

CAHPS Insider

April 2022

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE

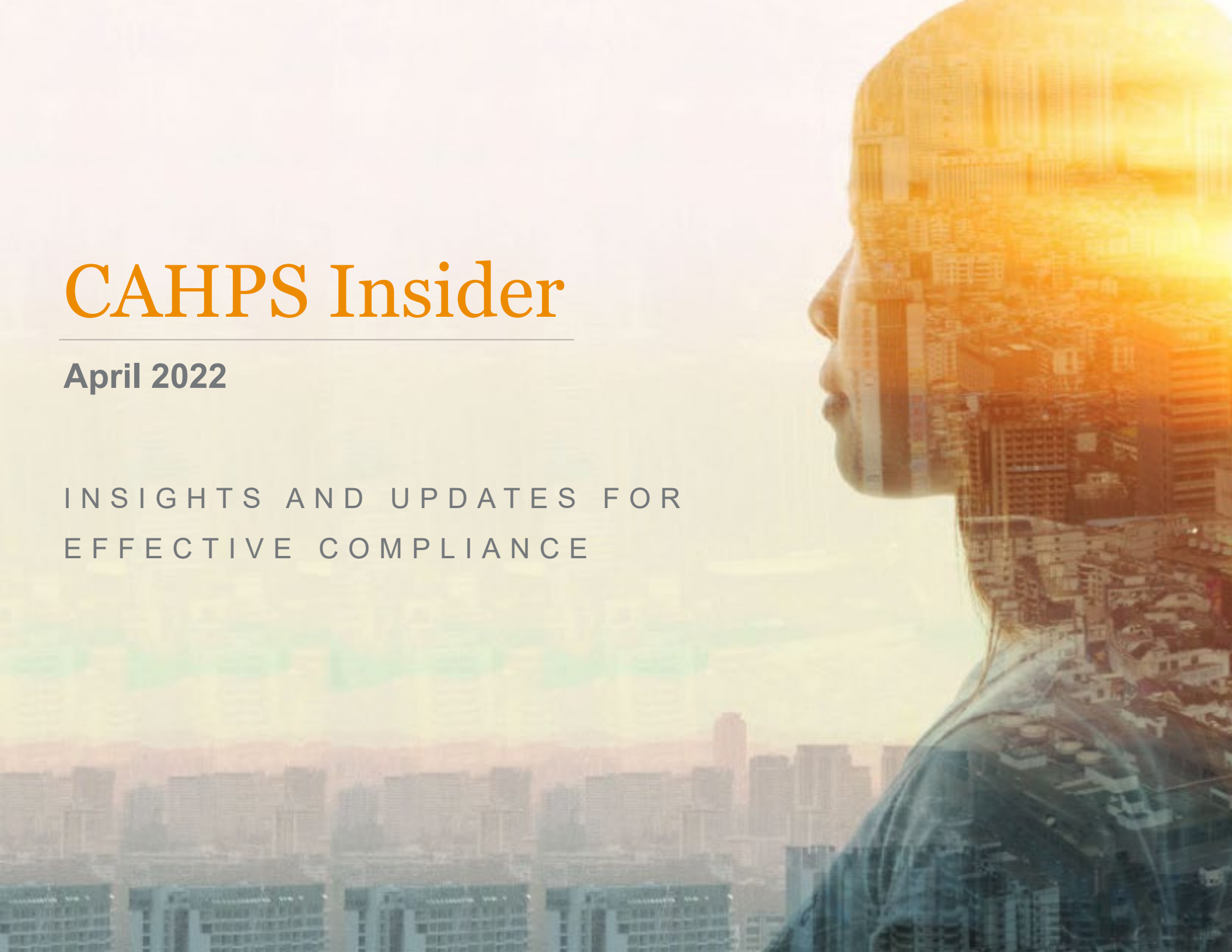


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Preview Reports

Preview Reports are now available on the HHCAHPS website. Reports include results and star ratings from October 1, 2020 through September 30, 2021 (Q4 2020 – Q3 2021). These results will be publicly reported on [Care Compare](#) in April 2022.

Coordination Team Quarterly Review

The April 2022 HHCAHPS Coordination Team Quarterly Review has been posted on the [HHCAHPS website](#) under the General Information tab. This issue contains information on the beginning of the calendar year 2024 APU, which began April 1st, and the in-progress mode experiment.

Participation Exemption Requests

HHAs who served fewer than 60 survey-eligible patients in the previous year may apply for an exception from the requirement to field the HHCAHPS Survey. Exemptions are valid for one year only and must be renewed each year. The request form for APU 2024 (April 1, 2022 – March 31, 2023) and updated supporting documents are available [here](#).



