

CAHPS Insider

March 2021

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE



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HCAHPS

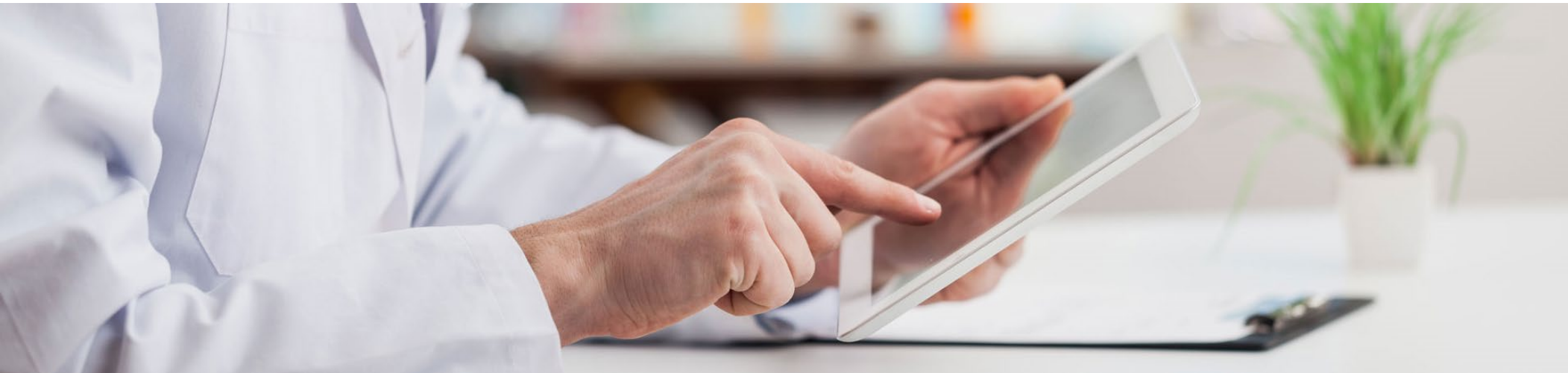
Data Submission and Public Reporting Update

CMS has extended the Q3 2020 HCAHPS data submission deadline to March 17, 2021. Due to this delay, the refresh of HCAHPS data on [Care Compare](#) and in the [Provider Data Catalog](#) originally scheduled for July 2021 will be skipped. The next data refresh will take place in October 2021 to report results from Q3 2020 and Q4 2020.

ICH CAHPS

Public Reporting Update

CMS has announced that the refresh of ICH CAHPS data reported on [Care Compare](#) and in the [Provider Data Catalog](#) scheduled for April 2021 will be skipped. The data currently displayed from the October 2020 refresh will remain until the next update scheduled for October 2021.



