

CAHPS Insider

July 2021

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE



TABLE OF CONTENTS

HCAHPS

Mode Experiment	2
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HHCAHPS

HHVBP Expansion Accelerated	3
Quarterly Newsletter	3

PCF PECS

Vendor Authorization Deadline	4
Semiannual Newsletter	4

CAHPS for ACOs & MIPS

2019 QPP Results on Care Compare	5
2021 SSP ACO Toolkit	5

External Submission Deadlines	6
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HCAHPS

Mode Experiment

The HCAHPS Project Team has posted an update on the 2021 mode experiment. The experiment will test a revised HCAHPS survey in the traditional mail, phone, and mixed mail and phone modes as well as three new modes (mixed web and mail, mixed web and phone, and mixed web, mail, and phone). Data collection is scheduled to end in late 2021. Potential changes to the HCAHPS survey or administration will be proposed during the CMS rulemaking process. Additional details about the experiment are available under [What's New](#) on the [HCAHPS website](#), including the schedule of contact attempts and a [copy of the test survey](#).





HHVBP Expansion Accelerated

In the CY 2022 Home Health Prospective Payment System (HH PPS) proposed rule, CMS introduced their plan to expand the Home Health Value-Based Purchasing (HHVBP) Model nationwide beginning January 1, 2022. By offering quality-based incentives, HHVBP has been shown to improve patient experiences and reduce Medicare costs.

CMS has published a [fact sheet](#) with an overview of this and additional proposed changes.

The complete proposed rule is available on the [Federal Register](#).

Quarterly Newsletter

The HHCAHPS Coordination Team has posted its Quarterly Review newsletter [here](#). Additional information is available on homehealthcahps.org.

PCF PECS

Vendor Authorization Deadline

The deadline to authorize a survey vendor to administer the PY 2021 PCF PEC Survey is July 15, 2021. Additional information and instructions on how to authorize your vendor are available on the [PCF PECS website](#).

PY 2021 PCF PEC Survey	Date
PCF Practices authorize an approved survey vendor	6/3 – 7/15/2021
CMS provides patient samples to survey vendors	9/13/2021
Data collection	9/28 – 12/21/2021
Data submission deadline	1/18/2022

Semiannual Newsletter

The PCF PEC Survey Team has released their July 2021 newsletter, which includes updates and resources for Primary Care First practices. The newsletter is available in the General Information tab of the [PCF PECS website](#), or [here](#) directly.



CAHPS for ACOs & MIPS



2019 QPP Results on Care Compare

Quality Payment Program performance information has been updated in the Doctors and Clinicians section of [Care Compare](#) and in the [Provider Data Catalog](#) to reflect results for doctors, clinicians, groups, and Accountable Care Organizations (ACOs) from the 2019 performance year.

Additional information about patient feedback that is publicly reported is available on the [Care Compare: Doctors and Clinicians Initiative page](#). You can contact the Quality Payment Program at QPP@cms.hhs.gov or 866-288-8292 if you have questions about your results.

2021 SSP ACO Toolkit

CMS has published a toolkit for Medicare Shared Savings Program (SSP) Accountable Care Organizations that report through the Alternative Payment Model (APM) Performance Pathway (APP), which is available for download [here](#). The toolkit includes a User Guide and additional resources.

Please visit the [APP website](#) or contact the Quality Payment Program at QPP@cms.hhs.gov or 866-288-8292 if you would like additional information.



External Submission Deadlines

	Q4 2020 Discharges	Q1 2021 Discharges	Q2 2021 Discharges	Q3 2021 Discharges
HCAHPS	4/7/2021	6/30/2021	10/6/2021	1/5/2022
Premier	4/16/2021	7/16/2021	10/15/2021	1/14/2022
Vizient	4/16/2021	7/8/2021	10/14/2021	1/13/2022
HHCAHPS	4/15/2021	7/15/2021	10/21/2021	1/20/2022
CAHPS Hospice	5/12/2021	8/11/2021	11/10/2021	2/9/2022
OAS CAHPS	4/14/2021	7/14/2021	10/13/2021	1/12/2022
ICH CAHPS	7/28/2021 (Spring 2021)		1/26/2022 (Fall 2021)	
PCF PECS			1/18/2022	
CAHPS for ACOs			1/20/2022	
CAHPS for MIPS			1/20/2022	

**Activity COMPLETE*



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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