

CAHPS Insider

November 2022

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE

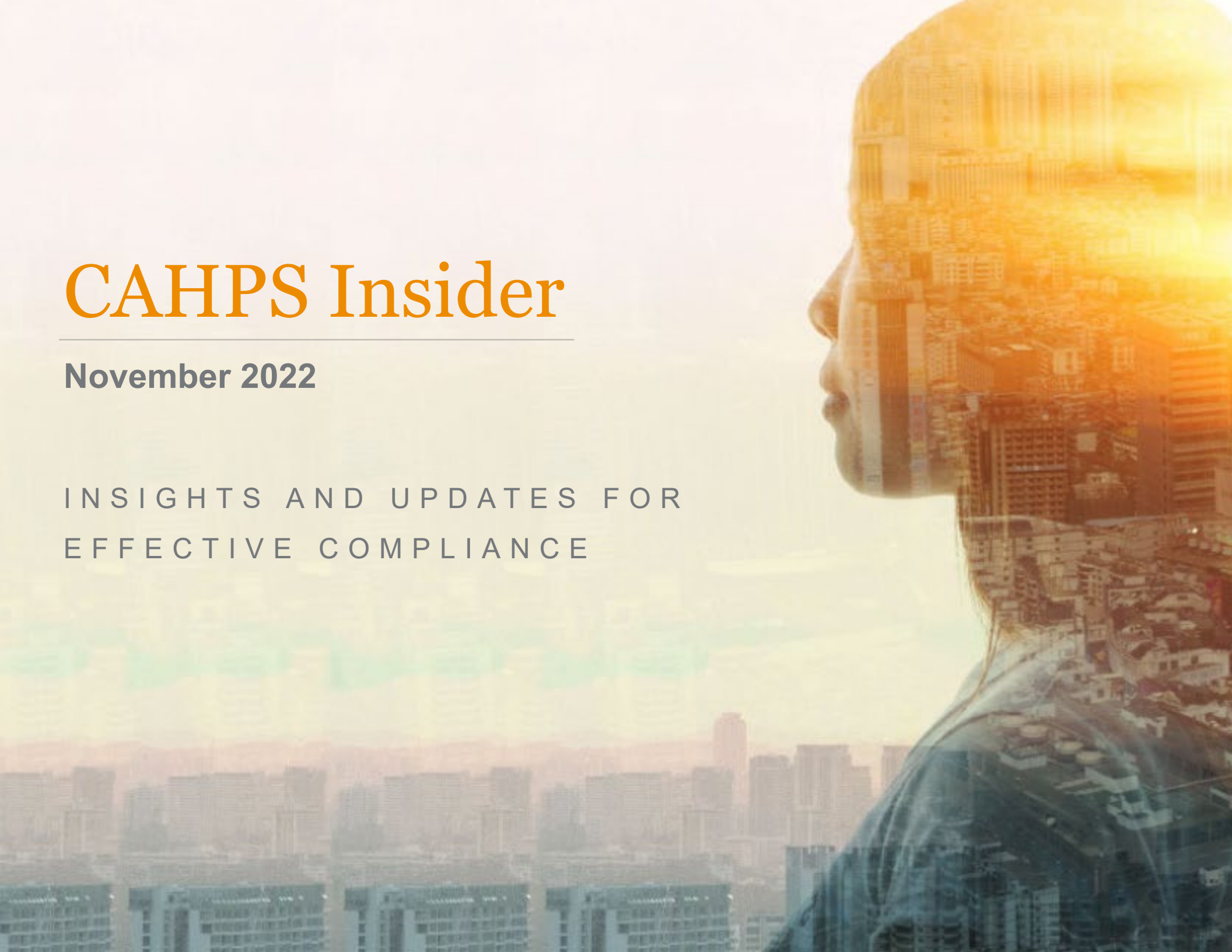


TABLE OF CONTENTS

CMS News

CMS Responds to Hurricanes Fiona and Ian	2
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HCAHPS

Preview Reports	3
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HHCAHPS

2023 Final Rule	3
October 2023 Public Reporting Refresh	3
HHVBP Resources	4
HHVBP Newsletter	4

CAHPS Hospice

Preview Reports	5
HQRP Quarterly Update	5
2021 Mode Experiment	6

PCF PECS

PCF PEC Survey Fact Sheet	7
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CAHPS for MIPS

2023 Medicare PFS Final Rule	8
------------------------------	---

External Submission Deadlines	9
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CMS Responds to Hurricanes Fiona and Ian

In response to the public health emergencies caused by Hurricane Fiona and Hurricane Ian, CMS is granting exceptions to healthcare organizations in Puerto Rico, Florida, and South Carolina for some quality and value-based measures. Exceptions are applicable to multiple CAHPS initiatives.

