



CAHPS INSIDER

Insights and Updates for Effective Compliance

June 2024



Human Understanding®

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CAHPS Insider Live

Join NRC Health for our first installment of “CAHPS Insider Live,” a quarterly webcast for healthcare leaders who want to stay ahead of the curve with the insights and strategies they need for effective compliance.

During our live June webcast, we'll focus on updates and proposed changes to the CAHPS survey, specifically focusing on the HCAHPS updates set for January 2025. Connect with us to get practical advice from our experts, have your questions answered, and get help to navigate the new landscape of CAHPS surveys.

Register today on nrchealth.com.



CAHPS Hospice

Public Reporting Refresh

CAHPS Hospice data have been updated on [Care Compare](#) to reflect results from caregivers for Q3 2021 – Q2 2023 (July 1, 2021 – June 30, 2023) decedents.

Preview Reports

Hospices can review their results that will be published on [Care Compare](#) in advance of the August 2024 refresh. Preview Reports are available for review through the Certification and Survey Provider Enhanced Reports (CASPER) application until July 3, 2024. The reports will be available to download for an additional 30 days after the preview period ends.



CAHPS Hospice

Reporting Updates

The following updates regarding CAHPS Hospice were made on the [CAHPS Hospice website](#).

- The CAHPS Hospice Survey response rate for Quarter 4, 2021 – Quarter 3, 2023 (October 2021 – September 30, 2023 decedents) was 29%.
- Case-mix adjustment methods are available [here](#).
- CAHPS Hospice Survey state scores are posted [here](#).
- CAHPS Hospice Survey national percentiles are posted [here](#).
- Technical notes for summary Star Ratings are available [here](#).

CAHPS for MIPS

Overview Webinar

CMS has published a webinar that provides an overview of CAHPS for MIPS in 2024. Chapters include eligibility, participation, score adjustments, and category requirements. The video is available on the CMS YouTube channel [here](#).

Registration Deadline Approaching

The deadline for groups, virtual groups, and APM Entities (excluding MSSP ACOs) to register for the CAHPS for MIPS Survey for the 2024 performance year is July 1, 2024.

Registration can be completed through the [QPP website](#). For additional information, please visit the QPP How to Register for the CAHPS for MIPS Survey page [here](#).

Please note MSSP ACOs are automatically registered to participate in the CAHPS for MIPS Survey and do not need to complete this process.



PCF PECS

Vendor Authorization Deadline Approaching

The deadline for vendor authorization for the 2024 PCF PECS is June 14, 2024. This authorization is only necessary for practices that are new to PCF PECS in 2024 or wish to switch survey vendors. Practices continuing with the same vendor as in the 2023 survey do not need to reauthorize. Instructions for authorizing or changing a vendor can be found on the [PCF PECS website](#) under Quick Links.



ACO REACH



PY 2023 Annual Quality Reports

CMS will distribute 2023 Annual Quality Reports in July 2024 via the 4i portal. Reports include information on quality measures for 2023, including CAHPS. The CAHPS section of the Annual Quality Report will contain de-identified individual survey results across all domains and questions, and the overall ACO REACH CAHPS level.

Please contact the ACO REACH CAHPS Coordination Survey Team at acoreachcahps@rti.org or 833-870-0486 with any questions.

Vendor Authorization

Vendor authorization for the ACO REACH CAHPS Survey opens June 7, 2024. The deadline to authorize a vendor is August 2, 2024. REACH ACOs must authorize a CMS-approved survey vendor to administer the survey each year, even if they have participated in the past. The process can be completed by logging in to the [ACO REACH website](#). Instructions are available [here](#).

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	1/31/2024 (Fall 2023)		7/31/2024 (Spring 2024)	
PCF PECS	1/17/2025 (2024)			
ACO REACH	1/13/2025 (2024)			
CAHPS for MIPS	1/16/2025 (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.

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