

CAHPS Insider

August 2021

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE

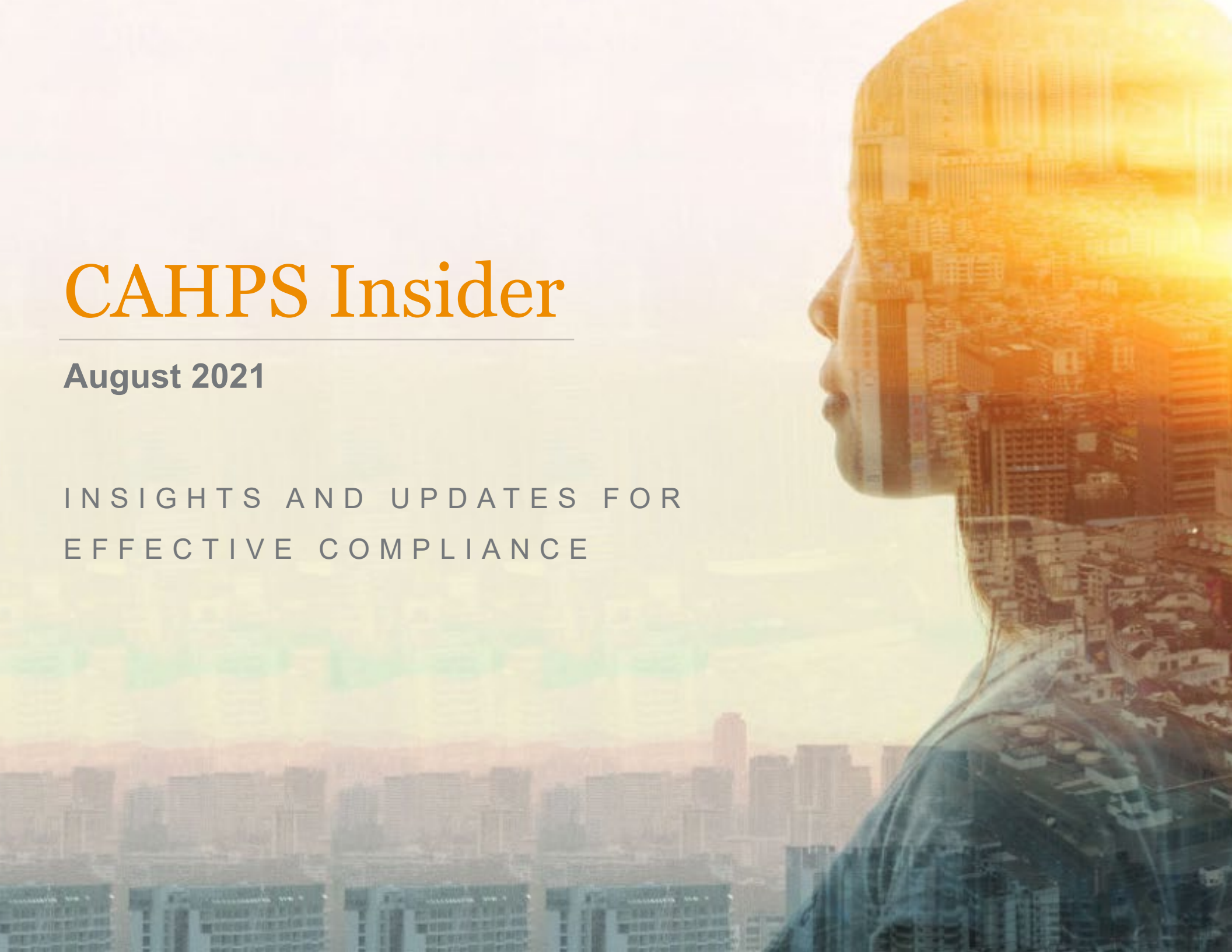


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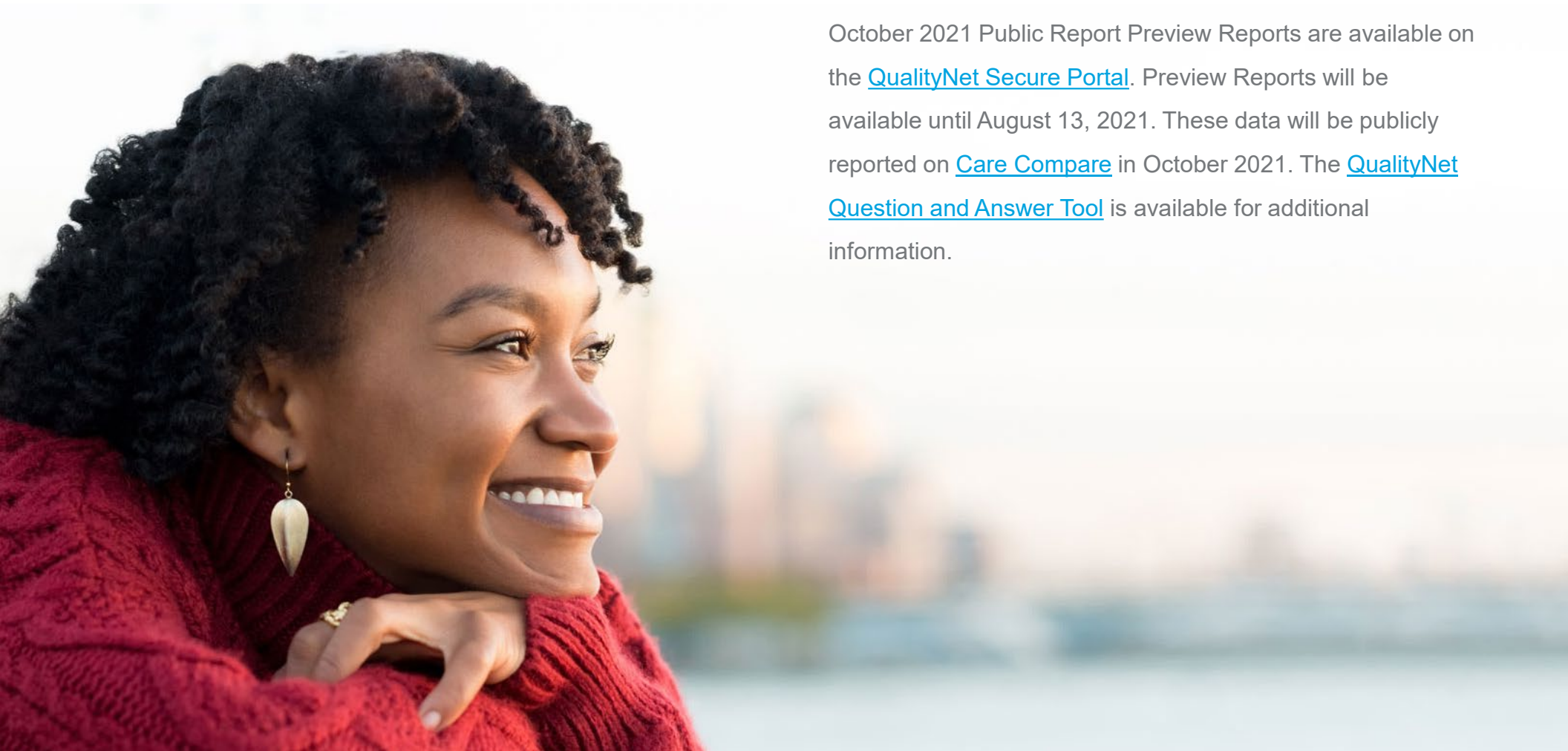
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October 2021 Public Reporting Preview Data Available

October 2021 Public Report Preview Reports are available on the [QualityNet Secure Portal](#). Preview Reports will be available until August 13, 2021. These data will be publicly reported on [Care Compare](#) in October 2021. The [QualityNet Question and Answer Tool](#) is available for additional information.



IPPS Final Rule

CMS issued an IPPS Final Rule that includes suppression of some measures in the Value-based Purchasing Program (VBP). Hospitals will receive neutral payment adjustments for the fiscal year 2022 in order to reduce the impact of the 2020 COVID-19 Public Health Emergency on HCAHPS results.