For additional information:

→ Waivers – Current Non-COVID Emergencies:

<https://www.cms.gov/current-non-covid-emergencies>

→ CMS press releases:

- [Puerto Rico](#)
- [Florida](#)
- [South Carolina](#)

HCAHPS

Preview Reports

Preview Reports including results from the HCAHPS Survey for Q2 2021 – Q1 2022 (April 2021 – March 2022) and Star Ratings are available on the on the [Hospital Quality Reporting \(HQR\) System](#) until December 7, 2022. These results will be displayed on [Care Compare](#) beginning in January 2023.

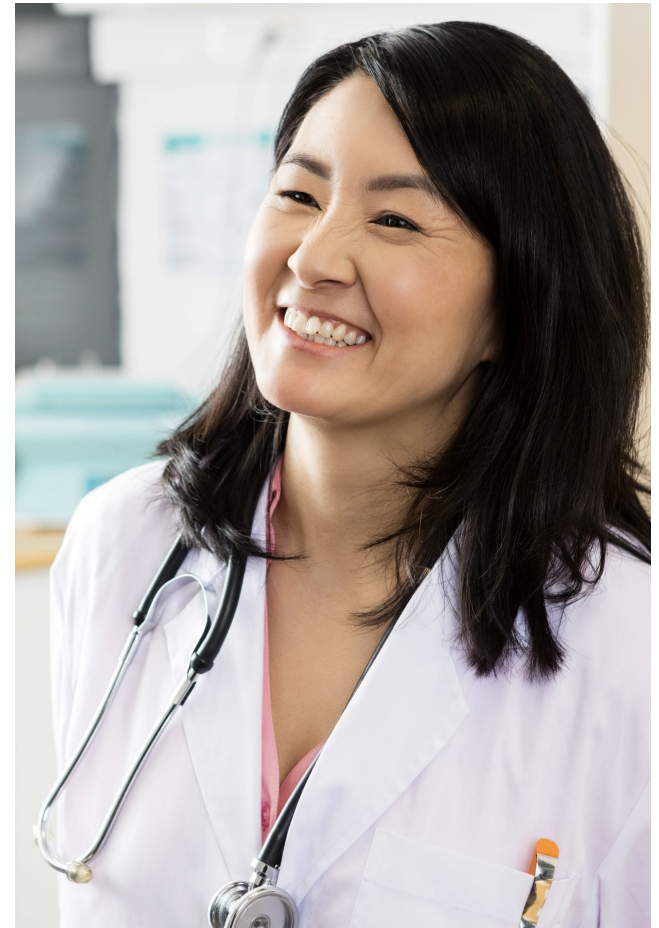
HHCAHPS

2023 Final Rule

CMS published the calendar year 2023 Home Health Prospective Payment System Final Rule. The rule finalized the proposal to require Home Health Agencies (HHAs) to report all-payer Outcome and Assessment Information Set (OASIS) data beginning January 1, 2025. Information on this and other updates is included in the [CMS Fact Sheet](#). The full rule is available on the [Federal Register](#).

October 2022 Public Reporting Refresh

Data on [Care Compare](#) have been refreshed to reflect HHCAHPS Survey scores from Q2 2021 – Q1 2022 (April 2021 – March 2022) and updated Star Ratings. Data from previous reporting periods are available on the HHCAHPS website [here](#).



HHVBP Resources

To continue to support home health agencies (HHAs) with the transition to a value-based purchasing model beginning with performance year 2023, CMS has published new resources:

→ Pre-Implementation Performance Reports

- CMS has created Pre-Implementation Performance Reports (PIPRs) to HHAs through [iQIES](#). The reports include data on HHVBP quality measure performance and national comparisons.

