

CAHPS Insider

August 2022

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE



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HCAHPS

Preview Reports

Preview Reports including results from the HCAHPS Survey for Q1 2021 – Q4 2021 (January 2021 – December 2021) and Star Ratings are available on the on the [Hospital Quality Reporting \(HQR\) System](#) until August 30, 2022. These results will be displayed on [Care Compare](#) beginning in October 2022.

July 2022 Public Reporting Refresh

Data on [Care Compare](#) have been refreshed to reflect HCAHPS Survey scores from Q4 2020 – Q3 2021 (October 2020 – September 2021) and updated Star Ratings.

Mode Experiment

CMS published an update on the results of the 2021 HCAHPS mode experiment. Analysis is still underway, but initial results are showing favorable response rates from web-first mixed mode survey administration. The progress update is available [here](#).

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%

Please reach out to the HCAHPS Project Team at hcahps@hsag.com or 888-884-4007 with any questions.

HHVBP Resources

To support home health agencies with the transition to a value-based purchasing model, CMS has published new resources:

→ Sample HHVBP Reports

- CMS has published two sample HHVBP reports, an Interim Performance Report (IPR) and an Annual Performance Report (APR) through [iQIES](#). These reports do not contain actual data but are meant to educate HHAs about future scoring and reporting. For additional guidance, the HHVBP Team will be hosting a webinar on August 25. Registration for “Navigating Performance Feedback Reports: Interim Performance Report (IPR) and Annual Performance Report (APR)” is available [here](#).

→ HHVBP [YouTube Playlist](#)

- The playlist includes podcasts, videos, and recordings of previous webinars

→ FAQs

- The [HHVBP FAQs](#) were updated in June 2022

Please visit the [Expanded HHVBP website](#) or contact the HHVBP Help Desk at HHVBPquestions@lewin.com with any questions.

Proposed Rule Public Comment Period

The calendar year 2023 Home Health Prospective Payment System Rate Update Proposed Rule is open for public comment through August 16. The full Proposed Rule is available on the [Federal Register](#). To add a comment, please click [here](#).

OAS CAHPS

Proposed Rule

The calendar year 2023 Hospital Outpatient Prospective Payment and Ambulatory Surgical Center Payment Systems and Quality Reporting Programs Proposed Rule has been published in the [Federal Register](#). The proposal does not alter the timeline included in the 2022 Final Rule mandating administration of the OAS CAHPS Survey.

Fielding the OAS CAHPS Survey will be mandatory for Hospital Outpatient Departments (HOPDs) beginning in 2024 and Ambulatory Surgery Centers (ASCs) beginning in 2025. HOPDs should target 300 completed surveys a year, and ASCs have a target of 200. If an HOPD or ASC does not meet the quality reporting requirement, they will receive a reduction of 2% in their annual fee schedule update. HOPDs or ASCs that see fewer than 60 OAS CAHPS-eligible patients a year may apply for a size exemption.

The Final Rule is expected in November 2022.

July 2022 Public Reporting Refresh

The [Provider Data Catalog](#) has been updated to include OAS CAHPS results for patients who received a surgery or procedure Q1 2021 – Q4 2021 (January 2021 – December 2021). Downloadable datasets include results by facility, state, and nationwide.





Hospice Payment Rate Update Final Rule

CMS has published the Hospice Payment Rate Update Final Rule for fiscal year 2023, which is available on the [Federal Register](#). The rule finalizes the proposal for Hospice Star Ratings to be publicly reported beginning with the August 2022 refresh of Hospice data on [Care Compare](#). Analysis of mode experiment results are still underway, and no changes the survey or survey administration will be made at this time. A summary of Final Rule updates is provided the [CMS Fact Sheet](#). For additional information, please visit the [Hospice website](#).

ICH CAHPS

ICH CAHPS Coordination Team Semi-Annual Review

The July 2022 edition of the ICH CAHPS Survey Coordination Team's Semi-Annual Review (CSTAR) newsletter is available on the [ICH CAHPS website](#) under General Information. Please contact the Coordination Team at ichcahps@rti.org or 866-245-8083 if you have any questions or would like additional information.

