

# CAHPS Insider

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May 2022

INSIGHTS AND UPDATES FOR  
EFFECTIVE COMPLIANCE



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## Inpatient Prospective Payment System Proposed Rule

In an Inpatient Prospective Payment System (IPPS) Proposed Rule, CMS proposed to suppress HCAHPS and five Hospital Acquired Infection (HAI) measures. As a result, CMS would not be able to calculate a total performance score (TPS) and would instead award all hospitals neutral VBP payments for FY 2023. By eliminating the financial impact of the COVID-19 pandemic on survey results CMS hopes to provide relief for overburdened healthcare organizations. HCAHPS results will continue to be publicly reported. For additional information, a CMS Fact Sheet is available [here](#), and the complete Proposed Rule is posted for public review on the [Federal Register](#).

CMS is accepting comments before the rule is finalized, which can be submitted [here](#). A final ruling is expected later this summer.

## Revised HCAHPS Fact Sheet

An updated HCAHPS Fact Sheet is available on the [HCAHPS website](#) under [Facts](#). The Fact Sheet is an excellent resource for an overview of HCAHPS background, administration, and reporting.



## Preview Reports

OAS CAHPS Preview Reports including results from October 2020 – September 2021 (Q4 2020 – Q3 2021) are available on the [OAS CAHPS website](#). As [previously announced](#), these results will be available to HOPDs and ASCs privately in Preview Reports but were not refreshed in the [Provider Data Catalog](#) in April 2022 as originally scheduled. OAS CAHPS results from January 2022 will remain in place until the next scheduled refresh in July 2022.

If you have any questions, please reach out to the OAS CAHPS Survey Coordination Team at [ocasahps@rti.org](mailto:ocasahps@rti.org) or 866-590-7468.





## Patient Roster

Primary Care First practices are required to submit patient rosters for PY 2022 between June 1 – June 30, 2022. CMS made updates for 2022 to incorporate feedback from practices and vendors in 2021. There are materials available to assist practices with their patient rosters, including:

- Patient Survey Roster Instructions and Frequently Asked Questions.
- Patient Survey Roster Template.
- Patient Survey Roster Example.
- On-demand webinar, “Patient Rosters: How to Support a Successful PEC Survey for Your Practice.”

Patient roster materials are available in the May 5th PCF First Edition newsletter. Practices must submit their patient roster and authorize a CMS-approved survey vendor by June 30, 2022.

If you have any questions, please reach out to PCF Support at [PCF@Telligen.com](mailto:PCF@Telligen.com) or 888-517-7753.

# 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			1/17/2023	
GPDC CAHPS			1/16/2023	
CAHPS for MIPS			1/19/2023	

*\*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](mailto:compliance@nrchealth.com).

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