

# CAHPS Insider

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March 2022

INSIGHTS AND UPDATES FOR  
EFFECTIVE COMPLIANCE



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## Overall Star Ratings Refresh Delayed

Due to an error in the calculation of the OP-10 (Abdomen Computed Tomography [CT] – Use of Contrast Material) measure, CMS has canceled the refresh of Overall Star Ratings on [Care Compare](#) and in the [Provider Data Catalog](#) that was originally scheduled for April 2022. Data displayed from the most recent refresh in January 2022 will remain in place until July 2022, including HCAHPS, OAS CAHPS, and Star Ratings. Score previews will be available to hospitals, HOPDs, and ASCs through private preview reports, and no additional action is required.

If you have questions, please contact the Overall Star Rating Team through the [QualityNet Question and Answer tool](#).

## 2021 Mode Experiment

The 2021 HCAHPS Mode Experiment reached 36,001 patients from 45 hospitals who were randomly assigned among six survey modes – three legacy modes and three new web-first modes – and included survey updates. The HCAHPS Survey Project Team are analyzing data, but initial findings show promise for new web-first modes with mixed modes continuing to show the highest response rates.

HCAHPS Legacy Modes		Web-first Modes	
Mail only	23%	Web/Mail	29%
Phone only	23%	Web/Phone	31%
Mixed Mail/Phone	32%	Web/Mail/Phone	37%

Data analysis and evaluation of the new modes and survey items are expected to carry on through 2024 with tentative implementation of HCAHPS 2.0 in 2024/2025.

# OAS CAHPS

## Public Reporting Refresh

OAS CAHPS Survey results at the facility, state, and national levels have been updated in the [Provider Data Catalog](#) to reflect responses from patients who received procedures between July 2020 and June 2021 (Q3 2020 – Q2 2021). If you have any questions, please reach out to the OASCAHPS Survey Coordination Team at [oascahps@rti.org](mailto:oascahps@rti.org) or 866-590-7468.

# CAHPS Hospice

## Care Compare Refresh

Data for the Hospice Quality Reporting Program have been updated on [Care Compare](#) to reflect results from the CAHPS Hospice Survey to reflect results from caregivers of Q4 2018 – Q4 2019 and Q3 2020 – Q1 2021 decedents. Q1 and Q2 2020 results have been omitted due to the exceptions granted during the COVID-19 pandemic.

Please reach out to the [CAHPS Hospice Survey Vendor Team](#) with any questions.



# ICH CAHPS

## Mode Experiment

A mode experiment will be conducted for the ICH CAHPS Survey to test a shortened version of the survey and a new web mode that are designed to improve response rates and decrease the burden on dialysis patients. A schedule for the experiment has not been determined and will depend on when Office of Management and Budget (OMB) approval is received. Additional information is available on the [ICH CAHPS Mode Experiment page](#).

## ICH CAHPS Coordination Team Semi-Annual Review

The ICH CAHPS Survey Coordination Team publishes a semi-annual newsletter with important updates and reminders including information on the mode experiment, key dates, and response rate trends. The January 2022 edition is now available on the [ICH CAHPS website](#). Please contact the Coordination Team at [ichcahps@rti.org](mailto:ichcahps@rti.org) or 866-245-8083 if you have any questions or would like additional information.



## Spring 2022 Fielding Schedule Update

CMS has extended the deadline for ICH facilities to enter 2021 clinical data in the EQRS database until March 31, 2022. To accommodate this extension, they released a revised schedule for the Spring 2022 fielding of the ICH CAHPS Survey.

Spring 2022 Fielding	Original Schedule	Revised Schedule
Sampling Window	10/1 – 12/31/2021	10/1 – 12/31/2021
Mail prenotification letter	4/15/2022	5/31/2022
Mail 1st survey (mail only and mixed mode) Begin telephone data collection (phone only mode)	4/29/2022	6/8/2022
Mail 2nd survey to non-respondents (mail only mode) Begin phone follow-up (mixed mode)	5/27/2022	6/29/2022
Data collection ends	7/8/2022	7/26/2022
Data submission deadline	7/27/2022	8/10/2022

Please visit the [ICH CAHPS website](#) or reach out to the ICH CAHPS Survey Coordination Team at [ichcahps@rti.org](mailto:ichcahps@rti.org) or 866-245-8083 for additional information.

# PCF PECS

## Participation Overview

The Primary Care First PECS website introduced a [Participation Overview for Practices](#) that illustrates the PCF PECS process and provides links to resources for registration, vendor authorization, roster submission, and additional information. This page can be used by practices as a resource throughout the year. The PCF Support Team can be contacted at [PCF@telligen.com](mailto:PCF@telligen.com) or 888-517-7753 with any questions.

## Vendor Authorization Window

Practices participating in PCF PECS are required to contract with a CMS-approved survey vendor. The vendor authorization window for the 2022 performance year will be open for practices from March 21 – June 30, 2022. Cohort 1 practices who wish to continue with the same survey vendor for 2022 are not required to repeat the authorization process.





# CAHPS for ACOs and MIPS

## GPDC CAHPS

The [GPDC Model](#) launched in 2021 and beginning in 2022 its participants (Direct Contracting Entities or DCEs) are required to field GPDC CAHPS. NRC Health's application to become a CMS-approved survey vendor for the Global and Professional Direct Contracting (GPDC) CAHPS Survey has been approved by CMS, and we look forward to working with our DCE partners in 2022! CMS is expected to publish a final list of approved survey vendors by Jun 10, 2022, and participants must authorize their survey vendor by the July 22, 2022 deadline.

## 2023 Model Update: DCE to ACO REACH

CMS announced that the DCE Model will be discontinued after the 2022 performance year and replaced with the Accountable Care Organization Realizing Equity, Access, and Community Health (ACO REACH) Model in 2023. CMS is in the process of accepting applications from organizations who wish to become REACH ACOs in 2023. Existing DCEs will be automatically accepted, and CAHPS will continue to be a part of the quality measure in the new payment model. Additional information is available from the [CMS Innovation Center](#).

## PY 2020 QPP Results Published

Quality Payment Program (QPP) performance information for doctors, clinicians, groups, and Accountable Care Organizations (ACOs) has been updated on the Doctors and Clinicians section of [Care Compare](#) and in the [Provider Data Catalog](#) to include performance year 2020 results. Additional information on the Doctors and Clinicians Initiative and public reporting is available [here](#).

# 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)		8/10/2022 (Spring 2022)	
PCF PECS	1/18/2022			
CAHPS for ACOs	1/20/2022			
CAHPS for MIPS	1/20/2022			
<i>*Activity COMPLETE</i>				



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](mailto:compliance@nrchealth.com).

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