



CAHPS INSIDER

Insights and Updates for Effective Compliance

November 2024



Human Understanding®

Table of Contents

CMS News

Hurricane Exceptions	4
----------------------	---

HCAHPS

Public Reporting Refresh	4
Preview Reports	5
Patient-Mix Adjustments	5
Star Ratings Technical Notes	5

OAS CAHPS

Public Reporting Refresh	6
Hospital Outpatient and Ambulatory Surgical Center PPS Final Rule	6

HHCAHPS

Public Reporting Refresh	7
2025 Home Health PPS Final Rule	7

Table of Contents

ICH CAHPS

Public Reporting Refresh	8
Patient-Mix Coefficients, Star Ratings and State and National Averages	8

CAHPS for MIPS

Physician Fee Schedule Final Rule	9
-----------------------------------	---

External Submission Deadlines

External Submission Deadlines	10
-------------------------------	----

CMS News

Hurricane Exceptions

Due to the public health emergency caused by the effects of Hurricanes Helene and Milton, CMS is granting exceptions to some reporting measures, including 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 hurricane exceptions, please visit the [CMS Current Emergencies page](#).

HCAHPS

Public Reporting Refresh

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

HCAHPS

Preview Reports

Preview Reports including HCAHPS results from Q2 2023 – Q1 2024 (April 1, 2023 – March 31, 2024) and Star Ratings are available through the [Hospital Quality Reporting \(HQR\) Portal](#). The preview period for hospitals to review their data closes November 23, 2024. These data will be publicly reported on [Care Compare](#) in January 2025.

Patient-Mix Adjustments

The Patient-Mix Adjustments and National Means for the January 2025 public reporting refresh are available on the HCAHPS website [here](#).

Star Ratings Technical Notes

Updated Star Ratings Technical Notes for the January 2025 public reporting refresh are now available on the Star Ratings page of the HCAHPS website [here](#).



OAS CAHPS

Public Reporting Refresh

OAS CAHPS data have been updated in the [Provider Data Catalog](#) to include results from Q1 2023 – Q4 2023 (January 1, 2023 – December 31, 2023). Results are available at facility, state, and national levels.

Patient-Mix Adjustment Factors are available under Quick Links on the [OAS CAHPS website](#).

Hospital Outpatient and Ambulatory Surgical Center PPS Final Rule

The CY 2025 Medicare Hospital Outpatient Prospective Payment System (PPS) and Ambulatory Surgical Center Payment System Final Rule was published and is available [here](#). There are no OAS CAHPS changes included in the ruling.

For additional information on the Final Rule, please refer to the [CMS Fact Sheet](#).



Public Reporting Refresh

HHCAHPS results on [Care Compare](#) have been updated to reflect results from Q2 2023 – Q1 2024 (April 2023 – March 2024) and Star Ratings. These data, in addition to data at the HHA level, state and national averages, Patient-Mix Adjustments, and more are also accessible through the [HHCAHPS website](#) under Archived Publicly Reported Data under the General Information tab.

2025 Home Health PPS Final Rule

The CY 2025 Home Health Prospective Payment System (PPS) Final rule has been published and is available [here](#). It contains no changes to the HHCAHPS Survey or survey administration, although it does make mention of potential changes in future rulemaking. CMS is investigating opportunities to update and shorten the HHCAHPS Survey, including analyzing the results of the 2022 field test and submitting potential changes through the Pre-Rulemaking Review Process.

For additional information on the 2025 Home Health PPS Final Rule, please refer to the [CMS Fact Sheet](#).

ICH CAHPS

Public Reporting Refresh

ICH CAHPS data have been refreshed on [Care Compare](#) to reflect results from the Spring 2023 and Fall 2023 survey periods and Star Ratings.

Patient-Mix Coefficients, Star Ratings and State and National Averages

Patient-Mix Coefficients and information on Star Ratings are available [here](#). State and national averages for ICH CAHPS composite measures and global ratings are available [here](#).



CAHPS for MIPS

Physician Fee Schedule Final Rule

CMS has released the 2025 Physician Fee Schedule Final Rule, which is available [here](#). CMS thanked participants for their comments on a potential web-based mode of survey administration and stated options will be considered for future rulemaking.

Finalized changes to reporting requirements for Medicare Shared Savings Program (SSP) ACOs are as follows:

	PY 2025	PY 2026	PY 2027	PY 2028 or the PY 1 year after the eCQM specs are available for Quality IDs 487 & 493 (whichever is later) & Forward
Shared Savings Program ACO Quality Reporting Requirements	ACOs are required to report 4 eCQMs/MIPS CQMs/Medicare CQMs in the APP Plus quality measure set and administer the CAHPS for MIPS survey. CMS will calculate 1 claims-based measure.	ACOs are required to report 5 eCQMs/MIPS CQMs/Medicare CQMs in the APP Plus quality measure set and administer the CAHPS for MIPS survey. CMS will calculate 2 claims-based measures.	ACOs are required to report 6 eCQMs/Medicare CQMs in the APP Plus quality measure set and administer the CAHPS for MIPS survey. CMS will calculate 2 claims-based measures.	ACOs are required to report 8 eCQMs/Medicare CQMs in the APP Plus quality measure set and administer the CAHPS for MIPS survey. CMS will calculate 2 claims-based measures.

For additional information on the Final Rule, please refer to the [CMS Fact Sheet](#).

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)			
*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.