

CAHPS Insider

May 2021

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE

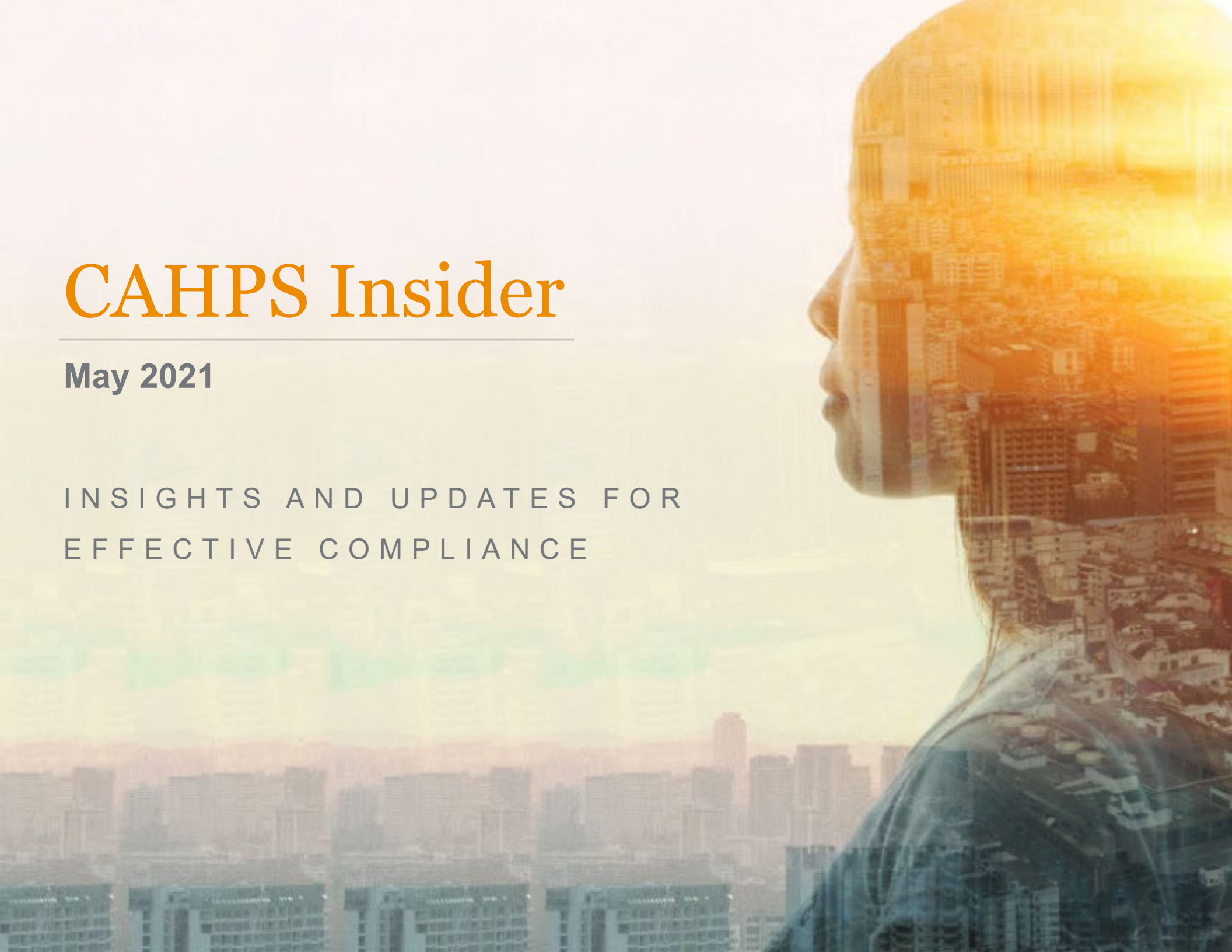


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CMS Responds to Texas Storms

In response to the winter storms in Texas, CMS is granting Extraordinary Circumstances Extensions/Exceptions (ECEs) for Q1 2021 to healthcare organizations in some areas and accepting applications for those outside the designated sites. The ECEs are applicable to multiple CAHPS initiatives.

