

CAHPS Insider

June 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 Public Health Emergency on survey results CMS hopes to provide relief for overburdened healthcare organizations.

A Final Rule is expected to be issued on August 1, 2022. To accommodate this timeline, CMS will delay the distribution of confidential reports, which will be provided by the end of the calendar year. Scoring is expected to return to standard procedures beginning in FY 2024.

For additional information, a CMS Fact Sheet is available [here](#), and the complete Proposed Rule is posted for public review on the [Federal Register](#).

Preview Reports

Preview Reports containing HCAHPS results and Star Ratings are available on the [Hospital Quality Reporting \(HQR\) System](#) until June 15, 2022. Data included in Preview Reports will be published on [Care Compare](#) in July 2022.





HHCAHPS

HHVBP Achievement Thresholds and Benchmarks

Achievement thresholds and benchmarks for the Expanded Home Health Value-Based Purchasing Model are available on the [Internet Quality Improvement and Evaluation System \(iQIES\) Portal](#). Calculations are based on quality measure data from CY 2019 and will be used for the CY 2023 performance year (CY 2025 payment year).

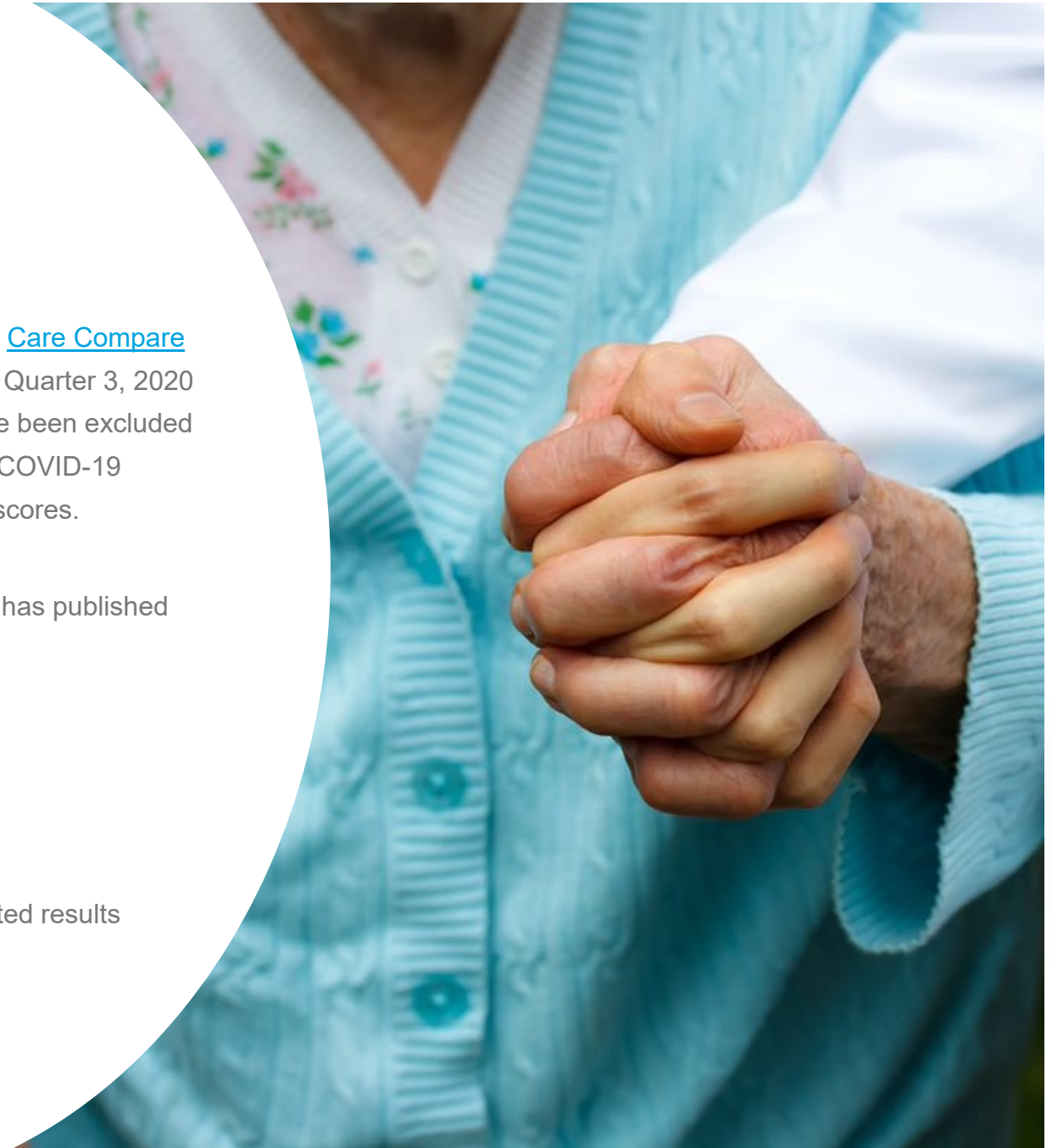
Additional information is available on the [Expanded HHVBP Model webpage](#), and questions can be directed to the HHVBP Help Desk at HHVBPquestions@lewin.com.