Mode Experiment

The ICH CAHPS mode experiment has received OMB approval. The experiment will be conducted during the Fall 2022 fielding and will include around 25,000 patients. 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. Click [here](#) for help entering patient email addresses. Please contact the Coordination Team at ichcahps@rti.org or 866-245-8083 if you have any questions or would like additional information.



CAHPS for MIPS

Physician Fee Schedule Proposed Rule

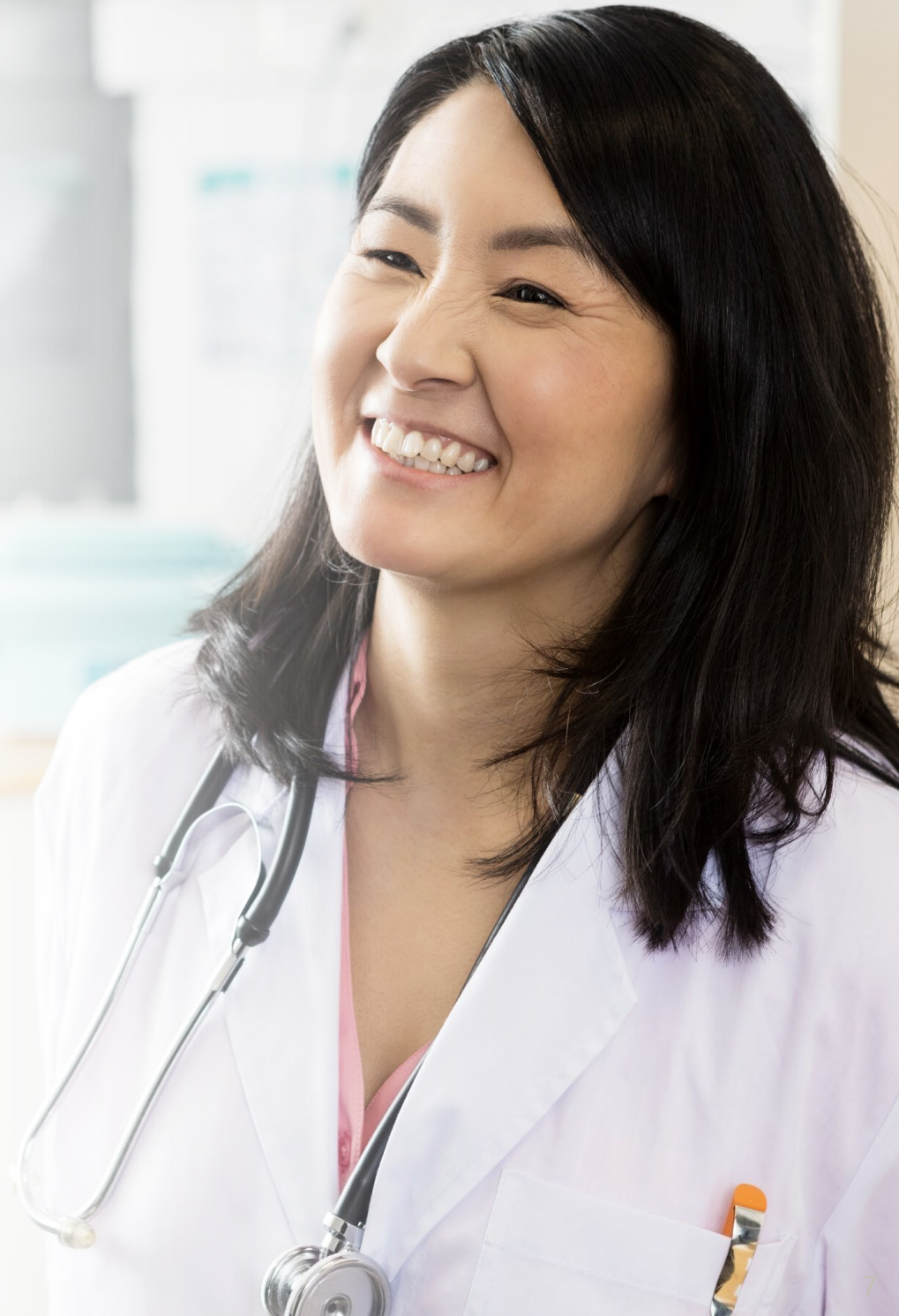
CMS published the calendar year 2023 Medicare Physician Fee Schedule Proposed Rule. A summary Fact Sheet is available in the [CMS Newsroom](#). The proposal includes a request for feedback on potential changes to the CAHPS for MIPS Survey:

