

CAHPS Insider

January 2021

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE



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HCAHPS

Q3 2020 Data Submission Deadline Extended

CMS announced that due to the COVID-19 public health emergency the deadline to submit Quarter 3, 2020 HCAHPS data has been extended from January 6, 2021 to February 8, 2021.

Additional information on HCAHPS and other CMS data submission deadline extensions is available [here](#).



Home Health CAHPS

Mode Experiment

The January HHCAHPS Coordination Team Quarterly Review announced plans for a future mode experiment to test updates to the Home Health CAHPS Survey, including survey revisions and web mode surveying. The mode experiment is anticipated to take place in late 2021.

If you have questions about the mode experiment, please contact the HHCAHPS Coordination Team at hhcahpsmode@rti.org.

The complete HHCAHPS Coordination Team Quarterly Review is available [here](#).

OAS CAHPS

OAS CAHPS Remains Voluntary

The Hospital Outpatient Prospective Payment and Ambulatory Surgical Center Payment Systems and Quality Reporting Programs CY 2021 Final Rule was published on the [Federal Register](#) on December 29, 2020. The rule finalizes CMS's proposal to continue voluntary participation in the Outpatient and Ambulatory Surgery Consumer Assessment of Healthcare Providers and Systems (OAS CAHPS) Survey until further action in future rulemaking. Therefore, OAS CAHPS will continue with voluntary reporting throughout 2021.

The next update ruling will be proposed in July and finalized in November 2021.

If you have questions, please reach out to the OAS CAHPS Survey Coordination Team at oascahps@rti.org or 866-590-7468.





ICH CAHPS

2021 Participation

All in-center hemodialysis (ICH) facilities who served 30 or more survey-eligible patients in the 2020 calendar year are required to participate in the Spring and Fall 2021 ICH CAHPS Survey fieldings. ICH facilities who served fewer than 30 eligible patients in 2020 or who received their Medicare certification after December 31, 2020 are not required to participate but may elect to participate voluntarily.

Vendor Authorization

Facilities participating in the ICH CAHPS Survey in 2021 must have an authorized vendor selected by the February 28, 2021 deadline. Vendor authorization can be completed on the [ICH CAHPS website](#) and is only required if:

- ⇒ Your organization is participating in ICH CAHPS for the first time,
- ⇒ Your organization is changing to a new survey vendor, or
- ⇒ Fall 2020 is listed as the ending survey period in your existing vendor authorization.

Facility Non-Participation Form

If your facility does not meet participation requirements and does not wish to participate in the survey for 2021, a Facility Non-Participation form must be completed on the [ICH CAHPS website](#) by February 28, 2021. Please note that Facility Non-Participation forms are valid for one calendar year and must be completed even if you did not participate in 2020.

Please contact the ICH CAHPS Coordination Team at ichcahps@rti.org or 866-245-8083 with any questions.

CAHPS for ACOs and MIPS

2020 CAHPS for ACOs Requirement Waived

CMS published the CY 2021 Physician Fee Schedule and Quality Payment Program Final Rule, which finalized the proposal to waive the 2020 CAHPS for ACOs reporting requirement and awards ACOs full credit for all CAHPS survey measures within the patient/caregiver experience domain. CMS has provided a Fact Sheet and FAQ document, which are available for download [here](#). The full rule is available on the [Federal Register](#) for your reference.

2018 CAHPS for ACOs and CAHPS for MIPS Results Posted

Quality Payment Program performance including results from the 2018 CAHPS for ACOs and CAHPS for MIPS fieldings are available on [Care Compare](#) and in the [Provider Data Catalog](#) in the Doctors & Clinicians section.



External Submission Deadlines

	Q1 2020 Discharges	Q2 2020 Discharges	Q3 2020 Discharges	Q4 2020 Discharges
HCAHPS	7/1/2020	10/7/2020	2/8/2021*	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	- 2020 participation requirement waived due to COVID-19 -			
CAHPS for MIPS	1/21/2021			
Activity COMPLETE				

*CMS submission deadline extended from 1/6/2021 to 2/8/2021



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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