

CAHPS Insider

December 2022

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE



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Hurricane Ian Exceptions

To help relieve the burden on healthcare organizations as they care for patients and respond to Hurricane Ian, CMS is granting exceptions to healthcare organizations in the State of Florida 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>

→ List of designated counties:

<https://www.fema.gov/disaster/4673/designated-areas>



Doctor and Facility Affiliations on Care Compare

[Care Compare](#) has been updated to include doctor and clinician facility affiliation information for some facility types including Home Health Agencies (HHAs), hospices, and dialysis facilities. CMS introduced this new feature to increase visibility to clinicians who are not affiliated with a hospital to assist patients and caregivers with making informed decisions about their care.

Facility affiliations are in the Doctors and Clinicians section of [Care Compare](#) under Affiliations. Group affiliations will remain in the Details section of clinicians' profiles. If you have questions about public reporting, please reach out to the QPP Service Center at QPP@cms.hhs.gov or 866-288-8292.



HHCAHPS

Updated Survey Cover Letters

CMS released revised HHCAHPS Survey cover letters, which will be required beginning in 2023. The new cover letters are intended to be more concise and patient-friendly. No action is required for NRC Health partners – these changes are in place to take effect in the new year.



Public Reporting Update

Hospice CAHPS scores have been updated on [Care Compare](#) to report results from Quarters 3 – 4, 2019, Quarters 3 – 4 2020, and Quarters 1 – 4, 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. Updated [State Averages](#) and [National Percentiles](#) are also available.

Exemption for Size Deadline Approaching

Hospices who served fewer than 50 CAHPS Hospice-eligible decedents/caregivers in 2021 are eligible for an exemption from 2022 CAHPS Hospice Survey collection and reporting requirements. The Participation Exemption for Size form is located [here](#) and must be completed by December 31, 2022 to qualify. Please reach out to the CAHPS hospice Survey Project Team at hospicecahpssurvey@hsag.com or 844-472-4621 with any questions.



OPPS and ASC Final Rule

CMS published the Hospital Outpatient Prospective Payment and Ambulatory Surgical Center Payment Systems and Quality Reporting Programs Final Rule in November. The rule reconfirms the previously announced mandated OAS CAHPS Survey administration and reporting beginning in 2024 for Hospital Outpatient Departments (HOPDs) and in 2025 for Ambulatory Surgery Centers (ASCs). The Final Rule is available now on the [Federal Register](#). Please reach out to the OAS CAHPS Survey Coordination Team at oascahps@rti.org or 866-590-7468 with any questions.



ICH CAHPS

Public Reporting Update

ICH CAHPS Survey data have been updated on [Care Compare](#) to display results from the Spring 2021 and Fall 2021 ICH CAHPS Surveys. The update includes [patient-mix coefficients and Star Ratings](#) and [state and national averages](#). If you have questions about ICH CAHPS public reporting, please reach out to the ICH CAHPS Coordination Team at ichcahps@rti.org or 866-245-8083.



CAHPS for MIPS

2021 Preview Period Open

In advance of public reporting on [Care Compare](#) and in the [Provider Data Catalog \(PDC\)](#), performance year 2021 Quality Payment Program (QPP) performance information is available to preview through the [QPP website](#). The Preview Period will close December 20, 2022. Shared Savings Program (SSP) ACOs also have access to data through their 2021 Quality Performance Reports. ACO-level data are not available on the QPP website during the Preview Period. Eligible SSP ACO clinicians can preview their performance in their 2021 MIPS Performance Feedback.

Additional information is available on the [Care Compare: Doctors and Clinicians Initiative page](#) or contact QPP@cms.hhs.gov or 866-288-8292.

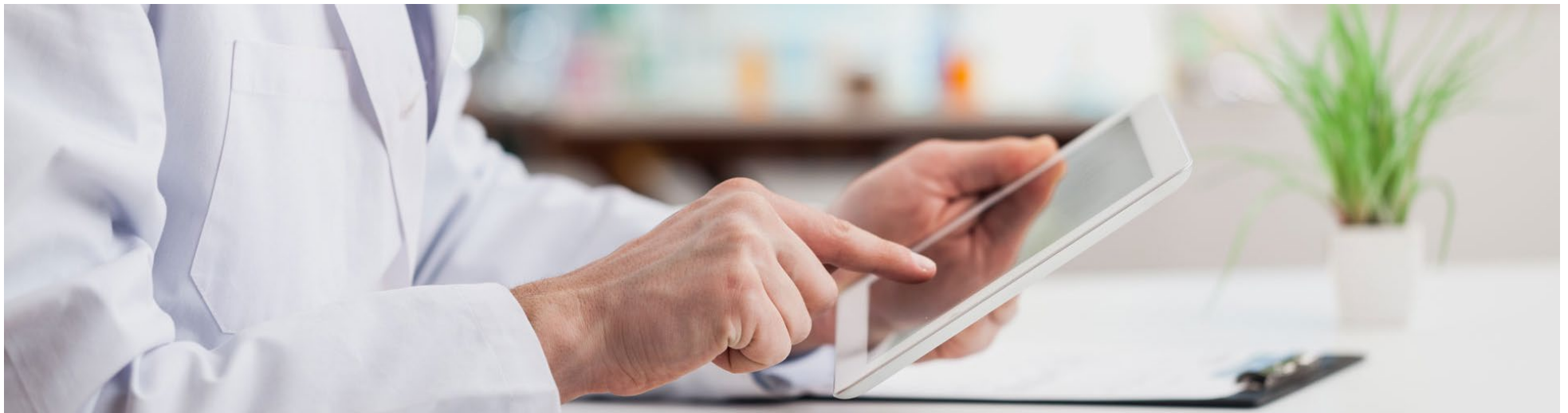
GPDC CAHPS

2021 Results Published

Performance year 2021 results for the 53 Direct Contracting Entities (DCEs) that participated in the Global and Professional Direct Contracting (GPDC) Model have been published on the [GPDC Model website](#) under Financial and Quality Results. Results reflect nine months of performance data because start of the performance year was delayed until April 2021 due to the COVID-19 public health emergency.

- In 2021, DCEs produced approximately \$119 in gross savings
- 72% of participating DCEs earned shared savings
- All DCEs received quality scores of 100% (80% of the quality score was based on pay-for-reporting and 20% was pay-for-performance)

Beginning in performance year 2023, 100% of quality scores will be pay-for-performance. To better align with overall priorities, the model has been redesigned and renamed ACO Realizing Equity, Access, and Community Health (ACO REACH) beginning with the 2023 performance year. Please reach out to the ACO REACH helpdesk at ACOREACH@cms.hhs.gov with any questions.



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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