→ Introducing PIPRs Webinar – November 17, 2022

- The HHVBP Technical Assistance Team is holding a webinar on November 17 at 11:00 AM ET to discuss PIPRs and allow for a Q & A period. Registration is open [here](#).

→ HHVBP [YouTube Playlist](#)

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

HHVBP Newsletter

The October 2022 Expanded Home Health Value-Based Purchasing (HHVBP) Model newsletter is available [here](#), containing news, tools, and program insights.

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

CAHPS Hospice

Preview Reports

Hospices can review their results that will be published on [Care Compare](#) in advance of the February 2023 refresh. Preview Reports are available for review through the Certification and Survey Provider Enhanced Reports (CASPER) application until December 9, 2022. The reports will be available to download for an additional 30 days after the preview period ends. Please click [here](#) for additional information on CAHPS Hospice Preview Reports.

HQRP Quarterly Update

The Hospice Quality Reporting Program Q3 2022 Quarterly Update is available under Downloads on the [HQRP Requirements and Best Practices Page](#). The report contains important updates from Q3 2022 and announcements for Q4 2022.



CAHPS Hospice

2021 Mode Experiment

CMS is reviewing results of the CAHPS Hospice mode experiment where 56 hospices participated to test a mixed mode web and mail administration, a revised version of the survey, and revised protocols including a prenotification letter and extended fielding period. More than 15,000 caregivers were sampled.

→ Mixed web/mail administration significantly improved response rates for decedents/caregivers with email addresses

Response Rates by Mode	
Mail only	35.1%
Phone only	31.5%
Mixed Mail/Phone	45.3%
Web/Mail Overall	39.7%
Caregivers With Email Addresses	49.6%
Caregivers Without Email Addresses	35.2%

→ A prenotification letter increased response rates by 2.4%

→ Extending the fielding period from 42 to 49 days increased response rates by 2.5% in mail only mode

→ The revised survey in mail only mode had similar response rates to the current survey

CMS will use these results when considering potential changes to the survey. Any resulting proposals will be included in future rulemaking and available for public comment before implementation.



PCF PEC Survey Fact Sheet

PCF PECS

A new [fact sheet](#) is available with helpful information for practices about PCF PECS including requirements, schedule, scoring, and links to additional resources. The fact sheet is available in CMMI Connect and on the [PCF PECS website](#). If you have additional questions, please contact PCF Support at PCF@Telligen.com or 888-517-7753.

CAHPS for MIPS

2023 Medicare PFS Final Rule

CMS has published the calendar year 2023 Medicare Physician Fee Schedule (PFS) Final Rule. Highlights include:

- For Medicare Shared Savings Program Accountable Care Organizations (MSSP ACOs), the rule reaffirms that for performance years 2022 – 2024, organizations that do not report any of the 10 CMS Web Interface measures or any of the 3 eQMs/MIPS CQMs and do not administer a CAHPS for MIPS Survey will not meet the quality performance standard. It adds that in PYs 2023 and 2024, ACOs that do not meet these requirements will not meet the alternative quality performance standard, which would exclude them from shared savings. If they fail to meet these requirements, ENHANCED track ACOs would automatically receive the maximum shared loss rate.
- CMS is reviewing feedback received regarding adding questions about health disparities and price transparency and potentially creating a shortened version of the survey. This information will be considered in future rulemaking.

For additional information and resources, please refer to the [CMS press release](#) . The complete Final Rule is available to download [here](#).



External Submission Deadlines

	Q1 2022 Discharges	Q2 2022 Discharges	Q3 2022 Discharges	Q4 2022 Discharges
HCAHPS	7/6/2022	10/5/2022	1/4/2023	4/5/2023
Premier	7/15/2022	10/14/2022	1/13/2023	4/14/2023
Vizient	7/16/2022	10/13/2022	1/12/2023	4/13/2023
HHCAHPS	7/21/2022	10/20/2022	1/19/2023	4/20/2023
CAHPS Hospice	8/10/2022	11/9/2022	2/8/2023	5/10/2023
OAS CAHPS	7/13/2022	10/12/2022	1/11/2023	4/12/2023
ICH CAHPS	1/25/2023 (Fall 2022)		7/26/2023 (Spring 2023)	
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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