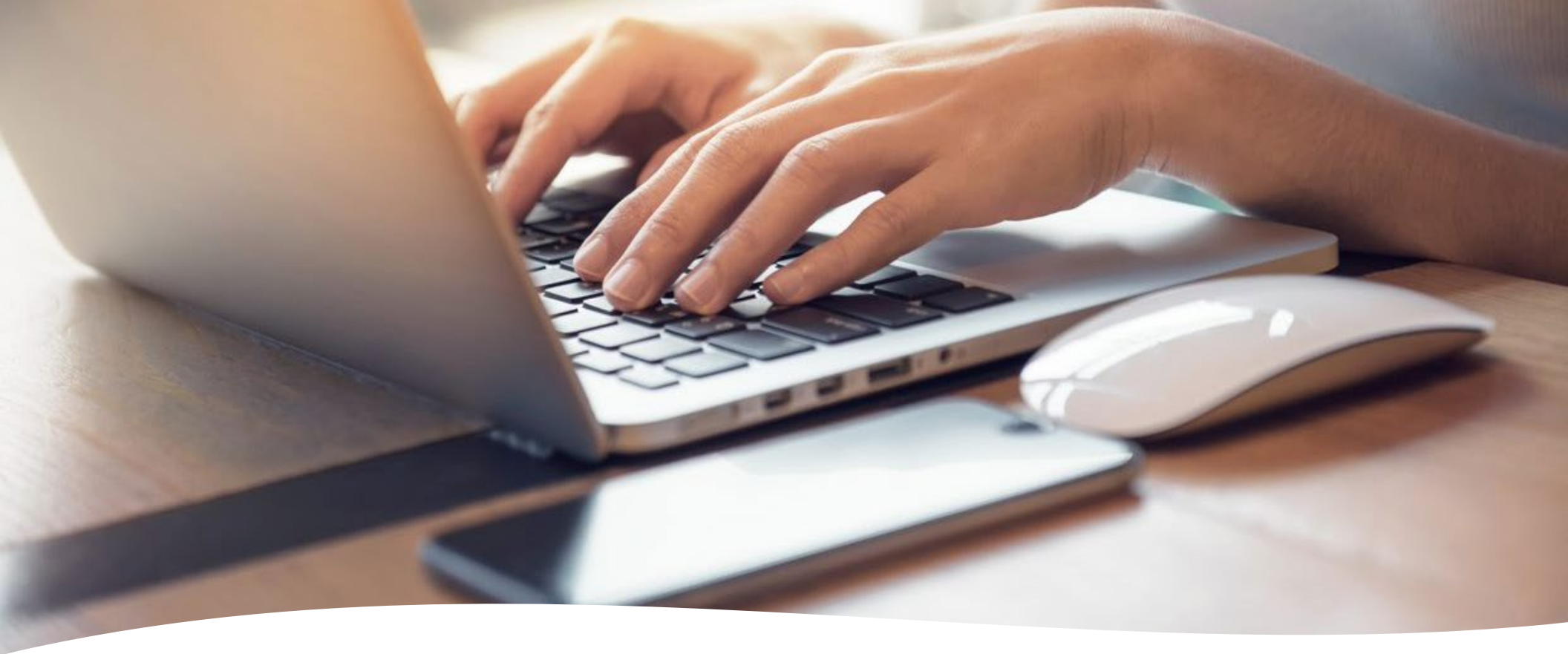
CMS has created a [Fact Sheet](#) with highlights, and the full Final Rule is available on the [Federal Register](#).

HCAHPS Survey Tagalog Translation

A Tagalog translation of the HCAHPS Survey is now available on the HCAHPS website on the [Survey Instruments page](#).

Please contact HCAHPS Technical Assistance at hcahps@hsag.com with any questions.





HHCAHPS

Web Mode Experiment Update

The Home Health Care CAHPS Survey web mode experiment will be delayed while CMS continues to seek the necessary approvals. CMS believes the experiment and the possibility of adding web mode to HHCAHPS fielding is an important step forward in gathering patient feedback about their care.

If you have questions about the HHCAHPS web mode experiment, please reach out to the HHCAHPS Survey Coordination Team at hhcahpsmode@rti.org.

2022 Survey Materials

CMS has posted revised survey materials designed for use beginning in the calendar year 2022 including revised phone and mail questionnaires, web mode materials, Chinese translations, and more. Both 2022 and current survey materials are available on the [OAS CAHPS website](#) under the [Survey Materials tab](#).

Please contact the OAS CAHPS Survey Coordination Team at oascahps@rti.org or 866-590-7468 with questions.