→ The addition of two questions:

- Health disparity
- Price transparency

→ A shortened survey for specialty groups

The full Proposed Rule is on the [Federal Register](#) for review, and CMS is accepting public comments [here](#) throughout August.



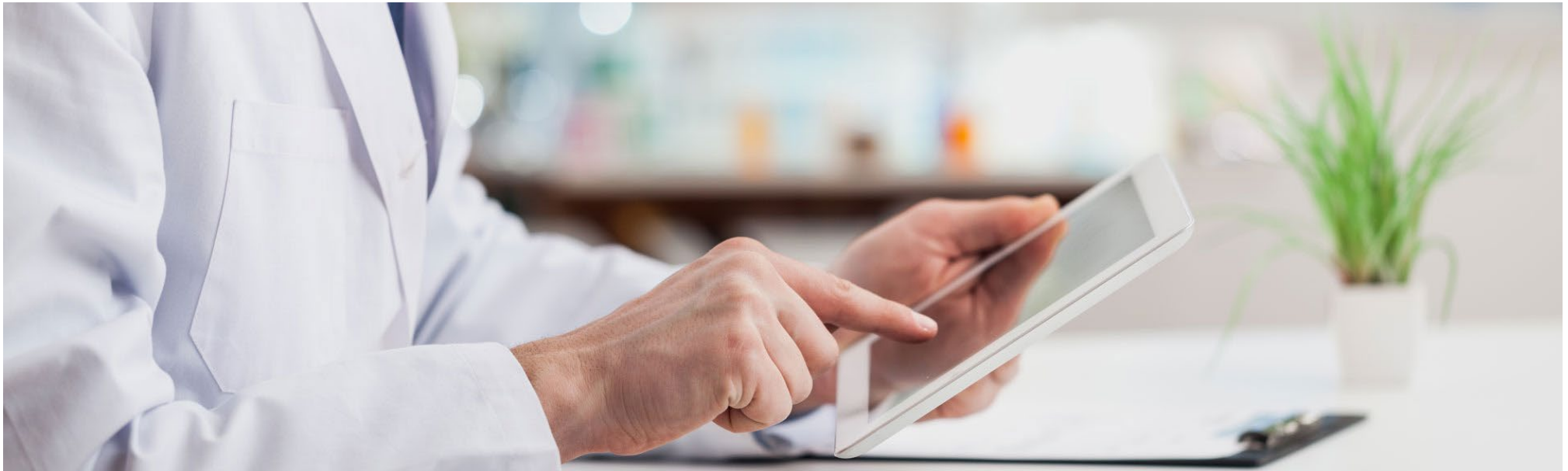
PCF PECS

2021 PEC Survey Reports

Primary Care First practices who participated in the PEC Survey in 2021 received performance reports including overall, domain-level, and item-level scores. Practices can also compare scores with regional averages and across all PECS participants. A webinar with information about the reports and recommendations on improvements based on practice results is available through CMS. If you have questions about your report, please contact PCF Support at PCF@Telligen.com or 888-517-7753.

PCF PEC Survey Semi-Annual Newsletter

The July 2022 edition of the PCF PEC Survey Semi-Annual Newsletter is available now on the [PCF PECS website](#) under General Information. This edition contains information on 2021 reports, insights on improving response rates, and additional updates.



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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