

CAHPS Insider

September 2021

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE

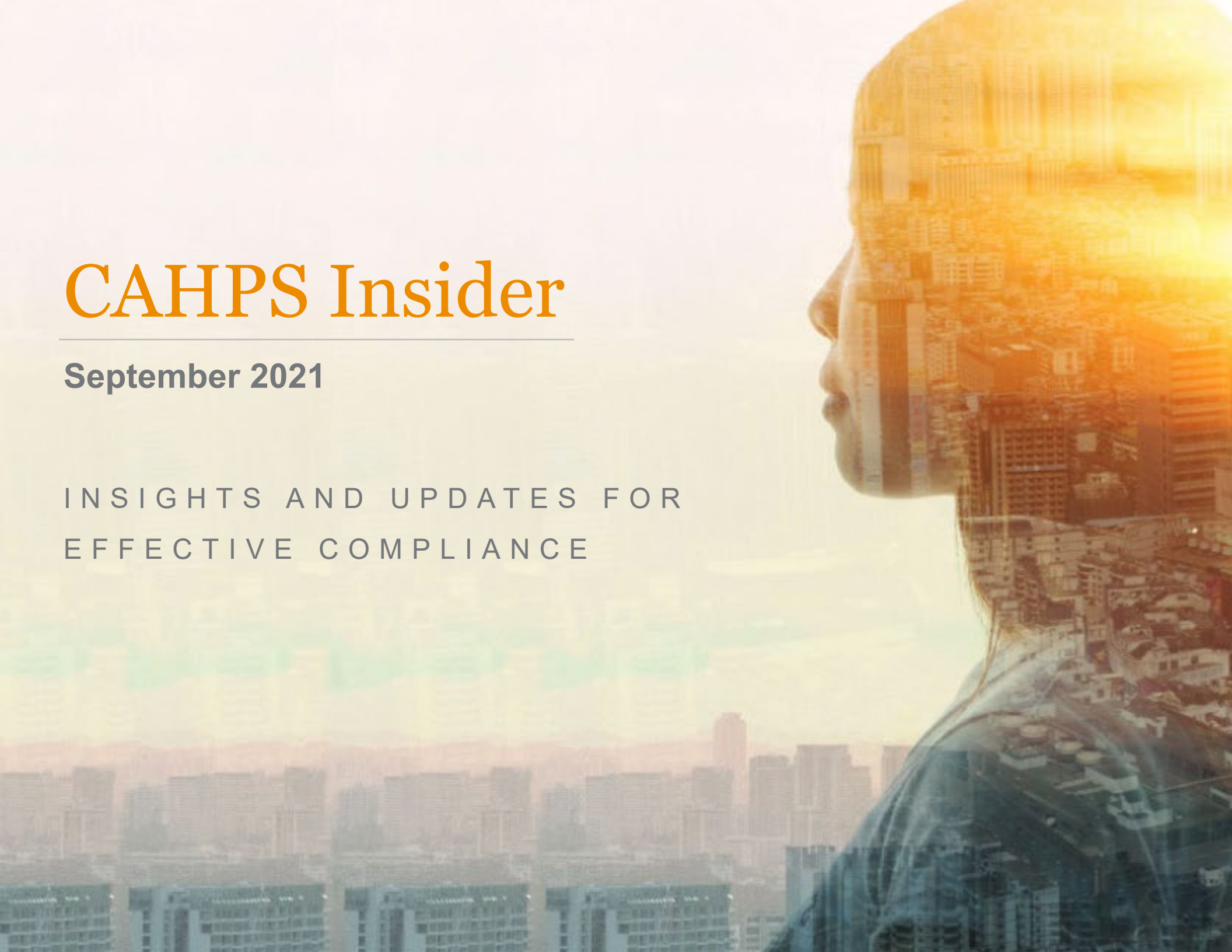


TABLE OF CONTENTS

HCAHPS

Resources in HQR Portal 2

CAHPS Hospice

FY 2022 Hospice Payment Rate Update Final Rule 3

PCF PECS

Data Collection Begins 4

CAHPS for ACOs and MIPS

Vendor Authorization Deadline 5

External Submission Deadlines

6



HCAHPS

Resources in HQR Portal

With the October 6 HCAHPS data submission deadline approaching, many hospitals are interested in checking on their status. The [HQR Portal](#) has several reports available to keep you updated. The Submission Summary Report notes data that have been submitted by month, and the Review and Correct Report includes breakdowns of the data that have been submitted. Reports can be found under the left navigation bar under Data Results > Submission Results.

To help you explore resources available to you, CMS has created a YouTube channel with short tutorials on topics like [How to Confirm and Save Permissions](#) and [How to Check Data Results](#). The complete HQR playlist is available [here](#).

CAHPS Hospice

FY 2022 Hospice Payment Rate Update Final Rule

CMS has issued the Hospice Payment Rate Update Final Rule for fiscal year 2022 including updates on public reporting and the impact of non-compliance. Highlights include:

- ⇒ Due to the impacts of COVID-19, Q1 and Q2 2020 data will not be publicly reported. The current freeze of Hospice data displayed on [Care Compare](#) will remain in place until the February 2022 refresh, which will update to display results from Q4 2018 – Q4 2019 and Q3 2020 – Q1 2021.
- ⇒ CMS will begin calculating Star Ratings for the CAHPS Hospice Survey for public reporting on [Care Compare](#). A dry run of Star Ratings will begin with hospice preview reports in 2022.
- ⇒ Beginning in FY 2024 (CY 2022 data), the penalty for hospices who do not report quality data will increase from a 2% to a 4% reduction.

