

CAHPS Insider

June 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.

For additional information:

- CMS press release:
<https://www.cms.gov/newsroom/press-releases/cms-offers-comprehensive-support-state-texas-combat-winter-storm>
- Quality Reporting Notification:
<https://hcahponline.org/globalassets/hcahps/whats-new/ece-waivers/2021-04-20-texas-winter-storms-ece.pdf>

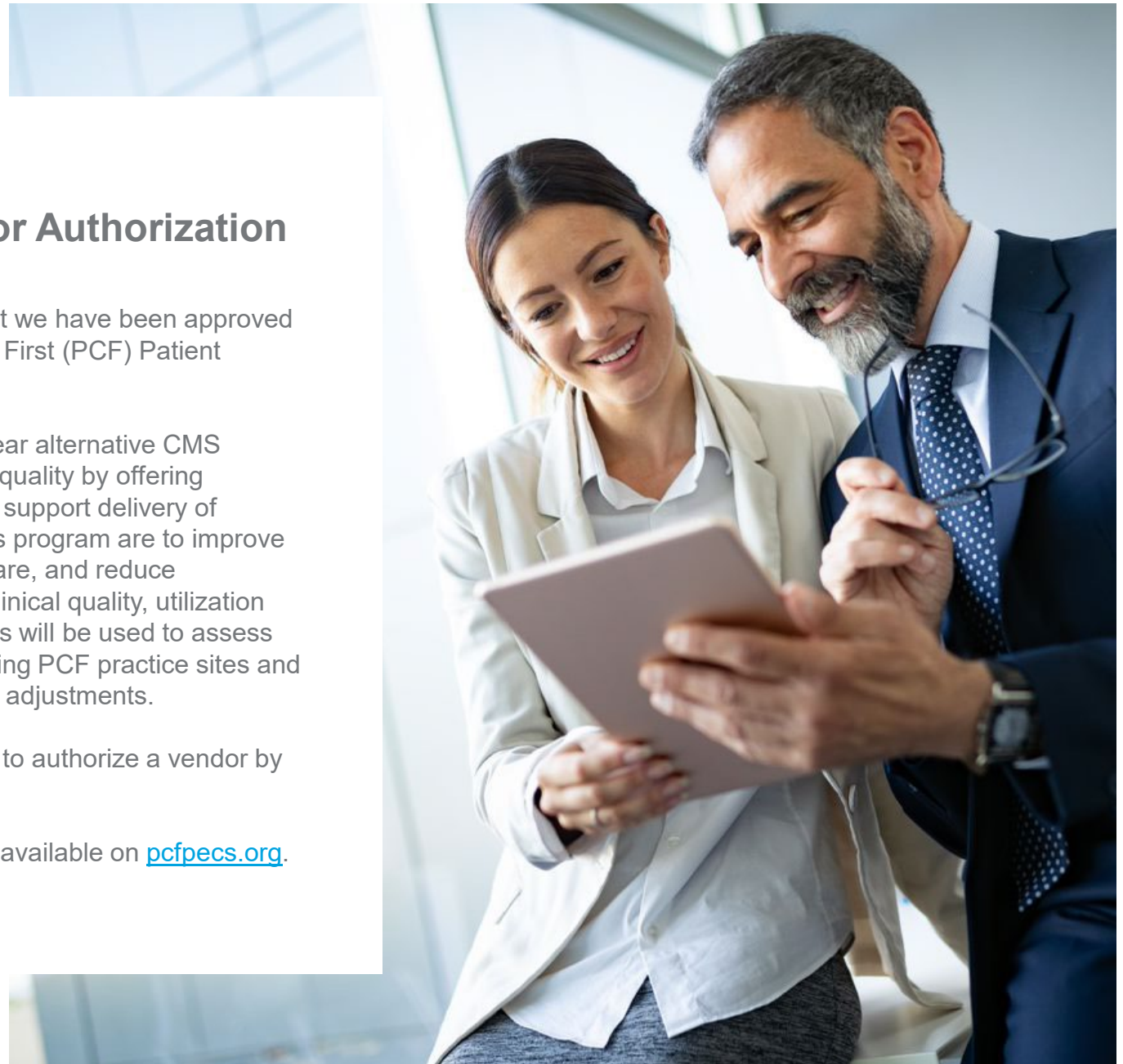
Primary Care First Vendor Authorization

NRC Health is pleased to announce that we have been approved by CMS to administer the Primary Care First (PCF) Patient Experience of Care Survey (PECS).

Primary Care First is a voluntary, five-year alternative CMS payment model that rewards value and quality by offering innovative payment model structures to support delivery of advanced primary care. The aims of this program are to improve quality, improve patient experience of care, and reduce expenditures within clinical practices. Clinical quality, utilization and patient experience survey measures will be used to assess the quality-of-care delivery by participating PCF practice sites and determine performance-based payment adjustments.

Participating organizations are required to authorize a vendor by June 30, 2021.

Additional information on PCF PECS is available on pcfpecs.org.



CAHPS for MIPS

Registration and Vendor Authorization

Registration is required for groups, virtual groups, and Alternative Payment Model (APM) Entities that plan to submit data for the performance year 2021 Quality measurement category by administering the CAHPS for MIPS Survey. The deadline to register is June 30, 2021. Please visit the [Quality Payment Program \(QPP\) website](#) for additional information.

Medicare Shared Savings Program Accountable Care Organizations (SSP ACOs) will administer the CAHPS for MIPS Survey in 2021. SSP ACOs are automatically registered.

All participating organizations will be required to authorize a survey vendor by September 15, 2021.





CAHPS Hospice

2021 Participation Exemption for Size

Hospices that served fewer than 50 eligible decedents/caregivers between January 1, 2020 – December 31, 2020 (or from assignment of CCN) can apply for an exemption from participation in the CAHPS Hospice Survey for CY 2021. The Participation Exemption for Size Form is available on the [CAHPS Hospice Survey website](#).

Exemptions for size are only active for one year. If your hospice continues to meet the eligibility requirements for exemption, you must complete a new form each year. If you have questions about your qualifications or how to submit the form, please contact the CAHPS Hospice Survey Project Team at hospicecahpssurvey@hsag.com or 844-472-4621.

The Participation Exemption for Size Form will be available [here](#) to complete and submit until December 31, 2021.

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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