

CAHPS Insider

December 2020

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE



TABLE OF CONTENTS

CMS News

Care Compare Data Refreshes Postponed Due to COVID-19	2
Simplified Overall Star Ratings	3
ICD-10 MS-DRGs Version 38.1 Effective January 1, 2021	3
CAHPS Exceptions for California and Oregon Wildfires and Hurricane Laura	4

OAS CAHPS

Potential OAS CAHPS Survey Changes	5
------------------------------------	---

CAHPS Hospice

2020 Participation Exemption for Size	6
---------------------------------------	---

CAHPS for MIPS

2021 Virtual Group Election Deadline	7
--------------------------------------	---

External Submission Deadlines

8



CMS News

Care Compare Data Refreshes Postponed Due to COVID-19

Due to the COVID-19 public health emergency, updates to publicly reported CAHPS data will be delayed. [Care Compare](#), which combines and enhances previous CMS Compare sites, will report as follows:

- **HCAHPS**
 - January and April 2021 public reports will be skipped
 - Data reported in October 2020 will be displayed until the next refresh
- **OAS CAHPS**
 - October 2020 and January 2021 public reports will be skipped
 - Data reported in July 2020 will be displayed until the next refresh
- **HHCAHPS**
 - Data have been updated to display results for patients who received home health care from January 2019 through December 2019
 - The next update will take place in January 2022
- **CAHPS Hospice**
 - The November 2020 data refresh has been completed
 - The next update will take place in November 2021

Simplified Overall Star Ratings

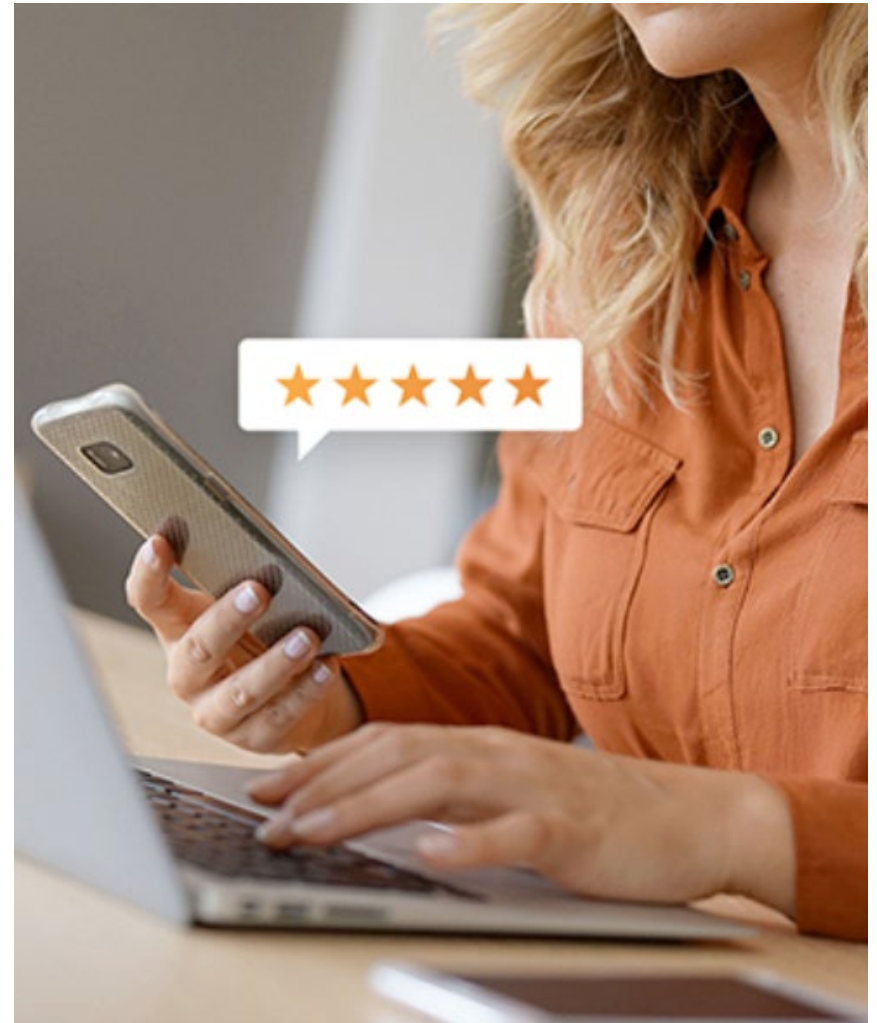
As part of the Patients Over Paperwork Initiative, CMS has announced that they will establish a simplified version of the methodology used to calculate Overall Hospital Quality Star Ratings. Overall Star Ratings, which are part of publicly reported survey results on the new CMS Compare site, [Care Compare](#), summarize quality measures to help Medicare patients make informed decisions about their care.

