



CAHPS INSIDER

Insights and Updates for Effective Compliance

May 2025



Human Understanding®

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HCAHPS

Public Reporting Refresh

Publicly reported HCAHPS results on [Care Compare](#) have been updated to reflect results from Q3 2023 – Q2 2024 (July 1, 2023 – June 30, 2024).

Overall Hospital Quality Star Ratings Delay

CMS has announced a delay in the public reporting of Overall Hospital Quality Star Ratings. Originally scheduled for release in April 2025, the ratings are now anticipated to be published in July 2025 to allow time for data validation following recent system updates.

CMS has requested that hospitals not share the information included in the April 2025 Preview Reports until the data is made public later this year.

Looking ahead, CMS will issue new Preview Reports prior to the next public reporting refresh to ensure hospitals have access to the most up-to-date and accurate information.



HCAHPS

IPPS Proposed Rule

CMS published a proposed rule to update fiscal year 2026 Medicare payment policies and rates under the Inpatient Prospective Payment System (IPPS) and the Long-Term Care Hospital (LTCH) Prospective Payment System (PPS).

The proposed rule includes no changes to HCAHPS but does include proposed changes to the Hospital Inpatient Quality Reporting (IQR) Program and other quality reporting programs. The [CMS Fact Sheet](#) contains an overview of proposed changes.

The complete rule is published [here](#) on the Federal Register and is open for public comment until June 10, 2025.



OAS CAHPS

Public Reporting Refresh

OAS CAHPS data have been updated in the [Provider Data Catalog](#) to include results from Q3 2023 – Q2 2024 (July 1, 2023 – June 30, 2024). Results are available at facility, state, and national levels.

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



Public Reporting Refresh

HHCAHPS results on [Care Compare](#) have been updated to reflect results from Q4 2023 – Q3 2024 (October 1, 2023 – September 30, 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.

ICH CAHPS

Public Reporting Refresh

ICH CAHPS data have been refreshed on [Care Compare](#) to reflect results from the Fall 2023 and Spring 2024 survey periods and updated Star Ratings.

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

Patient-Mix Coefficients and information on Star Ratings are available [here](#). Please note, in previous versions of this document, the variable Difficulty concentrating, remembering, or making decisions was inadvertently included in the list of patient-mix adjusters on Page 3. This variable has not been part of the patient-mix adjustment, nor has it appeared in the formula on Page 4 or in the coefficient tables.

State and national averages for ICH CAHPS composite measures and global ratings are available [here](#).



External Submission Deadlines

	Q2 2024 Discharges	Q3 2024 Discharges	Q4 2024 Discharges	Q1 2025 Discharges
HCAHPS	10/2/2024	1/2/2025	4/2/2025	7/9/2025
Premier	10/18/2024	1/17/2025	4/18/2025	7/18/2025
Vizient	10/11/2024	1/10/2025	4/11/2025	7/18/2025
HHCAHPS	10/17/2024	1/16/2025	4/17/2025	7/17/2025
CAHPS Hospice	11/13/2024	2/12/2025	5/14/2025	8/13/2025
OAS CAHPS	10/9/2024	1/8/2025	4/9/2025	7/9/2025
ICH CAHPS	1/29/2025 (Fall 2024)		7/30/2025 (Spring 2025)	
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 CAHPS Compliance at CAHPSCompliance@nrchealth.com.

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