



CAHPS INSIDER

Insights and Updates for Effective Compliance

July 2023

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HCAHPS

Survey Mode Adjustment Podcast

In the new CMS podcast, you'll receive an overview of the updated mode adjustments that will be put into place beginning with HCAHPS data from Q1 2023.

The podcast is available [here](#). If you have any questions, please reach out to the HCAHPS Survey Project Team at hcahps@hsag.com or 888-884-4007



HHCAHPS

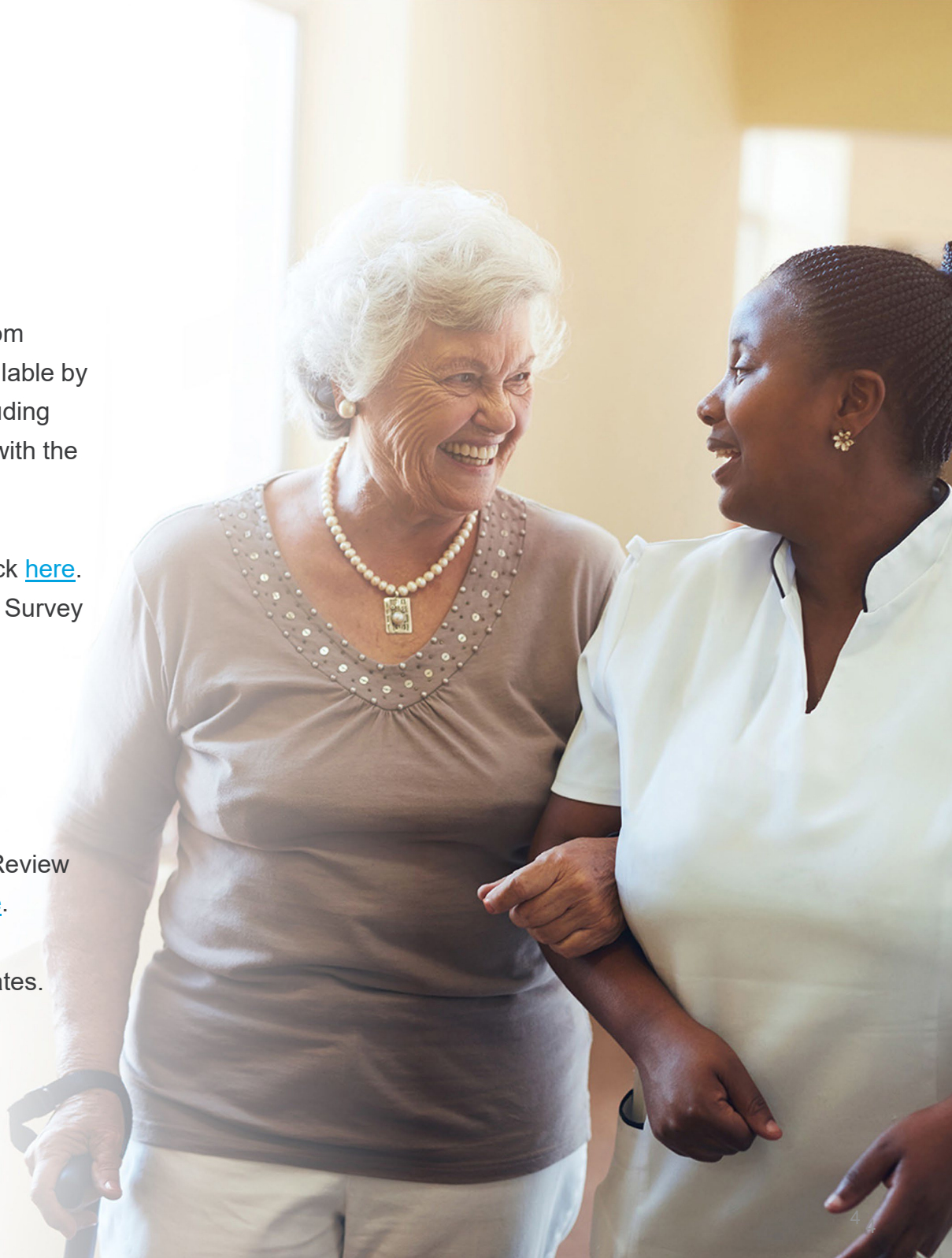
Preview Reports

Preview Reports containing HHCAHPS Survey results from Q1 2022 – Q4 2022 (January – December 2022) are available by logging on to the [HHCAHPS website](#). These results, including Star Ratings, will be publicly reported on Care Compare with the July 2023 refresh.

For additional information on Preview Reports, please click [here](#). If you have any questions, please contact the HHCAHPS Survey Coordination Team at hhcahps@rti.org or 866-354-0985.

Coordination Team Quarterly Review

The July 2023 HHCAHPS Coordination Team Quarterly Review (CTQR) has been posted on the HHCAHPS website [here](#). This quarter's newsletter includes snapshots of the race responses in alphabetical order and public reporting updates.



CAHPS for MIPS

Preview Reports

MIPS final score previews for the 2022 performance year are available now by logging in to the [QPP website](#). Preview reports will be available until final performance feedback is published in August 2023.

A 2022 Final Score Preview FAQ is available [here](#). If you believe you have found an error in your preview scores, please contact QPP Service Center at QPP@cms.hhs.gov or 866-288-8292.



ACO REACH

Vendor Authorization

REACH ACOs are required to contract with a CMS-approved survey vendor to conduct the ACO REACH CAHPS Survey. ACOs must authorize a survey vendor through the [ACO REACH CAHPS website](#) each year, even if they have participated in the past. The deadline to authorize a survey vendor is August 7, 2023. Instructions on how to authorize a vendor are available [here](#).



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		

**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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