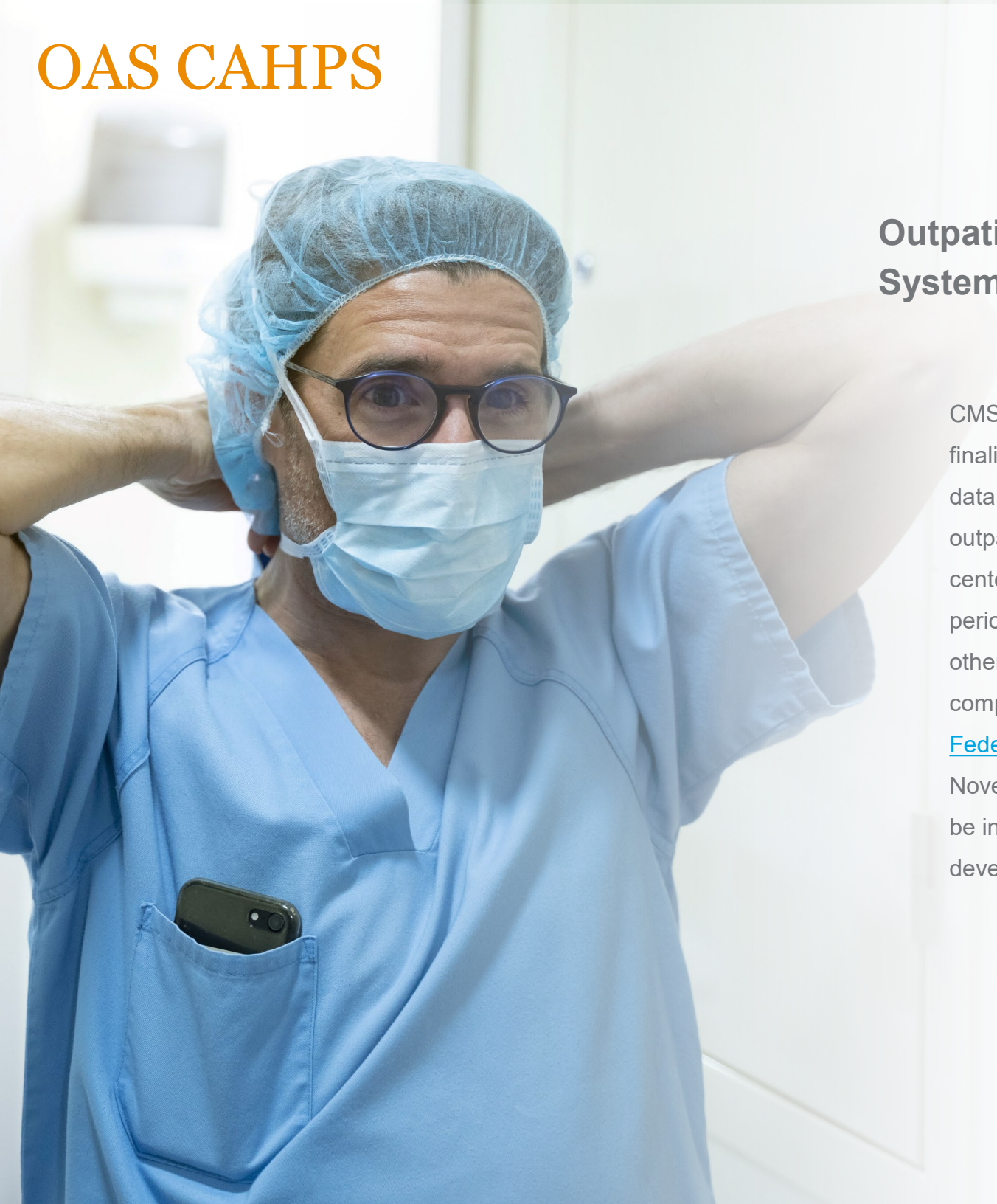


Results Refreshed in Provider Data Catalog

Updated Outpatient and Ambulatory Surgery CAHPS Survey results are now available to view and download in the [Provider Data Catalog](#) and linked on [Care Compare](#) under Resources & Information. Results are based on responses from patients who had a procedure during July – December 2019 (Q3 – Q4 2019) and July – December 2020 (Q3 – Q4 2020), which includes four quarters of data while omitting Q1 – Q2 2020 due to the COVID-19 public health emergency. OAS CAHPS Survey results are available at facility, state, and national levels.

