

CAHPS Insider

September 2020

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE



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CMS Launches Care Compare

CMS has launched [Care Compare](#), a streamlined version of the eight existing healthcare compare tools on [Medicare.gov](#). This single user-friendly interface provides patients and caregivers easier access to information on healthcare providers, allowing them to make informed decisions about their care. This update is designed to improve the user experience of compare tools and does not impact data measures, scores, or scheduled updates.

Hospital Quality Report Format

Beginning Fall 2020, Hospital Quality Reporting (HQR) Program Reports will only be available in Comma-Separated Values (CSV) format. CSV files will enable users to view, filter, and sort data more easily. If you would like to keep PDF versions of previous reports, CMS recommends saving them before this change takes effect. If you have any questions, please reach out to the QualityNet Help Desk at 866-288-8912 or qnet support@hcqis.org.



COVID-19 Extraordinary Circumstance Exception Update

In March, CMS announced relief for hospitals in response to COVID-19. An extraordinary circumstance exception (ECE) for the public health emergency was granted to all hospitals participating in the Hospital VBP Program. Within the ECE, hospitals were not required to submit data for the HCAHPS survey for Q4 2019 discharges – Q2 2020 discharges (October 2019-June 2020).



CMS has issued an [IPPS/LTCH PPS final rule](#) that amends the current ECE so any HCAHPS data submitted for January-June 2020 discharges will not be used to calculate total performance scores for the FY 2022 through FY 2025 program years. Multiple geographic factors such as incidence rates, state and local laws, and policy changes contributed to concern about the comparability of the data.

NRC Health submitted Q4 2019 (October-December 2019) data prior to the initial ECE announcement, and the final rule confirms that Q4 2019 data will be used to calculate TPSs for hospitals.

Please reach out to compliance@nrchealth.com with any questions or concerns.

CAHPS Hospice and Home Health CAHPS

HQRP and HH QRP COVID-19 Tip Sheets

For quick and easy reference to information regarding CAHPS Hospice and Home Health CAHPS public reporting as it relates to COVID-19, CMS has published COVID-19 Public Reporting Tip Sheets. The [Hospice](#) and [Home Health](#) documents are available on [CMS.gov](#).

Future HQRP Improvements

The Hospice Quality Reporting Program Technical Expert Panel has released a [report](#) that includes an overview of a new HOPE reporting instrument. This new real-time report will combine and expand on data from three sources, including CAHPS Hospice, and will replace the existing HIS data source.



November 2019 Technical Expert Panel: Hospice Quality Reporting Program Summary Report, p4

CAHPS Hospice Survey News

CMS has recently posted updates regarding the CAHPS Hospice Survey, which can be found in the [What's New](#) section of the [CAHPS Hospice website](#). Current announcements include the release of the 2021 Fiscal Year Hospice Final Rule and updated state and national scores.

External Submission Deadlines

	Q4 2019 Discharges	Q1 2020 Discharges	Q2 2020 Discharges	Q3 2020 Discharges*
HCAHPS	4/1/2020	7/1/2020	10/7/2020	1/6/2021
Premier	4/17/2020	7/17/2020	10/23/2020	1/22/2021
Vizient	4/17/2020	7/17/2020	10/23/2020	1/22/2021
HHCAHPS	4/16/2020	7/16/2020	10/15/2020	1/21/2021
CAHPS Hospice	5/13/2020	8/12/2020	11/11/2020	2/10/2021
OAS CAHPS	4/8/2020	7/8/2020	10/14/2020	1/13/2021
ICH CAHPS	7/29/2020 (Spring 2020)		1/27/2021 (Fall 2020)	
CAHPS for ACOs	1/23/2020		1/2021 (Day TBD)	
CAHPS for MIPS	1/21/2020		1/21/2021	
<i>*Activity COMPLETE</i>				

*The COVID-19 Extraordinary Circumstance Exception ends and normal CAHPS data collection and reporting requirements resume for Q3 2020.



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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