

CAHPS Insider

March 2023

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE



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COVID-19 Public Health Emergency

As the Public Health Emergency (PHE) ends on May 11, 2023, some leniencies granted during the PHE will no longer apply. CMS is providing resources to assist with the transition including current information on emergencies, guidance on waivers, and an HHS fact sheet. CMS will also be hosting stakeholder calls and office hours to help answer questions. For additional information, please visit the links below.

- [CMS.gov Current Emergencies](#)
- [CMS Coronavirus Waivers](#)
- [COVID-19 Public Health Emergency Transition Roadmap Fact Sheet](#)



Mode Experiment Results

CMS findings based on the 2021 HCAHPS mode experiment have shown that mixed web modes of administration and a lengthened fielding period have the potential to not only increase response rates, but also reach previously underrepresented populations. Mixed modes showed the highest response rates with having a current email address being a key factor.

Mode	Response Rate (no available email address)	Response Rate (email address available)
Mail only	21%	24%
Phone only	20%	23%
Mixed Mail/Phone	26%	34%
Mixed Web/Mail	20%	34%
Mixed Web/Phone	19%	37%
Mixed Web/Mail/Phone	29%	40%

Watch for additional updates under What's New on the [HCAHPS website](#).

HCAHPS 2.0

CMS announced a tentative timeline for HCAHPS 2.0. In 2023 and 2024, efforts will be focused on rulemaking and training with HCAHPS 2.0 Quality Assurance Guidelines being released in 2024. HCAHPS 2.0 is anticipated to launch in January of 2025.

Mode Adjustments

CMS has released new mode adjustments. Mode adjustments are made to HCAHPS scores to compensate for the impact survey administration modes have on who responds to the survey and what responses are given. Based on the 2021 mode experiment, CMS determined that telephone scores are overall higher and will receive a negative adjustment. Although in the past mixed mode scores had also been higher, the mode experiment determined that some aspects are higher and some lower. Overall mixed modes will receive smaller adjustments. The new mode adjustments will take effect with January 2023 discharges. For additional information, click [here](#).



CAHPS Hospice



Public Reporting Refresh

In February 2023, CAHPS Hospice data that are publicly reported on [Care Compare](#) were updated to include scores and Star Ratings from Q4 2019 and Q3 2020 – Q1 2022. To learn more about CAHPS Hospice public reporting, please visit [CMS.gov](#).

State Scores and National Percentiles

CAHPS Hospice state scores and national percentiles for Q3 2020 – Q2 2022 have been posted on the CAHPS Hospice Survey website [here](#). Response rates and case-mix adjustment measures are also available in the What's New section.

