

CAHPS Insider

November 2020

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE



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Hospital Compare, Care Compare Refresh

[Hospital Compare](#) and the new CMS compare tool, [Care Compare](#), have been refreshed. Data from January 2019 – December 2019 (Q1 2019 – Q4 2019) are now displayed.

Preview Reports

January 2021 HCAHPS Public Report Preview Reports are available in your [QualityNet Secure Portal](#). Preview Reports will be available through November 30, 2020.

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](#).



HCAHPS (continued)

Historical Reports

CMS is updating the Hospital Quality Reporting (HRQ) systems and changing the way to access historical data. To help facilitate these updates, historical reports will only be available through the [QualityNet Help Desk](#) during the transition. Beginning December 15, 2020, please contact qnetsupport@hcqis.org or 866-288-8912 to request a historical report. Information about access to reports after updates are complete will be made available in the coming weeks. To avoid delays, CMS recommends that hospitals download desired historical reports before the December 15, 2020 transition.

HHCAHPS

Home Health Prospective Payment System Rate Update 2021 Final Rule

The HHCAHPS 2021 Final Rule has been published by the [Federal Register](#) and is available [here](#).

Care Compare Refresh

HHCAHPS data were refreshed on CMS's new compare tool, [Care Compare](#), in October 2020. Data from January 2019 – December 2019 (Q1 2019 – Q4 2019) are being reported. Due to the COVID-19 Extraordinary Circumstance Exception, the next data refresh will be delayed until January 2022.



CAHPS Hospice

Care Compare Refresh

CAHPS Hospice data will be refreshed on CMS's new compare tool, [Care Compare](#), later this month. Due to the COVID-19 Extraordinary Circumstance Exception, this will be the last data refresh until January 2022.

ICH CAHPS



Care Compare Refresh

CMS's new compare tool, [Care Compare](#), was refreshed in October 2020 and now displays results from the ICH CAHPS Survey Spring and Fall 2019 fielding periods.

Updated patient-mix coefficients and information on Star Ratings are available [here](#).

State and national averages are available [here](#).

CAHPS for MIPS

Preliminary 2019 QPP Results

On October 27, CMS published a blog post including preliminary data for the Quality Payment Program (QPP) in 2019.

Key findings include:

- 97.44% of MIPS eligible clinicians engaged in QPP
- Overall, MIPS engagement rose from 871,838 clinicians in 2018 to 930,219 clinicians in 2019
- MIPS APM participation rose from 356,546 clinicians in 2018 to 416,281 clinicians in 2019
- 6.83% of MIPS eligible clinicians received reweighting of one or more MIPS performance categories
- The number of Qualifying Advanced Payment Model Participants (QPs) rose from 183,306 clinicians in 2018 to 195,564 in 2019

Read CMS's full post [here](#).

2021 QP Threshold Increases

Qualifying Alternative Payment Model (APM) Participant (QP) thresholds will increase on January 1, 2021. This change could affect your requirement to participate in the CAHPS for MIPS Survey in 2021. CMS has published the [2021 MIPS Eligibility Decision Tree](#) to help you make this determination. For additional information, please visit the [Quality Payment Program website](#).

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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