



CAHPS INSIDER

Insights and Updates for Effective Compliance

January 2024

nrc
HEALTH

Human Understanding®

Table of Contents

HHCAHPS

| | |
|------------------------------------|---|
| Preview Reports | 3 |
| Coordination Team Quarterly Review | 3 |

OAS CAHPS

| | |
|--------------------------|---|
| Updated Exempt CPT Codes | 4 |
| Exemption For Size | 5 |

ICH CAHPS

| | |
|----------------------------------------|---|
| Participation and Vendor Authorization | 6 |
| Survey Update | 7 |

External Submission Deadlines

| | |
|-------------------------------|---|
| External Submission Deadlines | 8 |
|-------------------------------|---|

HHCAHPS

Preview Reports

HHCAHPS Preview Reports displaying results from Q3 2022 – Q2 2023 (July 2022 – June 2023) and Star Ratings are available now by logging in to the [HHCAHPS website](#). The results contained in these reports will be reported on [Care Compare](#) in late January 2024.

For additional information about Preview Reports, please click [here](#).

Coordination Team Quarterly Review

The January 2024 edition of the HHCAHPS Coordination Team's Quarterly Review newsletter has been published on the [HHCAHPS website](#). This quarter's newsletter contains important dates and information on publicly reported data, including explanations of footnotes.



