the [How to Register for CMS Web Interface and CAHPS for MIPS Survey](#) page.

If you have any questions, please contact the Quality Payment Program at 866-288-8292 or QPP@cms.hhs.gov.



External Submission Deadlines

	Q2 2019 Discharges	Q3 2019 Discharges	Q4 2019 Discharges	Q1 2020 Discharges
HCAHPS	10/2/2019	1/2/2020	4/1/2020	7/1/2020
Premier	10/18/2019	1/17/2020	4/17/2020	7/17/2020
Vizient	10/18/2019	1/17/2020	4/17/2020	7/17/2020
HHCAHPS	10/17/2019	1/16/2020	4/16/2020	7/16/2020
CAHPS Hospice	11/13/2019	2/12/2020	5/13/2020	8/12/2020
OAS CAHPS	10/9/2019	1/8/2020	4/8/2020	7/8/2020
ICH CAHPS	1/29/2020 (Fall 2019)		7/29/2020 (Spring 2020)	
CAHPS for ACOs	1/23/2020		1/2021 (Day TBD)	
CAHPS for MIPS	1/23/2020		1/2021 (Day TBD)	
<i>*Activity COMPLETE</i>				



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.

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