CMS has created a [Fact Sheet](#) with an overview of this and other updates, which is available here. The full Final Rule is published on the [Federal Register](#).



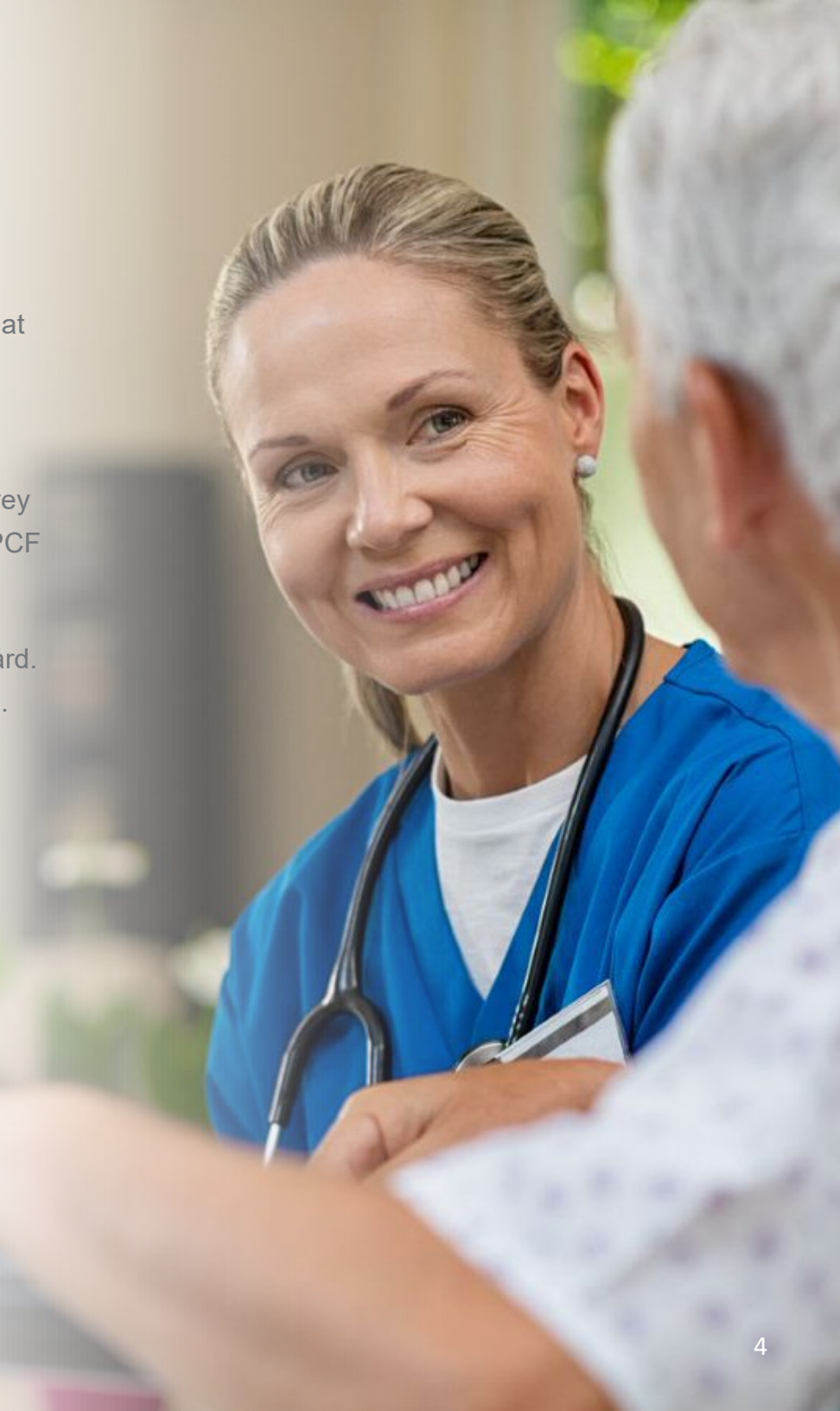
PCF PECS

Data Collection Begins

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.

PCF PECS data collection begins this month with mailing of the teaser postcard. The NRC Health PCF PECS Help Desk will be open beginning September 29. The complete fielding schedule is included below.

PY 2021 PCF PEC Survey	Date
CMS provides patient samples to survey vendors	9/13/2021
Data collection	9/28 – 12/21/2021
Mail teaser postcard	9/28/2021
NRC Health Help Desk open	9/29 – 12/21/2021
Mail 1 st questionnaire	10/5/2021
Mail reminder/thank you postcard	10/12/2021
Mail 2 nd questionnaire	11/2/2021
Telephone follow-up	11/30 – 12/21/2021
Data submission deadline	1/18/2022



CAHPS for ACOs and MIPS

Vendor Authorization Deadline

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. 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.

The deadline for Next Generation Model ACOs to authorize a vendor to field the CAHPS for ACOs Survey on their behalf is also September 15, 2021. The CAHPS for ACOs Survey Data Team is available at aco-cahps@rand.org or 877-718-5808 for questions.



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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