For additional information on how results are determined, visit Patient Mix Adjustment Factors in the Quick Links box on the [OAS CAHPS website](#).

If you have any questions, please contact the OAS CAHPS Survey Coordination at oascahps@rti.org or 866-590-7468.



Outpatient Prospective Payment System Proposed Rule

CMS has released a proposed rule that, if finalized, would initiate mandatory OAS CAHPS data collection and reporting for hospital outpatient departments and ambulatory surgery centers beginning with the CY 2024 reporting period. A CMS Fact Sheet that outlines this and other proposed changes is available [here](#). The complete proposed rule is available on the [Federal Register](#). A final ruling is expected in November. If confirmed by CMS, NRC Health will be in touch with impacted organizations as we develop our proposed OAS CAHPS approach.

ICH CAHPS

Vendor Authorization

Facilities participating in the 2021 ICH CAHPS Fall Survey must authorize an approved survey vendor by the August 31, 2021 deadline. Vendor authorization can be completed on the [ICH CAHPS website](#) and is only required if:

- ⇒ Your organization is participating in ICH CAHPS for the first time,
- ⇒ Your organization is changing to a new survey vendor, or
- ⇒ Spring 2021 is listed as the ending survey period in your existing vendor authorization.

Coordination Team Semi-Annual Review

The ICH CAHPS Team has published their ICH CAHPS Coordination Team Semi-Annual Review (CTSAR). The July 2021 CSTAR is available [here](#). Additional information is available on the [ICH CAHPS website](#).



Please contact the ICH CAHPS Coordination Team at ichcahps@rti.org or 866-245-8083 with any questions.

BAA Submission

Practices participating in PCF PECS must upload a Business Associate Agreement (BAA) by August 30, 2021. How to Upload BAA instructions are available under Quick Links on the [PCF PECS website](#).



CAHPS for ACOs & MIPS

2020 MIPS Performance Scores and 2022 Payment Adjustments

CMS has released Merit-based Incentive Payment System (MIPS) performance feedback and final scores for performance year 2020 and MIPS payment adjustment information for payment year 2022. MIPS performance feedback, final scores, and payment adjustments are available on the [QPP website](#).

Shared Savings Program ACOs can now access their information through the [ACO Management System \(ACO-MS\)](#). If you have any questions, please contact the ACO Information Center at SharedSavingsProgram@cms.hhs.gov or 888-734-6433.

Please review your information carefully. If you believe there is an error, you may contact CMS to request that your scores be reviewed. For information on how to request a targeted review, please refer to the [2020 Targeted Review User Guide](#) (PDF).

If you have questions, please contact the Quality Payment Program at QPP@cms.hhs.gov or 866-288-8292.

2021 CAHPS for MIPS Vendor Authorization

CAHPS for MIPS participants are required to authorize an approved survey vendor by September 15, 2021. Designated points of contact for registered MIPS clinicians and groups and Medicare Shared Savings Program (SSP) ACOs have been sent vendor authorization instructions by the CAHPS for MIPS Survey Data Team. NRC Health encourages participants to complete the vendor authorization process early in order to be prepared for the 2021 fielding.

If you have any questions, please reach out to the CAHPS for MIPS Survey Data Team at mips-cahps@rand.org or 888-580-7732.

CAHPS for ACOs & MIPS

Physician Fee Schedule Proposed Rule

CMS has released a Physician Fee Schedule Proposed Rule that includes a timeline for the future of the MIPS program. If finalized, MIPS Value Pathway (MVP) reporting would be voluntary for the CY 2023 through the CY 2027 MIPS performance periods (2025 through the 2029 MIPS payment years) with mandatory reporting beginning in 2028. Proposed mandatory MVP reporting would coincide with the sunset of traditional MIPS.

CMS has created a [Fact Sheet](#) with an overview and the full Proposed Rule is available for review on the [Federal Register](#).

Proposed MVP Implementation Timeline	
CY 2023 Performance Period	Initial set of MVPs are available for reporting – voluntary reporting.
CY 2024 – 2027 Performance Periods	The MVP portfolio updated to include new MVPs – voluntary reporting.
End of CY 2027	Sunset traditional MIPS
CY 2028 Performance Period forward	Mandatory MVP reporting

If you have questions, please contact the Quality Payment Program at QPP@cms.hhs.gov or 866-288-8292.

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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