

CAHPS Insider

February 2021

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE



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HCAHPS

Public Reporting Schedule

The next update of HCAHPS data on [Care Compare](#) and in the [Provider Data Catalog](#) is scheduled for July 2021. The update will include results from Q4 (October – December) 2019 and Q3 (July – September) 2020. Q1 and Q2 2020 data will not be published due to COVID-19. To see the complete HCHAPS Public Reporting schedule, please click [here](#).

OAS CAHPS

Preview Reports

OAS CAHPS Survey Preview Reports with results from Q3 2019 – Q2 2020 (July 2019 – June 2020) are available on the [OAS CAHPS website](#). Publicly reported data will be updated in April 2021. Due to COVID-19, this update will exclude Q1 and Q2 2020 results.



2021 & 2022 APU Compliance: Impact of COVID-19

Because Home Health CAHPS data submission was optional for Q4 2019 – Q2 2020 (October 2019 – June 2020), these quarters will be excluded from APU compliance determinations. CMS will include:

- ⇒ CY 2021: Q2 – Q3 2019 (April – September 2019)
- ⇒ CY 2022: Q3 2020 – Q1 2021 (July 2020 – March 2021)

If you have questions, please contact the HHCAHPS Survey Coordination Team at hhcahps@rti.org or 866-354-0985.

Participation Exemption Requests Due March 31, 2021

Medicare-certified Home Health Agencies that served 59 or fewer unduplicated patients between April 1, 2019 and March 31, 2020 are eligible for exemption from participating in HHCAHPS. To qualify for exemption, HHAs must submit a Participation Exemption Request (PER). A new PER must be submitted each year to maintain exempt status. The deadline for submitting a CY 2022 APU PER is Tuesday, March 31, 2021. To access the PER form, please click [here](#).



HQRP Quarterly Update

The Hospice Quality Reporting Program publishes a quarterly update with highlights from the previous quarter and guidance on the quarter ahead. The Q4 2020 newsletter is available [here](#).

Mode Experiment

CMS is preparing to conduct a mode experiment for the CAHPS Hospice Survey. The experiment will test a web-based survey mode in conjunction with current survey modes. CMS has begun extending invitations to eligible hospices. If your organization has received an invitation and is considering participating, please reach out to [NRC Health Corporate Compliance](#).





ICH CAHPS

Survey Material Updates

CMS conducted research on ICH CAHPS survey materials and identified opportunities for improvements that will encourage increased response rates. The updated survey materials will be implemented for the 2021 Spring fielding period. For details, please click [here](#).

Vendor Authorization and Non-Participation Form Deadlines

February 28, 2021 is the deadline for vendor authorization and Facility Non-Participation Forms.

Visit the [ICH CAHPS website](#) for additional information.

CAHPS for MIPS

Preview Reports

Quality Payment Program 2019 Preview Reports are currently available on the [QPP website](#). These reports include the 2019 performance results that will be published on clinician and group profile pages on [Care Compare](#) and in the [Provider Data Catalog](#).



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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