

# CAHPS Insider

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April 2021

INSIGHTS AND UPDATES FOR  
EFFECTIVE COMPLIANCE



# TABLE OF CONTENTS

## HHCAHPS

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Web Mode Experiment	2
CY 2023 Participation Exemption Requests	3

## ICH CAHPS

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Spring 2021 Fielding Schedule	4
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## Primary Care First

---

PCF PECS Performance Year 2021	5
--------------------------------	---

## CAHPS for MIPS

---

2021 Performance Period Registration	6
--------------------------------------	---

## External Submission Deadlines

---

7



## Web Mode Experiment

# HHCAHPS

CMS is currently inviting Home Health Agencies (HHAs) to participate in a mode experiment that will test a new shorter version of the HHCAHPS Survey and a web-based mode. The study will begin later this year. For additional information, visit the [HHCAHPS Mode Experiment website](#).

Please reach out to [hhcahpsmode@rti.org](mailto:hhcahpsmode@rti.org) or 866-662-8174 with questions.



## CY 2023 Participation Exemption Requests

Medicare-certified HHAs that served 59 or fewer patients between April 1, 2020 and March 31, 2021 are eligible for exemption from participating in the HHCAHPS Survey for the CY 2023 APU period. To qualify for exemption, HHAs must submit a Participation Exemption Request (PER) on the [HHCAHPS website](#). HHCAHPS exemptions are valid for one year only. A new PER must be submitted each year to maintain exempt status. For additional information and to access the PER form, please click [here](#).

For more information about the HHCAHPS Survey, contact the HHCAHPS Survey Coordination Team at [hhcahps@rti.org](mailto:hhcahps@rti.org) or 866-354-0985.



## Spring 2021 Fielding Schedule

The Spring 2021 ICH CAHPS fielding begins this month with prenotification letters, which will be mailed April 16. Data collection will continue until July 9.



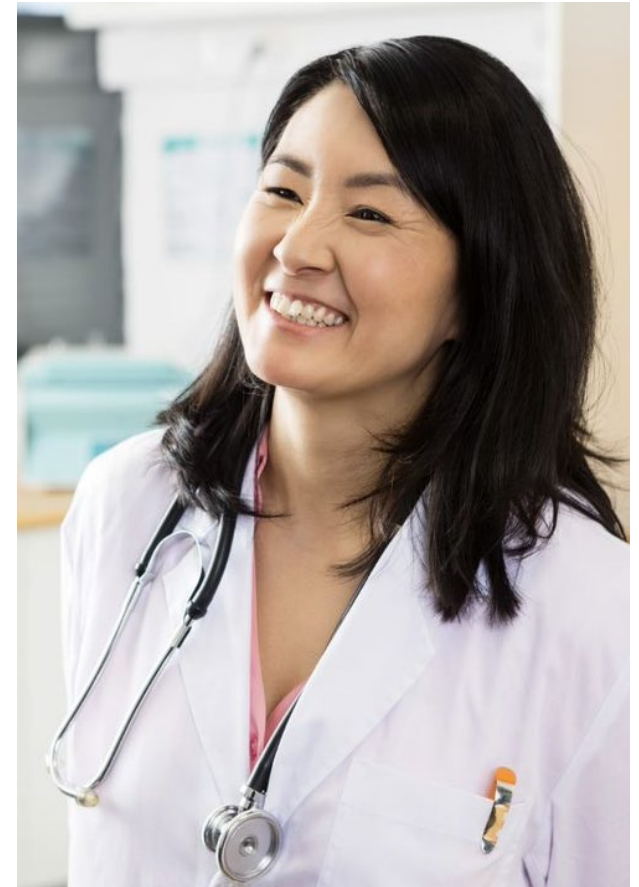
Activity	Date
Sampling window	10/1 – 12/31/2020
Mail prenotification letter	4/16/2021
Mail 1st questionnaire (mail only and mixed mode) Begin telephone data collection (phone only mode)	4/30/2021
Mail 2nd questionnaire (mail only) Begin phone follow-up (mixed mode)	5/28/2021
Data collection ends	7/9/2021
Vendors clean/process final data and construct XML file	7/27/2021
Deadline for submitting XML data file to ICH data center	7/28/2021

# Primary Care First

## PCF PECS Performance Year 2021

NRC Health is a conditionally approved vendor for the Primary Care First (PCF) Patient Experience of Care Survey (PECS) and is taking next steps to receive full vendor approval from CMS. PCF PECS is a mixed mail and phone survey with data collection beginning this September. Vendor authorization opens June 3 and must be completed by June 30. Key dates are included below. For additional information, please visit the [Primary Care First Model Options website](#).

Activity	Date
List of fully approved vendors published by CMS	5/28/2021
Vendor authorization window	6/3 – 30/2021
Data collection	9/28 – 12/21/2021
Data submission deadline	1/18/2022







# CAHPS for MIPS

## 2021 Performance Period Registration

Registration for the CAHPS for MIPS 2021 Performance Period is now open. Registration is required each year even if your organization has participated in CAHPS for MIPS in the past. Sign in on the [Quality Payment Program website](#), navigate to the Manage Access page, and click Edit Registration. The deadline to register for the 2021 Performance Period is June 30, 2021.

CAHPS for MIPS is one way for groups to collect data for the quality performance category. If you are planning to participate in another way, such as submitting MIPS Clinical Quality Measures through a Qualified Registry, you do not need to register.

For additional information, please visit the [How to Register for CMS Web Interface and CAHPS for MIPS Survey page](#) or contact the Quality Payment Program at [QPP@cms.hhs.gov](mailto:QPP@cms.hhs.gov) or 866-288-8292.

# 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			
Activity COMPLETE				

\*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](mailto:compliance@nrchealth.com).

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