

CAHPS Insider

May 2023

INSIGHTS AND UPDATES FOR
EFFECTIVE COMPLIANCE



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Public Reporting Refresh

Data on [Care Compare](#) have been refreshed to reflect HCAHPS Survey scores from Q3 2021 – Q2 2022 (July 2021 – June 2022) and updated star ratings.

Preview Reports

Preview Reports including data that will be publicly reported on [Care Compare](#) in July 2023 are available now through June 1st. Hospitals can access their reports by logging on to the [Hospital Quality Reporting \(HQR\) portal](#). For additional information, please see the [Care Compare Preview page](#).



Resource Updates

CMS has published information updates with regards to current publicly reported HCAHPS data, which are available on the [HCAHPS website](#):

→ The FY 2023 IPPS Proposed Rule has been published on the [Federal Register](#)

→ The [Summary Analysis page](#) has been updated, including:

- April 2023 Summary of HCAHPS Survey Results Table
- April 2023 HCAHPS Percentiles Table
- April 2023 HCAHPS Survey Individual Question Top-Box Scores
- April 2023 HCAHPS Patient-Level Correlations Table
- April 2023 HCAHPS Hospital Characteristics Comparison Charts

→ The [HCAHPS Star Ratings page](#) has been updated, including:

- April 2023 HCAHPS Star Rating Distributions
- April 2023 HCAHPS Summary Star Distributions by US State



HHCAHPS & CAHPS Hospice

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.

Public Reporting Refresh

Data on [Care Compare](#) have been refreshed to reflect HHCAHPS Survey scores from Q4 2021 – Q3 2022 (October 2021 – September 2022) and updated Star Ratings. Data from previous reporting periods are available on the HHCAHPS website [here](#).

Hospice and Home Health Agency Enrollments

Hospice and home health agency enrollments are now being displayed on data.cms.gov. Information on the organization structure and provider type are displayed, along with contact and location information.



ICH CAHPS

Public Reporting Refresh

Data on [Care Compare](#) have been refreshed to reflect ICH CAHPS Survey scores from the Fall 2021 and Spring 2022 fielding periods. Patient-mix coefficients and information on Star Ratings calculations are available [here](#). Click [here](#) to view average state and national scores.

Waiting Room FAQs

To encourage participation in the ICH CAHPS Survey, the ICH CAHPS Coordination Team has released a set of frequently asked questions for dialysis facilities to display in waiting rooms. It is recommended the FAQs be displayed throughout the Spring fielding period (present – mid-July). The FAQ document is available for download [here](#).



If you have questions, please reach out to the ICH CAHPS Coordination Team at ichcahps@rti.org or 866-245-8083.

CAHPS for MIPS

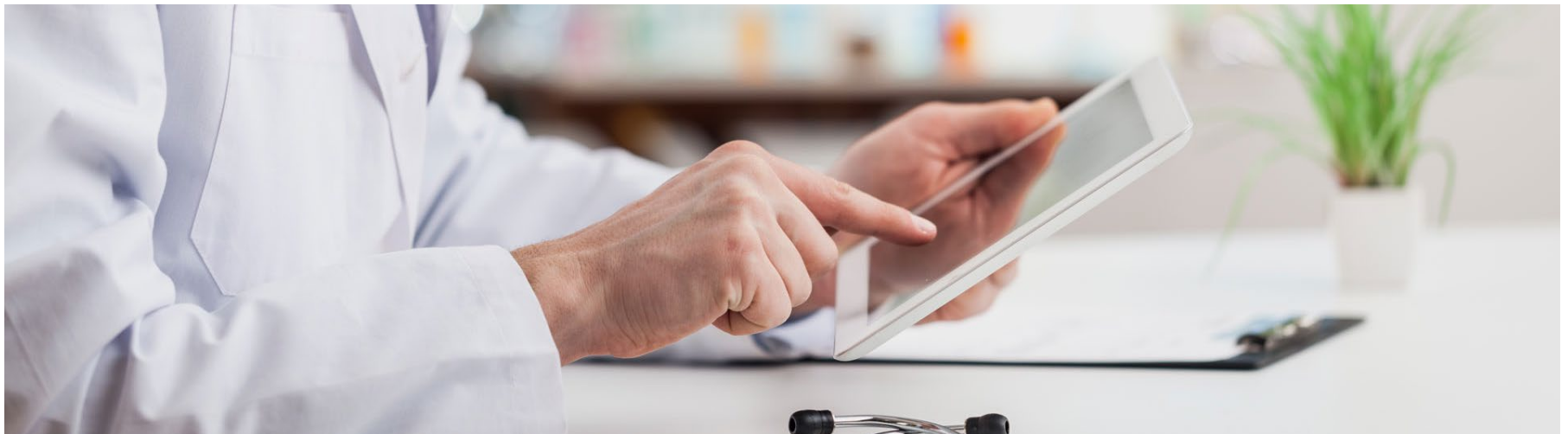
2023 CAHPS for MIPS Registration Now Open

Clinicians, groups, and virtual groups who plan to use the CAHPS for MIPS Survey in 2023 are required to complete registration by June 30, 2023. For registration details, please click [here](#). If you have questions about registration, please reach out to the Quality Payment Program Service Center at QPP@cms.hhs.gov, create a [QPP Service Center](#) ticket, or call 866-288-8292.

ACO REACH CAHPS

Sampling for High Needs REACH ACOs

CMS announced that due to increasing volumes in high needs ACOs, the sampling process will be adjusted in 2023. Instead of sampling all eligible beneficiaries, there will be a maximum sample size of 860 patients, comparable to the sample for Standard and New Entrant ACOs.



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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