ICD-10 MS-DRGs Version 38.1 Effective January 1, 2021

In response to the COVID-19 public health emergency, the Centers for Disease Control and Prevention's (CDC's) National Center for Health Statistics (NCHS) is implementing new diagnosis codes in the International Classification of Diseases, Tenth Revision, Clinical Modification (ICD-10-CM), which takes effect January 1, 2021.

CMS is implementing 21 new procedure codes to describe the introduction or infusion of therapeutics, including monoclonal antibodies and vaccines for COVID-19 treatment, in the International Classification of Diseases, Tenth Revision, Procedure Coding System (ICD-10-PCS), also effective January 01, 2021.

The ICD-10 MS-DRG V38.1 Manual and Definitions are available [here](#) for your reference.



CAHPS Exceptions for California and Oregon Wildfires and Hurricane Laura

CMS is granting exceptions under certain Medicare quality reporting and value-based purchasing programs to hospitals, skilled nursing facilities, home health agencies, hospices, inpatient rehabilitation facilities, renal dialysis facilities, long-term care hospitals, and ambulatory surgical centers, and Merit-Based Incentive Payment System (MIPS) eligible clinicians, located in areas affected by the California and Oregon Wildfires and Hurricane Laura. These healthcare providers and suppliers will be granted exceptions if they are located in emergency disaster areas designated by the Federal Emergency Management Agency (FEMA). Additional information, including a list of designated emergency disaster areas, is available [here](#). To read the complete Quality Reporting Notifications, click [here](#) for Hurricane Laura and [here](#) for California and Oregon wildfires.

OAS CAHPS

Potential OAS CAHPS Survey Changes

Although CMS is still analyzing the complete results of the OAS CAHPS mode experiment, initial feedback shows positive responses to surveys conducted via web. The experiment tested mail only, phone only, web only, web + mail, and web + phone mixed-modes. Web mixed-modes showed response rates comparable to or higher than mail only, and CMS anticipates approval of these two modes. CMS is also considering changes to the survey instruments including removal of some “About You” questions and removing the 3-point scales in favor of a yes/no option for some questions in “Preparing for Discharge and Recovery”.

Implementation of changes will likely be included in the calendar year 2022 Rule as the current OMB approval continues through December 2021.





CAHPS Hospice

2020 Participation Exemption for Size

The Participation Exemption for Size Form for 2020 CAHPS Hospice Survey data collection and reporting requirements is available to complete and submit on the [CAHPS Hospice Survey website](#). Hospices that served fewer than 50 eligible decedents/caregivers in CY 2019 (January 1, 2019 – December 31, 2019, or from assignment of CCN) can apply for an exemption from participation in the CAHPS Hospice Survey for CY 2020.

The Participation Exemption for Size Form will be available [here](#) to complete and submit until December 31, 2020.

Please note, exemptions for size are only active for one year. If your hospice continues to meet the eligibility requirements for this exemption, you must complete the exemption form each year. If you have questions about your qualifications or how to submit the form, please contact the CAHPS Hospice Survey Project Team at hospicecahpssurvey@hsag.com or 844-472-4621.

CAHPS for MIPS

2021 Virtual Group Election Deadline

The deadline to submit your election to participate in CAHPS for MIPS as a Virtual Group is December 31, 2020. Virtual Groups can be composed of two or more TINs of MIPS-eligible solo practitioners and/or groups with 10 or fewer clinicians. Elections must be completed and submitted to MIPS_VirtualGroups@cms.hhs.gov by the December 31 deadline.

For additional information on participating in CAHPS for MIPS as a Virtual Group and how to complete the election process, CMS has created a 2021 Virtual Group Toolkit, available to download [here](#).

If you have additional questions, please reach out to the Quality Payment Program at QPP@cms.hhs.gov or 866-288-8292.



External Submission Deadlines

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

**Activity COMPLETE*

*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.

The materials and information contained herein are intended for general informational and educational purposes only and are not intended to be legal advice. These materials are intended, but not promised or guaranteed to be current, complete, or up-to-date and should not be considered an indication of future results. You should not act or rely on any information contained in this newsletter without first seeking the advice of an attorney.