

CAHPS Insider

October 2020

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE



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CMS Responds to Ongoing Public Health Emergencies

CMS has made announcements regarding support available to healthcare organizations impacted by the Public Health Emergencies (PHEs) listed below. For additional resources and information on available waivers, please visit the [CMS Non-COVID Emergency site](#).

- Wildfires
 - California
 - Oregon

- Hurricane Laura
 - Louisiana
 - Texas

For information on CMS's response to COVID-19, please visit the [CMS Current Emergencies page](#).

HCAHPS 2020 Minimum Completed Survey Requirements

CMS has provided the following clarification on the requirements for the required number of returned HCAHPS Surveys:

- Hospitals must receive a minimum of 100 completed surveys in Q3 and Q4 2020 to satisfy the VBP program minimum requirement.
- The HCAHPS standard minimum of 300 completed surveys only applies to 4-quarter roll-up periods in which data collection and submission were required for all four quarters. Therefore, due to the COVID-19 ECE, the 300 completes standard does NOT apply to the following 4-quarter roll-up periods:
 - Q2 2019 – Q1 2020
 - Q3 2019 – Q2 2020
 - Q4 2019 – Q3 2020
 - Q1 2020 – Q4 2020
 - Q2 2020 – Q1 2021

Important reminders:

- HCAHPS data collection and submission requirements have resumed with Q3 2020.
- HCAHPS data voluntarily submitted during the Q1 and Q2 2020 COVID-19 ECE will not be used to calculate total performance scores.
- If your facility continues to be impacted by COVID-19 in a way that prevents you from participating in the HCAHPS survey, you can fill out an individual ECE request [here](#).



HCAHPS

HCAHPS Mode Experiment

CMS is preparing to conduct a HCAHPS Survey Mode Experiment, designed to test a web-based survey mode and new survey questions. The experiment will include patients discharged between April 1 and September 30, 2021. Participation is optional, and CMS has already begun extending invitations to selected hospitals. If your organization has received an invitation and is considering participating in the mode experiment, please reach out to [NRC Health Corporate Compliance](#).

ICD-10 MS-DRG Codes Version 38

CMS has published the ICD-10-CM/PCS MS-DRG Definitions Manual Version 38. It available [here](#) for your reference.

ED CAHPS

Emergency Department CAHPS Survey Updates

On July 21, 2020 CMS announced changes to the ED CAHPS Survey. The survey, designed for emergency room patients 18 and older who are discharged to home, includes 35 questions. Participation will remain voluntary. For an overview of the survey and available downloads, visit the [ED CAHPS website](#).

Home Health CAHPS

Preview Reports Available

Preview Reports with results from January 2019 - December 2019 are available for HHAs to view once logged in on the [HHCAHPS website](#). These data will be published in late October on [Care Compare](#), CMS's new multi-function compare site.



HHCAHPS Publicly Reported Data

HHCAHPS publicly reported data will be refreshed on October 30, 2020, displaying survey data collected January – December 2020. Data collected during Q1 and Q2 2020 will not be publicly reported due to the COVID-19 Extraordinary Circumstance Exception. Therefore, survey results will not be refreshed again until January 2022. The [HH Quality Reporting Program Tip Sheet](#) provides additional information on the public reporting refresh schedule.

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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