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

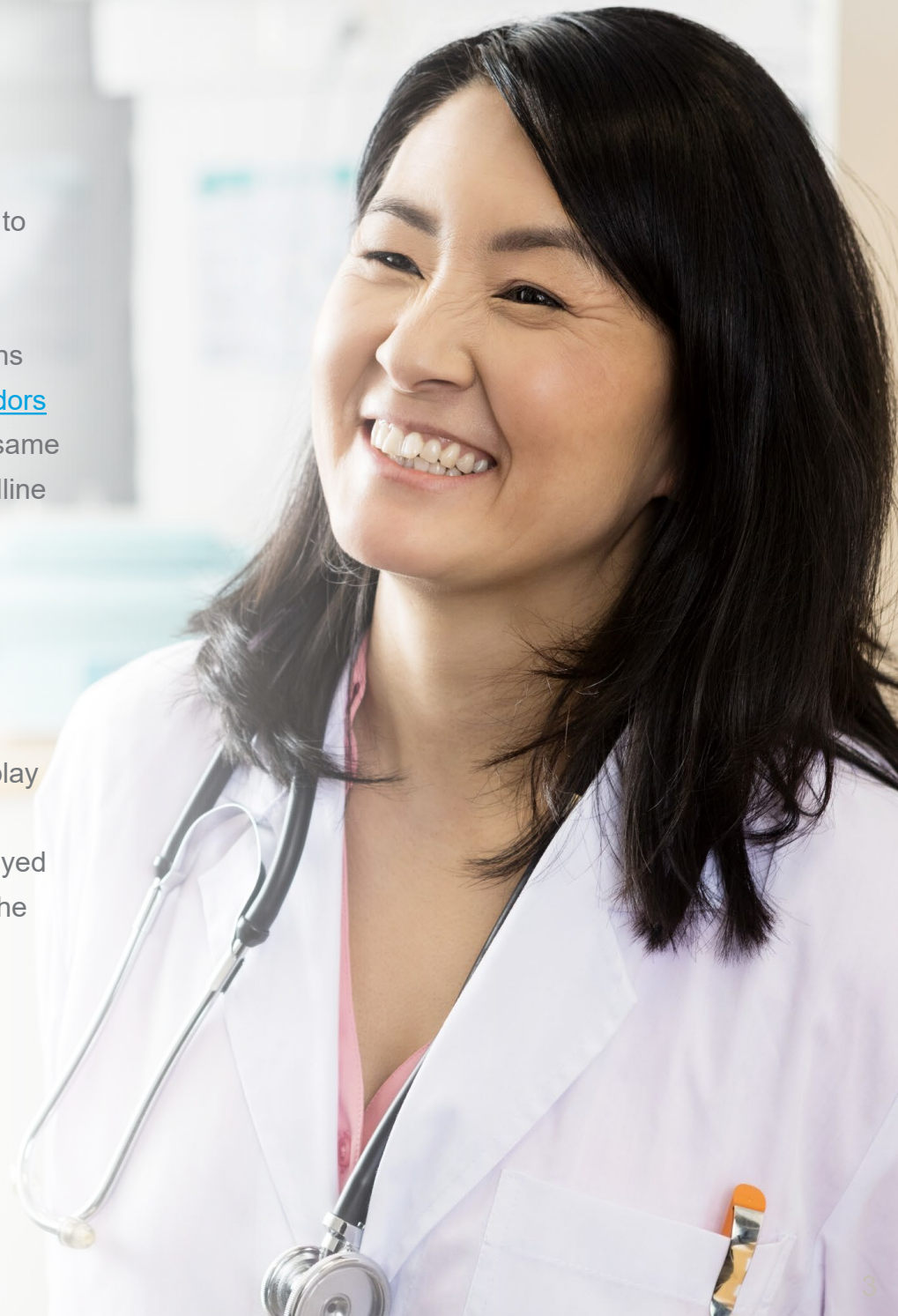
Survey Vendor Authorization

Practices participating in the Primary Care First Model are required to contract with a survey vendor to field the PCF PEC Survey. Survey vendor authorization for PY 2022 is now available to practices by logging in to the [PCF PECS website](#). CMS has published instructions [on how to authorize a survey vendor](#) and [how to switch survey vendors](#) to assist with the process. Practices who wish to continue with the same survey vendor as 2021 do not have to complete this step. The deadline to authorize a survey vendor is June 30, 2022.

Patient Communication Materials

To encourage participation, CMS requested that PCF practices display posters and provide patients FAQs about the survey throughout the 6-month lookback period. If your practice has not printed and displayed communication materials, they are available on [PCF Connect](#) and the [PCF PECS website](#) under Survey and Protocols for immediate use.

If you have questions or would like additional information, please contact PCF Support at PCF@Telligen.com or 888-517-7753.



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. GPDC CAHPS is a mixed mode survey that will be fielded in English and Spanish. A high needs version will include additional questions to gather information specific to that patient population.

NRC Health’s application to become a CMS-approved survey vendor for the GPDC CAHPS Survey has been approved by CMS, training has been completed, and we look forward to working with our DCE partners in 2022! Survey vendor authorization opens June 10 and must be completed by July 22, 2022.

In 2023, the GPDC Model will be renamed Accountable Care Organization Realizing Equity, Access, and Community Health (ACO REACH). [GPDCCAHPs.org](#) will be updated in early 2023 to reflect this change.

If you have questions, please visit the [GPDC CAHPS website](#) or contact DPC@cms.hhs.gov or 888-734-6433.

PY 2022 GPDC CAHPS Survey	
Sampling Window	7/1/2021 – 6/30/2022
DCEs authorize a survey vendor	6/10 – 7/22/2022
Mail teaser postcard	9/12/2022
Mail 1st survey	9/19/2022
Mail reminder/thank you postcard	9/26/2022
Mail 2nd survey to non-respondents	10/17/2022
Telephone follow up for non-respondents	11/15 – 12/9/2022
Data collection ends	12/9/2022
Data submission deadline	1/16/2023

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	

**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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