Survey Update

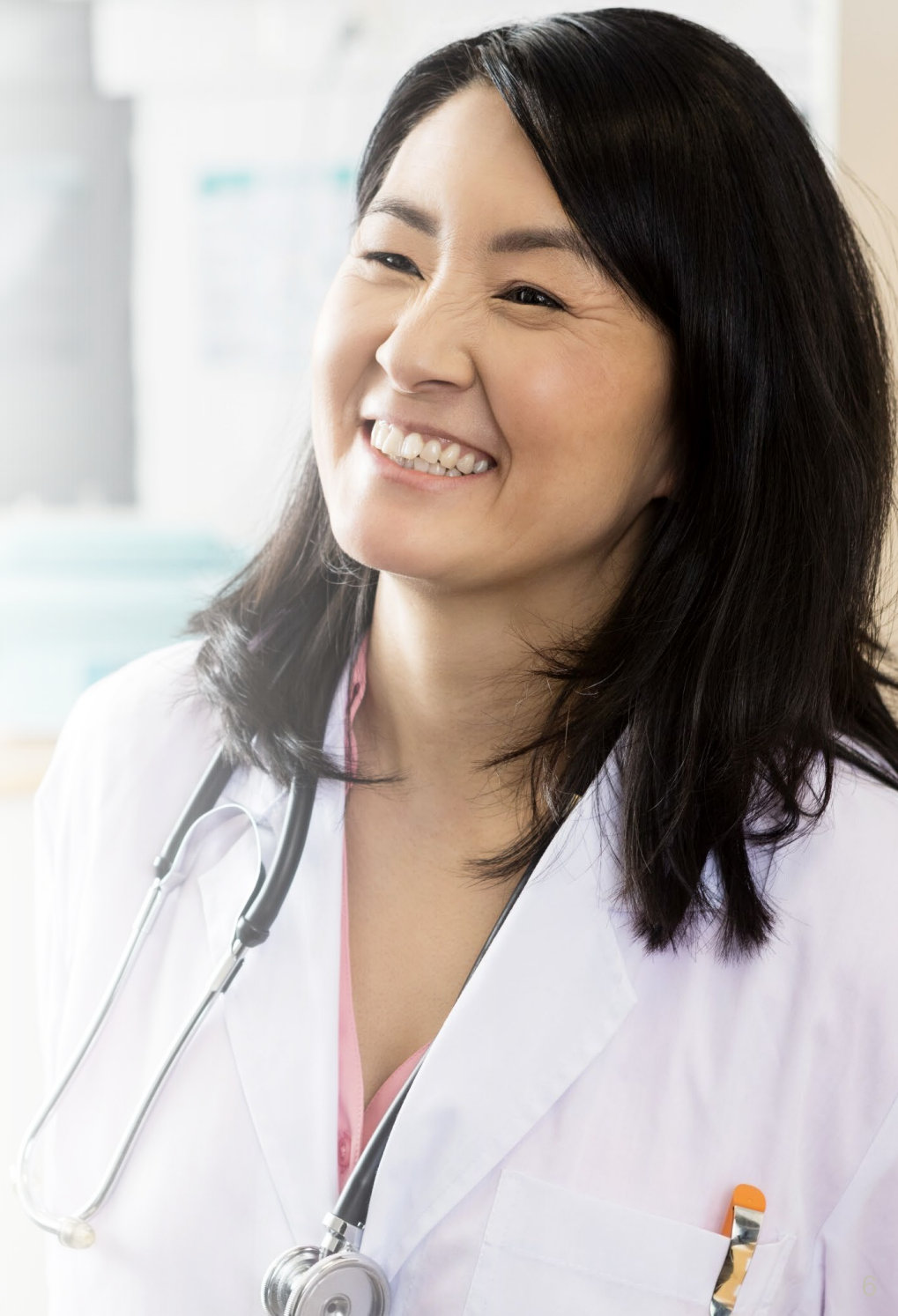
Beginning with surveys for caregivers of January 2023 decedents, response choices for the Hispanic ethnicity and race questions will be presented in alphabetical order. No action is required for NRC Health partners – these changes are in place to take effect with the January 2023 sample month.

Vendor Authorization Window

Primary Care First practices are required to contract with a CMS approved survey vendor for the PCF PEC Survey. If the practice has authorized a vendor in the past, it is not necessary to complete the authorization process again. If you wish to change vendors or are a new practice, you can authorize a vendor from March 20, 2023 to June 30, 2023. For additional information, please visit the [PCF PECS website](#) and click “How to Authorize a Vendor” under Quick Links.

Supplemental Reports

CMS will provide practices Supplemental Reports for PY 2022 in June 2023. They have created a webinar “Understanding and Using Your PEC Survey Results” that is available on demand [here](#). If you have questions about PCF reporting, please reach out to Primary Care First Support at PCF@telligen.com or 888-517-7753.

