

# CAHPS Insider

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June 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 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, or if you would like to submit your Q2 2020 CAHPS data to CMS, please reach out to [NRC Health Corporate Compliance](#).



## CMS Organizational Announcement

CMS has announced the creation of the Office of Burden Reduction and Health Informatics to unify the agency's efforts to reduce regulatory and administrative burden and to further the goal of putting patients first. To read more about this new organization and the Patients over Paperwork (PoP) Initiative, please click [here](#).



## COVID-19 Impacts on Medicare Beneficiaries

CMS has published data that show the impact of COVID-19 on the Medicare population. The snapshot breaks down COVID-19 cases and hospitalizations for Medicare beneficiaries between January 1, 2020 and May 16, 2020 by state, race/ethnicity, age, gender, dual eligibility for Medicare and Medicaid, and urban/rural locations. To view the Preliminary Medicare COVID-19 Data Snapshot, click [here](#).

## Hospice & Home Health CAHPS Data Submission – Q3 2020

CMS has announced that Home Health Agencies and Hospices will be required to resume CAHPS data submission beginning with Q3 2020, which starts on July 1, 2020. The full announcement is available [here](#).

## CMS Proposed Rule Includes Telehealth for HHAs

CMS issued a proposed rule that includes making the regulatory changes related to telehealth under the Medicare home health benefit extend beyond the expiration of the public health emergency for the COVID-19 pandemic. The rule would allow home health agencies (HHAs) to continue utilizing telecommunications technologies under the Medicare home health benefit as long as the telecommunications technology is related to the skilled services being furnished, is outlined on the plan of care, and is tied to a specific goal indicating how such use would facilitate treatment outcomes. HHAs could also continue to report the costs of telecommunications as allowable administrative costs on the home health agency cost report. These are some of the first COVID-19-related changes that CMS has proposed to maintain as ongoing Medicare benefits.

To read the full Proposed Rule, please visit the Federal Register [here](#).



## Physician Compare Preview Period

2018 Quality Payment Program performance is now available for preview on the [Quality Payment Program](#) website before it is published on [Physician Compare](#) and in the Downloadable Database. The 60-day Preview Period will close on August 20, 2020 at 8 pm ET.

For help with the Quality Payment Program website, contact the Quality Payment Program service center at [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov).

For questions about Physician Compare, public reporting, or the 60-day Preview Period, please reach out to [PhysicianCompare-Helpdesk@AcumenLLC.com](mailto:PhysicianCompare-Helpdesk@AcumenLLC.com).

## Targeted Hospitals Selected for Hospital IQR Program FY 2022 Validation

CMS Hospital Inpatient Quality Reporting (IQR) Program has selected the targeted sample of hospitals for the validation of Chart-Abstracted clinical process of care and Healthcare-Associated Infection (HAI) measures for the FY 2022 annual payment update (APU) determination. FY 2022 inpatient validation includes Q3 2019 – Q2 2020. An updated list of the selected hospitals is available on [QualityNet.org](#).

The list of hospitals selected for FY 2022 validation and validation resources are available on the QualityNet website [here](#).

If you have any questions, please contact the Value, Incentives, and Quality Reporting Validation Support Contract at [validation@telligen.com](mailto:validation@telligen.com).

# CAHPS Hospice

## Hospice Quality Reporting Program (HQRP) Forum Spring 2020 Recording

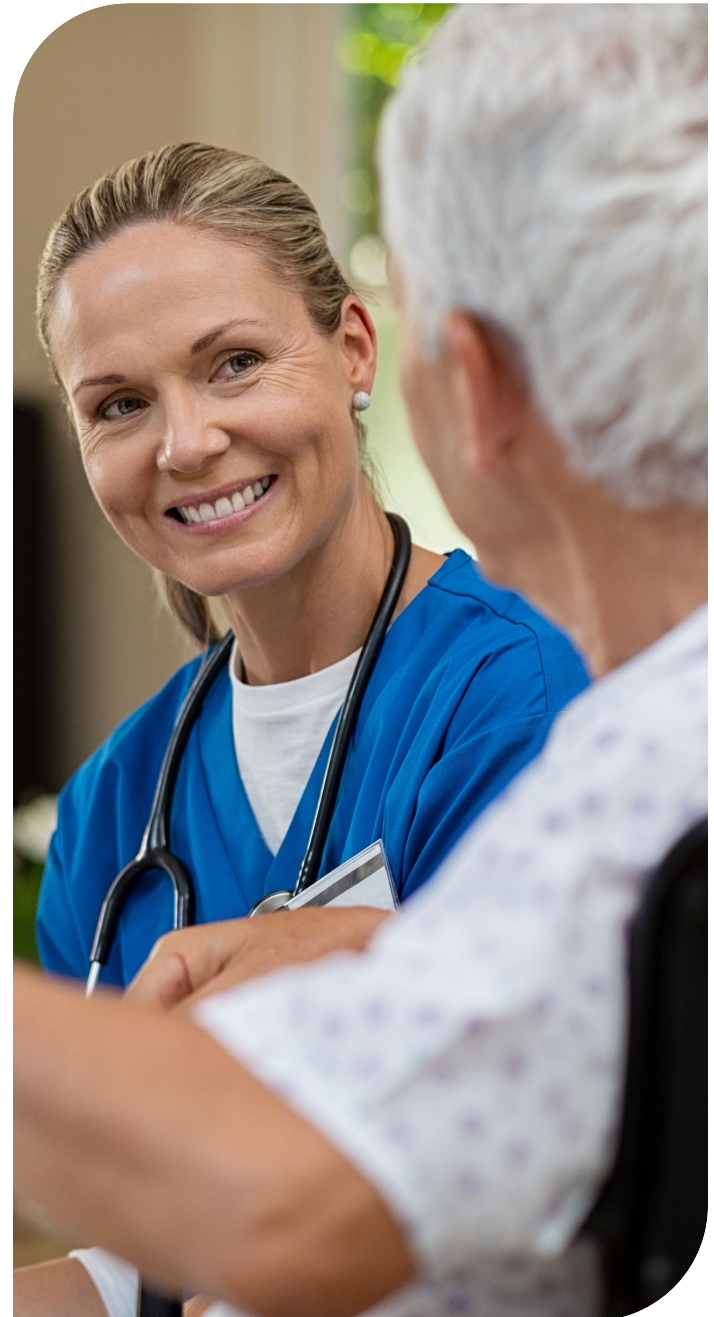
In lieu of the April HQRP Forum, which was canceled due to the COVID-19 pandemic, CMS has released a recording of the Forum presentation to the public. To learn about developments with the Hospice Outcomes & Patient Evaluation (HOPE), you can download the recording on the [HOPE website](#).

## Hospice Provider Preview Reports for August 2020 Refresh

Hospice Item Set (HIS) provider preview reports and Hospice CAHPS Survey provider preview reports are now available in the Certification and Survey Provider Enhanced Reports (CASPER) non-validation reports folder. Hospice providers are encouraged to review their HIS quality measure results from Quarter 4, 2018 to Quarter 3, 2019 and their facility-level Hospice CAHPS Survey results from Quarter 4, 2017 to Quarter 3, 2019.

The 30-day preview period ends June 29, 2020. Requests for CMS review of HIS or CAHPS data must be submitted by June 29 in order to be reflected in the next quarterly refresh, scheduled for August 2020.

For additional information, please visit the [CMS Hospice Public Reporting: Background and Announcements](#) webpage.



# 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](mailto:compliance@nrchealth.com).

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