



CAHPS INSIDER

Insights and Updates for Effective Compliance

August 2024

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HCAHPS

IPPS Final Rule

The IPPS 2025 Final Rule has been issued, which finalizes changes to the HCAHPS Survey to take effect in January 2025. Discover the exciting updates – Click [here](#) for a full overview!

The Final Rule is available on the [Federal Register](#). For additional information, please reference the [CMS Fact Sheet](#).

Preview Reports

Preview Reports including HCAHPS results from Q1 2023 – Q4 2023 (January 1, 2023 – December 31, 2023) and Star Ratings are available through the [Hospital Quality Reporting \(HQR\) Portal](#). The preview period for hospitals to review their data closes August 29, 2024. These data will be publicly reported on [Care Compare](#) in October 2024.



HCAHPS

Website Updates

Several updates are now included under [What's New](#) on the HCAHPS website, including:

- HCAHPS Star Ratings [Technical Notes](#)
- [Patient-mix adjustments and National Means](#) for the July 2024 public reporting period
- Top-Box Scores Table and [Summary Analyses](#)
- Star Ratings [Distributions](#)

Public Reporting Refresh

Publicly reported HCAHPS results on [Care Compare](#) have been updated to reflect results from Q4 2022 – Q3 2023 (October 1, 2022 – September 30, 2023).

HHCAHPS

Public Reporting Refresh

Publicly reported Home Health CAHPS results on [Care Compare](#) have been updated to reflect results from Q1 2023 – Q4 2023 (January 1, 2023 – December 31, 2023).

OAS CAHPS

Eligible Codes

Beginning with January 2025 surgeries and procedures, the following CPT codes will be considered eligible for the OAS CAHPS survey:

- 92920 and 92921
- 92928 and 92929
- 92978
- 93451 through 93462
- 93566 through 93572
- 93985 and 93986

CAHPS Hospice

FY 2025 Final Rule

CMS released the FY 2025 Final Rule that finalizes proposals for significant changes to the CAHPS Hospice Survey and survey administration. Beginning with April 2025 decedents:

- An updated survey will be used, containing 39 questions
 - Survey changes can be found [here](#).
- Prior to survey administration, a pre-notification letter will be mailed
- A web-mail mode of survey administration will be available
- The fielding period will be extended from 42 to 49 days.
- Mail-only will be used as the reference for mode adjustments.

The Final Rule is available on the [Federal Register](#). For additional information, please reference the [CMS Fact Sheet](#).



CAHPS for MIPS



Survey Vendor Authorization

Shared Savings Program ACOs and participating MIPS clinician groups are required to authorize a survey vendor to administer the CAHPS for MIPS Survey each year, even if they have participated in the survey in the past. The vendor authorization tool is available now through September 11, 2024.

PCF PECS CAHPS

Semiannual Newsletter

The July 2024 edition of the PCF PECS Semiannual Newsletter has been published and can be found [here](#). The newsletter includes information on response rates, reports, and important upcoming dates for the 2024 data collection period.

Upcoming Events

CAHPS Insider Live

Join NRC Health for the next installment of the CAHPS Insider Live webcast on Wednesday, September 4 @ 11:30 a.m. CT. More information to come!



External Submission Deadlines

	Q4 2023 Discharges	Q1 2024 Discharges	Q2 2024 Discharges	Q3 2024 Discharges
HCAHPS	4/3/2024	7/3/2024	10/2/2024	1/2/2025
Premier	4/12/2024	7/19/2024	10/18/2024	1/17/2025
Vizient	4/11/2024	7/11/2024	10/11/2024	1/10/2025
HHCAHPS	4/18/2024	7/18/2024	10/17/2024	1/16/2025
CAHPS Hospice	5/8/2024	8/14/2024	11/13/2024	2/12/2025
OAS CAHPS	4/10/2024	7/10/2024	10/9/2024	1/8/2025
ICH CAHPS	7/31/2024 (Spring 2024)		1/29/2025 (Fall 2024)	
PCF PECS	1/17/2025 (2024)			
ACO REACH	1/13/2025 (2024)			
CAHPS for MIPS	1/16/2025 (2024)			
<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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