Resources:

- CMS press release:
<https://www.cms.gov/newsroom/press-releases/cms-offers-comprehensive-support-state-texas-combat-winter-storm>
- Quality Reporting Notification:
<https://hcahpsonline.org/globalassets/hcahps/whats-new/ece-waivers/2021-04-20-texas-winter-storms-ece.pdf>
- Home Health Quality Reporting Reconsideration and Exception & Extension: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/HomeHealthQualityInits/Home-Health-Quality-Reporting-Reconsideration-and-Exception-and-Extension>
- Hospice Quality Reporting Extensions and Exemption Requests: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/Extensions-and-Exemption-Requests>
- HCAHPS Announcement 4/20/2020:
<https://hcahpsonline.org/en/whats-new/>



Preview Reports

Previews of HCAHPS results are available to hospitals through June 3, 2021 by logging in to [QualityNet](#). These results – including star ratings – will be published on [Care Compare](#) in July 2021. It is recommended to review these reports closely in advance of the public data refresh.

If you have questions about your data or would like additional information about preview reports or star ratings, please reach out through the [QualityNet Question and Answer Tool](#).

IPPS Proposed Rule

In response to the COVID-19 public health emergency, CMS has issued a proposal to suppress some measures in the Value-based Purchasing Program (VBP). If finalized, the proposal would provide hospitals neutral payment adjustments for the fiscal year 2022.

CMS has created a fact sheet with details on the proposal that is available [here](#).

The full proposed rule is available in the Federal Register [here](#).



Public Reporting Results Refresh

OAS CAHPS Survey results based on responses from patients who received an outpatient surgery or procedure between April – December 2019, and July – September 2020 (Q2 – Q4 2019 and Q3 2020) are now publicly available. OAS CAHPS data are displayed on [Care Compare](#) and accessible through the [Provider Data Catalog](#).

OAS CAHPS public reporting includes four quarters of data. Q1 – Q2 2020 will not be publicly reported due to the COVID-19 Extraordinary Circumstances Exception, therefore previous quarters are displayed.

For additional information, please contact the OAS CAHPS Survey Coordination Team at oascahps@rti.org or 866-590-7468.



HHCAHPS and CAHPS Hospice



FY 2022 Proposed Updates

If finalized, a proposed rule published in April would implement a star ratings system for CAHPS Hospice in line with other CAHPS initiatives. Star ratings would be displayed with publicly reported results on [Care Compare](#) no sooner than FY 2022.

The complete proposed rule, which affects Home Health CAHPS and CAHPS Hospice, is available on the [Federal Register](#). A final rule is expected in October.

CAHPS for ACOs and MIPS

CAHPS for MIPS Survey Registration

Registration is required for groups, virtual groups, and Alternative Payment Model (APM) Entities that intend to submit data for the Quality performance category via the CMS Web Interface and/or administer the CAHPS for MIPS Survey for the 2021 Quality performance period. Please visit the [Quality Payment Program \(QPP\) website](#) to complete registration by June 30, 2021.

Accountable Care Organizations

Accountable Care Organizations (ACOs) who participate in the Medicare Shared Savings Program will be administering the CAHPS for MIPS survey in 2021. MSSP ACOs are automatically registered for the survey, and no separate registration is required.

Next Generation ACOs will continue to administer the CAHPS for ACOs Survey in 2021. No registration is required.

For additional information please contact:

- Quality Payment Program: QPP@cms.hhs.gov or 866-288-8292
- Medicare Shared Savings Program: SharedSavingsProgram@cms.hhs.gov or 888-734-6433
- CAHPS for ACOs Project Team: ACOCAHPS@hsag.com or 855-472-4746



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.

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