Improving Survey Response Rates

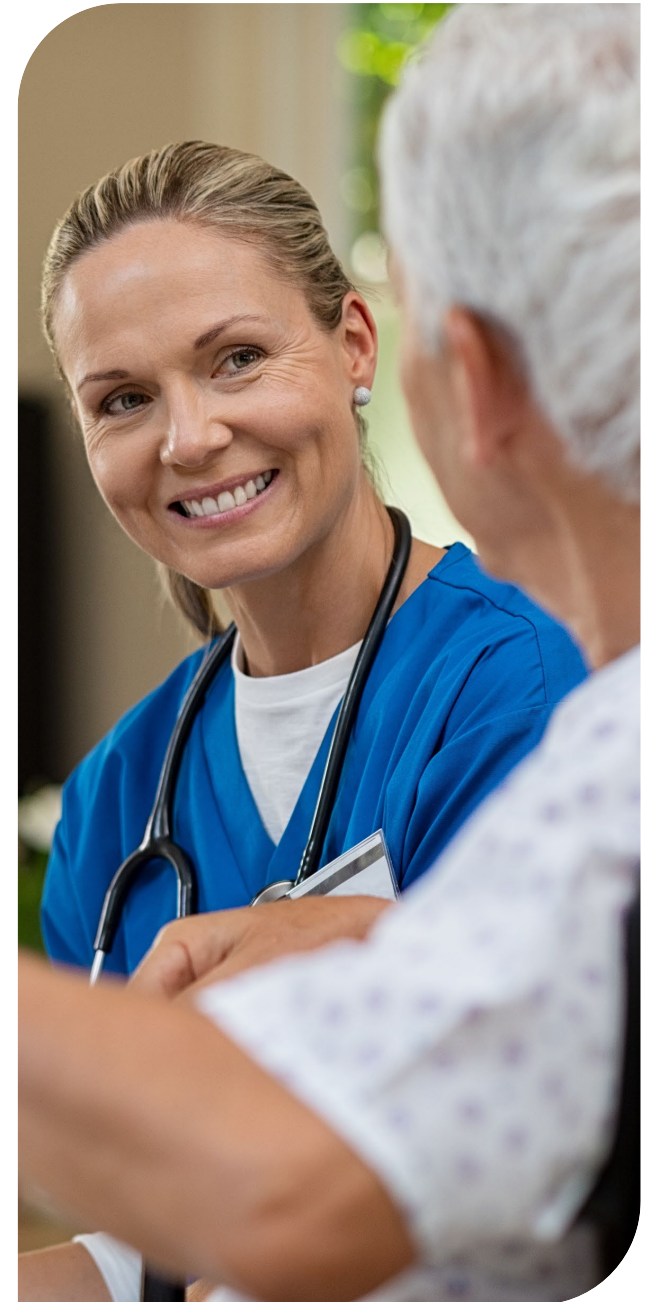
To help dialysis facilities improve response rates, the ICH CAHPS Survey Coordination Team has released suggestions to increase patient engagement including:

- Using a poster or flyer
 - A pre-approved version is available on the [ICH CAHPS website](https://www.ichcahps.org)
 - Facilities can create a custom poster or flyer
 - For the pre-approved template including the official CMS logo or to request approval of a custom template, please contact the ICH CAHPS Survey Coordination Team at ichcahps@rti.org
- Familiarize patients with the survey envelope and let them know they may be contacted up to twice a year by phone and/or mail by an independent vendor
- Assure them that their feedback is valuable and will be kept anonymous
- Show them [Care Compare](#) and discuss what your facility is doing to improve care based on the results

Always keep in mind that:

- Participation is completely voluntary
- Facilities should not try to influence responses
- Facility staff may not assist a patient in completing the survey
- Facility staff should not answer questions specific to the survey

For additional information, please reach out to the ICH CAHPS Survey Coordination Team at ichcahps@rti.org or 866-245-8083.



CAHPS for MIPS

Extreme and Uncontrollable Circumstances Exceptions

CMS has reopened MIPS Extreme and Uncontrollable Circumstances Exception (EUC) applications for the 2020 Performance Period. New EUCs will not override data that have previously been submitted, however if a clinician, group, or virtual group has submitted data for some or no performance categories, EUCs may still apply. The new deadline is March 31, 2021. For additional information, please visit the [About QPP Exceptions page](#) on the [Quality Payment Program website](#).



External Submission Deadlines

	Q2 2020 Discharges	Q3 2020 Discharges	Q4 2020 Discharges	Q1 2021 Discharges
HCAHPS	10/7/2020	3/17/2021*	4/7/2021	6/30/2021
Premier	10/16/2020	3/26/2021	4/16/2021	7/9/2021
Vizient	10/16/2020	1/15/2021	4/16/2021	7/8/2021
HHCAHPS	10/15/2020	1/21/2021	4/15/2021	7/15/2021
CAHPS Hospice	11/11/2020	2/10/2021	5/12/2021	8/11/2021
OAS CAHPS	10/14/2020	1/13/2021	4/14/2021	7/14/2021
ICH CAHPS	1/27/2021 (Fall 2020)		7/28/2021 (Spring 2021)	
CAHPS for ACOs	- 2020 participation requirement waived due to COVID-19 -			
CAHPS for MIPS	1/21/2021			
<i>Activity COMPLETE</i>				

*CMS submission deadline extended from 1/6/2021 to 3/17/2021



If you have any questions regarding the information included in this edition of the CAHPS Insider, please contact NRC Health - Compliance at compliance@nrchealth.com.

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