



CAHPS INSIDER

Insights and Updates for Effective Compliance

September 2024

nrc
HEALTH

Human Understanding®

Table of Contents

CMS News

Hurricane Exceptions	3
----------------------	---

HCAHPS

Updated HCAHPS Sub-Measures	3
-----------------------------	---

CAHPS Hospice

Preview Reports	4
Public Reporting Refresh	4

CAHPS for MIPS

Vendor Authorization Deadline	5
-------------------------------	---

ACO REACH

Annual Quality Reports	6
------------------------	---

External Submission Deadlines

External Submission Deadlines	7
-------------------------------	---

CMS News

Hurricane Exceptions

Due to the public health emergency caused by the effects of Hurricane Debby, CMS is granting exceptions to some reporting measures, including Q2 2024 HHCAHPS and CAHPS Hospice reporting and the 2024 reporting period of CAHPS for MIPS for clinicians located in the affected areas. Organizations should be aware that if they voluntarily submit data to CMS during the exception period, those data will be used for scoring and reporting.

For information on these and other hurricane exceptions, please visit the [CMS Current Emergencies page](#).

HCAHPS

Updated HCAHPS Sub-Measures

Beginning with the October 2026 public reporting period, HCAHPS Survey results will be reported under 11 sub-measures. A crosswalk of HCAHPS Survey questions to sub-measure categories is available [here](#).



CAHPS Hospice

Preview Reports

Hospices can review their results that will be published on [Care Compare](#) in advance of the November 2024 refresh. Preview Reports are available for review through the Certification and Survey Provider Enhanced Reports (CASPER) application until September 21, 2024. The reports will be available to download for an additional 30 days after the preview period ends. Please click [here](#) for additional information on CAHPS Hospice Preview Reports

Public Reporting Refresh

Publicly reported CAHPS Hospice results on [Care Compare](#) have been updated to reflect results from Q4 2021 – Q3 2023 (October 1, 2021 – September 30, 2023) decedents.



CAHPS for MIPS

A photograph of two healthcare professionals, likely nurses or doctors, in a clinical setting. They are both wearing glasses and scrubs. The woman on the left is wearing blue scrubs and has a stethoscope around her neck. The woman on the right is wearing green scrubs. They are both smiling and looking at a clipboard held by the woman on the right. The background is bright and slightly blurred, suggesting a hospital or clinic environment.

Vendor Authorization Deadline

Medicare Shared Savings Program (SSP) ACOs and participating clinician groups are required to authorize a survey vendor to conduct the CAHPS for MIPS Survey each year, even if they have participated in the past. The deadline to authorize a survey vendor for the 2024 fielding is September 11, 2024.

ACO REACH

Annual Quality Reports

Performance year 2023 Annual Quality Reports for ACO REACH CAHPS participants were accessible on the 4i Knowledge Library for ACOs as of Monday, August 12, 2024. These results include Composite Scores, SSM- and item-level scores, previous year SSM scores, and average SSM- and item-level scores across all REACH ACOs.

The CAHPS results in Annual Quality Reports for Standard/New Entrant ACOs also include the ACO's percentile rank for each SSM, the highest benchmark threshold met, and the number of points earned for each SSM.

If you have any questions, please contact the ACO REACH CAHPS Survey Coordination Team at acoreachcaphs@rti.org.



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.

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.