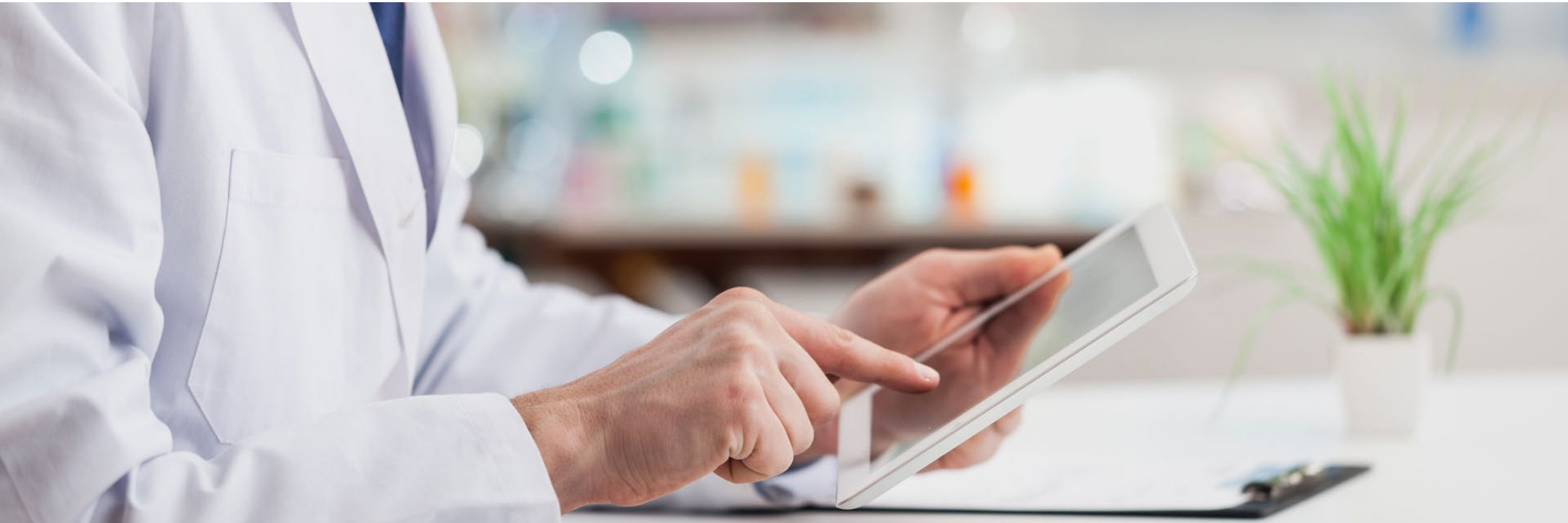


GPDC CAHPS

PY 2022 Results

CMS will provide GPDC CAHPS PY 2022 Annual Quality Reports in July 2023 via the 4i portal. The Reports include information on all Model quality measures in 2022, including CAHPS. The CAHPS portion of the Annual Quality Report will contain de-identified individual survey results on all domains and all questions, as well as results at the overall GPDC CAHPS level. The GPDC payment model has been renamed ACO REACH beginning with PY 2023.

Please email the ACO REACH Model team at ACOREACH@cms.hhs.gov with any questions.



External Submission Deadlines

	Q3 2022 Discharges	Q4 2022 Discharges	Q1 2023 Discharges	Q2 2023 Discharges
HCAHPS	1/4/2023	4/5/2023	7/5/2023	10/4/2023
Premier	1/13/2023	4/14/2023	7/14/2023	10/13/2023
Vizient	1/12/2023	4/13/2023	7/13/2023	10/12/2023
HHCAHPS	1/19/2023	4/20/2023	7/20/2023	10/19/2023
CAHPS Hospice	2/8/2023	5/10/2023	8/9/2023	11/8/2023
OAS CAHPS	1/11/2023	4/12/2023	7/12/2023	10/11/2023
ICH CAHPS	1/25/2023 (Fall 2022)		7/26/2023 (Spring 2023)	
PCF PECS	1/17/2023			
GPDC CAHPS	1/17/2023			
CAHPS for MIPS	1/19/2023			
<i>*Activity COMPLETE</i>				



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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