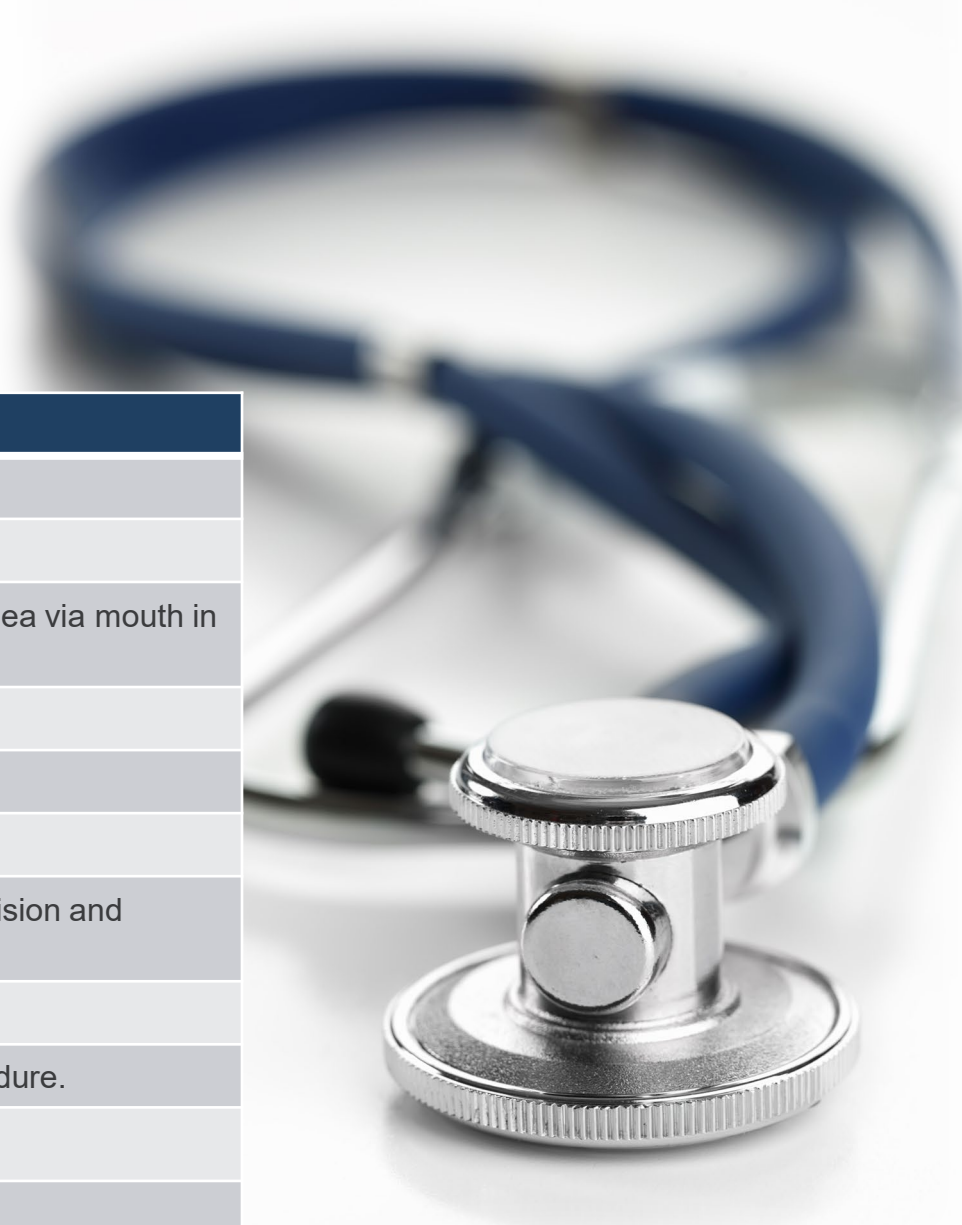
OAS CAHPS

Updated Exempt CPT Codes

As CMS has continued to evaluate CPT codes that qualify patients for the OAS CAHPS Survey, they have identified additional CPT codes that are ineligible and should be excluded from OAS CAHPS surveying. The codes below have been added to the ineligible list.

| Code | Description |
|-------|---------------------------------------------------------------------------------------------------------------------------------|
| 25246 | Injection of contrast into wrist prior to imaging procedure. |
| 27093 | Injection of contrast into the hip prior to imaging procedure. |
| 31500 | Introduction procedures on the larynx (inserting tube into trachea via mouth in emergency situation to maintain an open airway) |
| 36005 | Injection of contrast into the vein prior to imaging procedure. |
| 36010 | Cath placement, SVC, prior to imaging procedure. |
| 36215 | Selective cath placement, arterial, prior to imaging procedure. |
| 36221 | Diagnostic studies of cervicocerebral arteries (Imaging supervision and interpretation only) |
| 36410 | Venipuncture |
| 37252 | Intravascular Ultrasound procedure, done as an-add on procedure. |
| 49424 | Injection of contrast followed by imaging procedure. |
| 51798 | Measurement of urine by ultrasound |

Updated 1/8/2024



OAS CAHPS

Exemption For Size

Hospital Outpatient Departments (HOPDs) who served fewer than 60 eligible patients in calendar year (CY) 2023 are exempt from fielding the OAS CAHPS Survey in CY 2024. If your organization qualifies for an exemption, you are required to submit a Participation Exemption Request form, which is available on the OAS CAHPS website [here](#). Exemptions are valid for one year.

If you have any questions, please contact the OAS CAHPS Survey Coordination Team at oascahps@rti.org or 866-590-7468.



ICH CAHPS

Participation and Vendor Authorization

In-center hemodialysis (ICH) facilities that served 30 or more survey-eligible patients in calendar year 2023 are required to field ICH CAHPS in spring and fall of 2024 to be compliant with CMS quality reporting requirements. ICH facilities that served fewer than 30 eligible patients can participate voluntarily. A comprehensive list of eligibility requirements is available [here](#).

Facilities participating in the 2024 ICH CAHPS Spring Survey must authorize an approved survey vendor by the February 28, 2024 deadline. Vendor authorization can be completed when logged in to the [ICH CAHPS website](#) and is only required if:

- Your organization is participating in ICH CAHPS for the first time,
- Your organization is changing to a new survey vendor, or
- Fall 2023 is listed as the ending survey period in your existing vendor authorization.

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



ICH CAHPS

Survey Update

Beginning with the Spring 2024 fielding period, response choices for the race question will be presented in alphabetical order. No action is required for NRC Health partners – these changes are in place to take effect with Spring 2024 surveys.



External Submission Deadlines

| | Q2 2023 Discharges | Q3 2023 Discharges | Q4 2023 Discharges | Q1 2024 Discharges |
|-----------------------|-------------------------|-----------------------|-----------------------|-----------------------|
| HCAHPS | 10/4/2023 | 1/3/2024 | 4/3/2024 | 7/3/2024 |
| Premier | 10/13/2023 | 1/12/2024 | 4/12/2024 | 7/23/2024 |
| Vizient | 10/12/2023 | 1/11/2024 | 4/11/2024 | 7/11/2024 |
| HHCAHPS | 10/19/2023 | 1/18/2024 | 4/18/2024 | 7/18/2024 |
| CAHPS Hospice | 11/8/2023 | 2/14/2024 | 5/8/2024 | 8/14/2024 |
| OAS CAHPS | 10/11/2023 | 1/10/2024 | 4/10/2024 | 7/10/2024 |
| ICH CAHPS | 7/26/2023 (Spring 2023) | | 1/31/2024 (Fall 2023) | |
| PCF PECS | | 1/16/2024 | | |
| ACO REACH | | 1/16/2024 | | |
| CAHPS for MIPS | | 1/18/2024 | | |

**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.

The materials and information contained herein are intended for general informational and educational purposes only and are not intended to be legal advice. These materials are intended, but not promised or guaranteed to be current, complete, or up-to-date and should not be considered an indication of future results. You should not act or rely on any information contained in this newsletter without first seeking the advice of an attorney.