

CAHPS Insider

January 2022

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE



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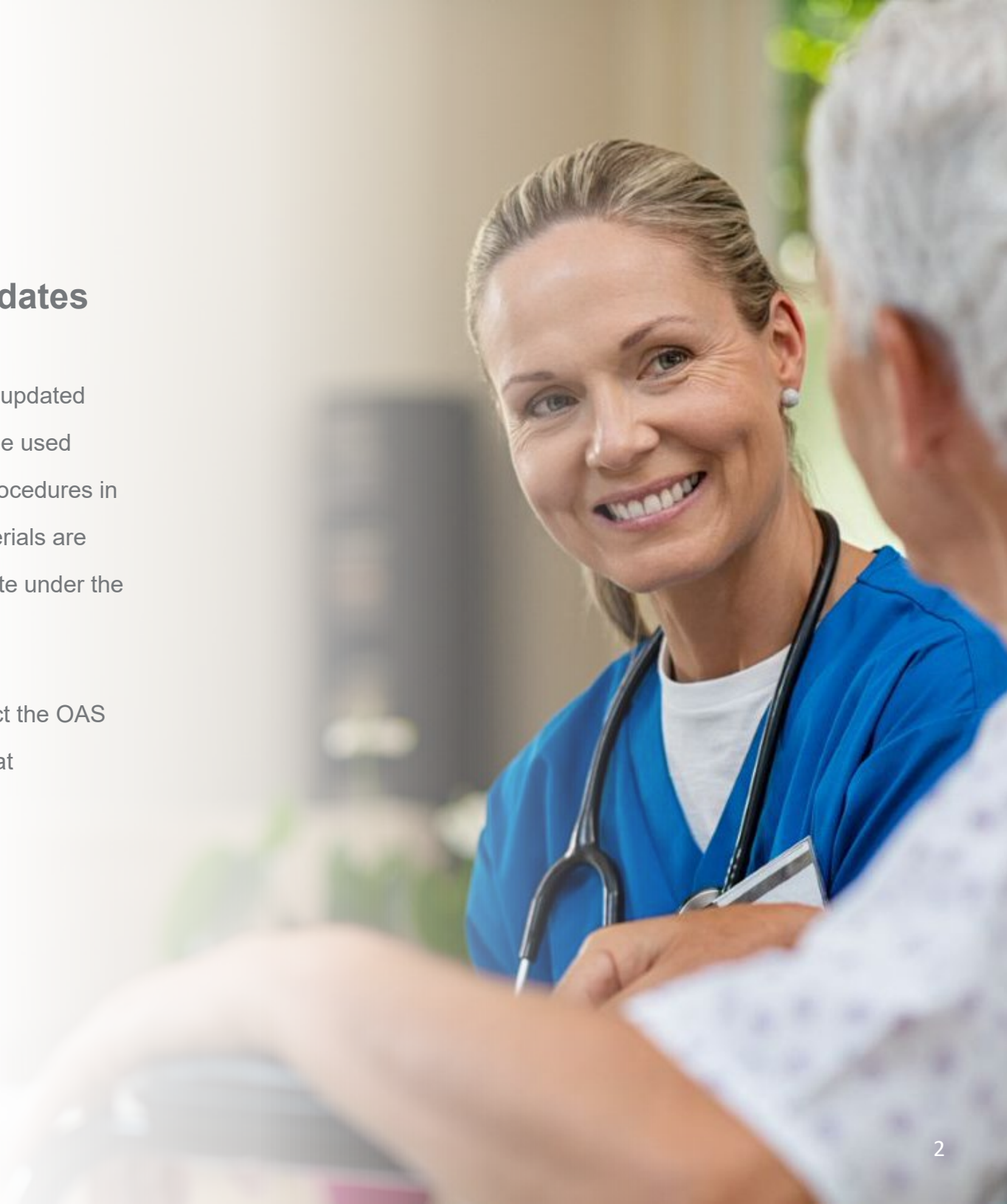
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January 2022 Survey Updates

In compliance with CMS guidelines, updated OAS CAHPS Survey materials will be used beginning with patients who have procedures in January 2022. The new survey materials are available on the OAS CAHPS website under the [Survey Materials tab](#).

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





HHCAHPS

Coordination Team Quarterly Review

The HHCAHPS Coordination Team has published their quarterly review. The newsletter contains important updates and announcements, including information on the upcoming web mode experiment. The January 2022 issue is available [here](#). For additional information on the web mode experiment, click [here](#).

Preview Reports

Preview Reports containing HHCAHPS Survey results from Q3 2020 – Q2 2021 (July 2020 – June 2021) are available by logging on to the [HHCAHPS website](#). These results, including Star Ratings, will be publicly reported on [Care Compare](#) with the January 2022 refresh.

If you have any questions, please contact the HHCAHPS Survey Coordination Team at hhcahps@rti.org or 866-354-0985.

Participation and Vendor Authorization

In-center hemodialysis (ICH) facilities that served 30 or more survey-eligible patients in calendar year 2021 are required to field ICH CAHPS in spring and fall of 2022 to fulfill quality reporting requirements for the 2024 payment year. ICH facilities that served fewer than 30 eligible patients can participate voluntarily. A comprehensive list of eligibility requirements is available [here](#).

Facilities participating in the 2022 ICH CAHPS Spring Survey must authorize an approved survey vendor by the February 28, 2022 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
- ⇒ Fall 2021 is listed as the ending survey period in your existing vendor authorization.

If you have questions, please reach out to the ICH CAHPS Coordination Team at ichcahps@rti.org or 866-245-8083.



External Submission Deadlines

	Q3 2021 Discharges	Q4 2021 Discharges	Q1 2022 Discharges	Q2 2022 Discharges
HCAHPS	1/5/2022	4/6/2022	7/6/2022	10/5/2022
Premier	1/14/2022	4/15/2022	7/15/2022	10/14/2022
Vizient	1/13/2022	4/14/2022	7/16/2022	10/15/2022
HHCAHPS	1/20/2022	4/21/2022	7/21/2022	10/20/2022
CAHPS Hospice	2/9/2022	5/11/2022	8/10/2022	11/9/2022
OAS CAHPS	1/12/2022	4/13/2022	7/13/2022	10/12/2022
ICH CAHPS	1/26/2022 (Fall 2021)		7/29/2022 (Spring 2022)	
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 Corporate Compliance at compliance@nrchealth.com.

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