Public Reporting Update

Hospice CAHPS scores have been updated on [Care Compare](#) to report results from Quarters 1 – 4, 2019 and Quarter 3, 2020 – Quarter 2, 2021. Quarters 1 and 2, 2020 have been excluded from public reporting to ease the impact of the COVID-19 Public Health Emergency on CAHPS Hospice scores.

In addition to updates on Care Compare, CMS has published the following resources:

- CAHPS Hospice [State Averages](#)
- CAHPS Hospice [National Percentiles](#)
- [Case-Mix Adjustments](#) for publicly reported results



ICH CAHPS

Mode Experiment

The ICH CAHPS Survey Coordination Team has finalized a shortened version of the survey that will be used during the upcoming mode experiment that will test the new survey questions and a web mode for survey administration. The results of the experiment will help determine future national implementation of ICH CAHPS changes.

For many dialysis facilities, EQRS data does not currently include patient email addresses. To facilitate the mode experiment and future web outreach, it is encouraged to begin adding this information when updating April, May, and June data if it is available. Please see slide 40 in the [EQRS New User Training](#) for where to include a patient email address. Please contact the Coordination Team at ichcahps@rti.org or 866-245-8083 if you have any questions or would like additional information.



Vendor Authorization and Patient Roster Deadline

The deadline for Primary Care First practices to authorize a vendor to conduct the PEC Survey is June 30, 2022. Vendor authorization is available by logging in to the [PCF PECS website](#). Practices are also required to upload a patient roster through the PCF Portal by June 30. Instructions, FAQs, a template, and an example can be found in the May 5th PCF First Edition newsletter and posted in PCF Connect.



Benchmarking Methodology Update

CMS established new methodology for PCF PECS benchmarks. PY 2021 (for Cohort 1) and PY 2022 (for Cohorts 1 and 2) benchmarks will be calculated along with annual PCF practice performance. The change from the previous methodology based on historical CPC+ performance is favorable to practices and better reflects the current environment as care delivery has evolved during the COVID-19 Public Health Emergency. Cohort 1 practices will receive their 2021 PEC Survey results later this summer.

If you have questions, please reach out to PCF Support at PCF@Telligen.com or 888-517-7753.

CAHPS for MIPS

Registration Deadline

The deadline for MIPS groups to register to participate in the CAHPS for MIPS Survey is June 30, 2022. Registration can be completed while logged in to the [QPP website](#) under Manage Access. Medicare Shared Savings Program (SSP) ACOs are automatically registered and can skip this step.

GPDC CAHPS

Vendor Authorization Deadline

Direct Contracting Entities (DCEs) are required to partner with a CMS-approved survey vendor to field the GPDC CAHPS Survey. DCEs must authorize their survey vendor by July 22, 2022. The list of approved vendors will be published on June 10. Please visit the [GPDC website](#) and log on for details or contact the GPDC Model Help Desk at DPC@cms.hhs.gov or 888-734-6433 with questions.

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.

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