

CAHPS INSIDER

Insights and Updates for Effective Compliance

October 2025

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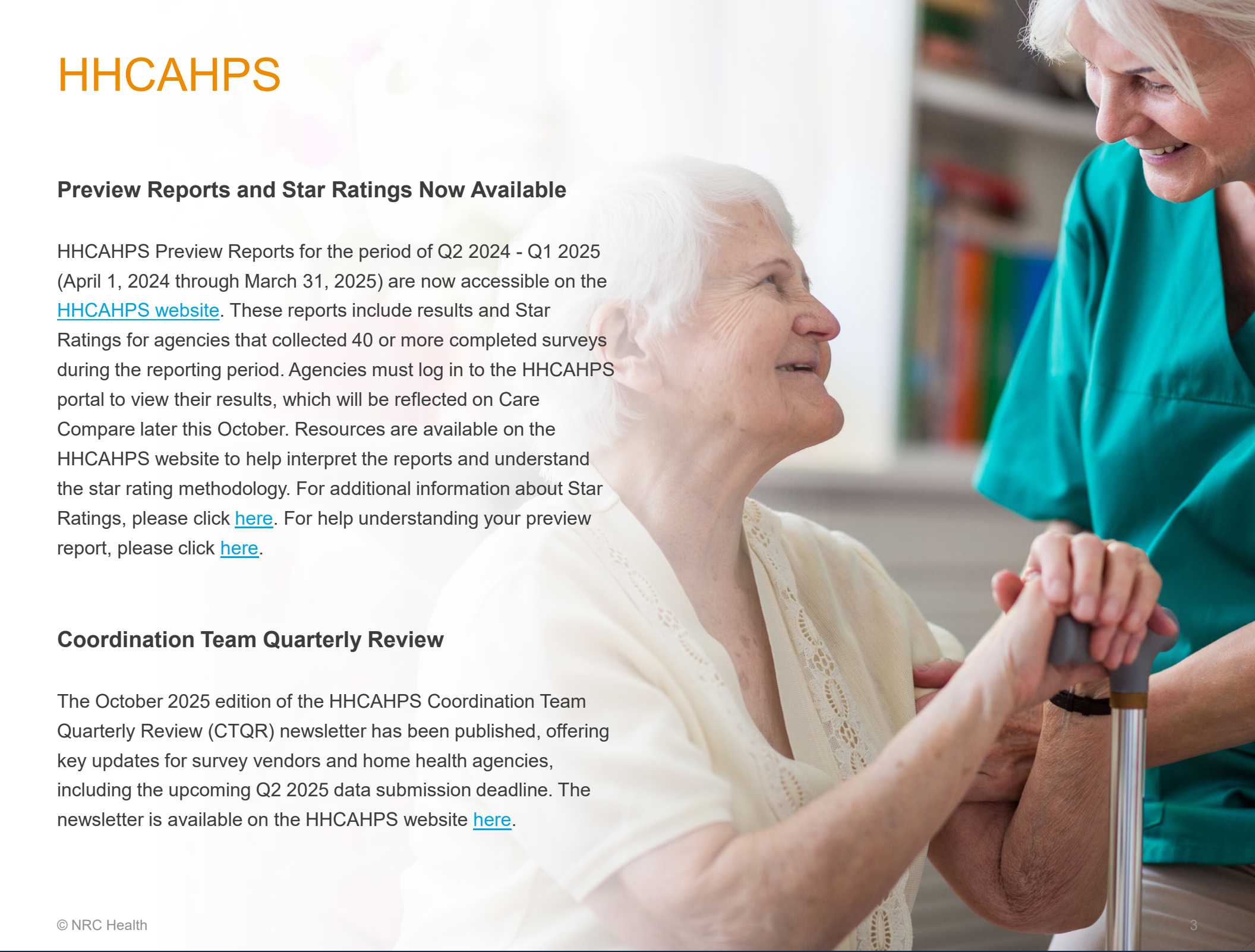
HHCAHPS

Preview Reports and Star Ratings Now Available

HHCAHPS Preview Reports for the period of Q2 2024 - Q1 2025 (April 1, 2024 through March 31, 2025) are now accessible on the HHCAHPS website. These reports include results and Star Ratings for agencies that collected 40 or more completed surveys during the reporting period. Agencies must log in to the HHCAHPS portal to view their results, which will be reflected on Care Compare later this October. Resources are available on the HHCAHPS website to help interpret the reports and understand the star rating methodology. For additional information about Star Ratings, please click here. For help understanding your preview report, please click here.

Coordination Team Quarterly Review

The October 2025 edition of the HHCAHPS Coordination Team Quarterly Review (CTQR) newsletter has been published, offering key updates for survey vendors and home health agencies, including the upcoming Q2 2025 data submission deadline. The newsletter is available on the HHCAHPS website here.



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CAHPS Hospice

Public Reporting Updates

As a result of the CAHPS Hospice changes that took effect with Q2 2025 decedents, public reporting has been updated. Details on public reporting through the transition period and the public reporting schedule are included below.

Public Reporting Changes Timeline

Refresh	Survey Versions	Reporting
Present – February 2026	Original Survey	• No changes to reporting of the 8 measures on the original survey
May 2026 – November 2027	Original and Revised Survey	• New Care Preferences measure and substantially revised Getting Hospice Care Training measure are **not** publicly reported. • Scores for the other 7 measures calculated by combining scores from quarters usings the original and revised surveys. ◦ Star Rating based on those 7 measures.
February 2028 – Forward	Revised Survey	• Scores for all 9 measures are calculated using data from the revised survey and are publicly reported. ◦ Star Rating based on 9 measures.

Tentative Public Reporting Periods

Reporting Period (Dates of Death)	Care Compare Refresh
Q1 2023 – Q4 2024	November 2025
Q2 2023 – Q1 2025	February 2026
Q3 2023 – Q2 2025	May 2026
Q4 2023 – Q3 2025	August 2026

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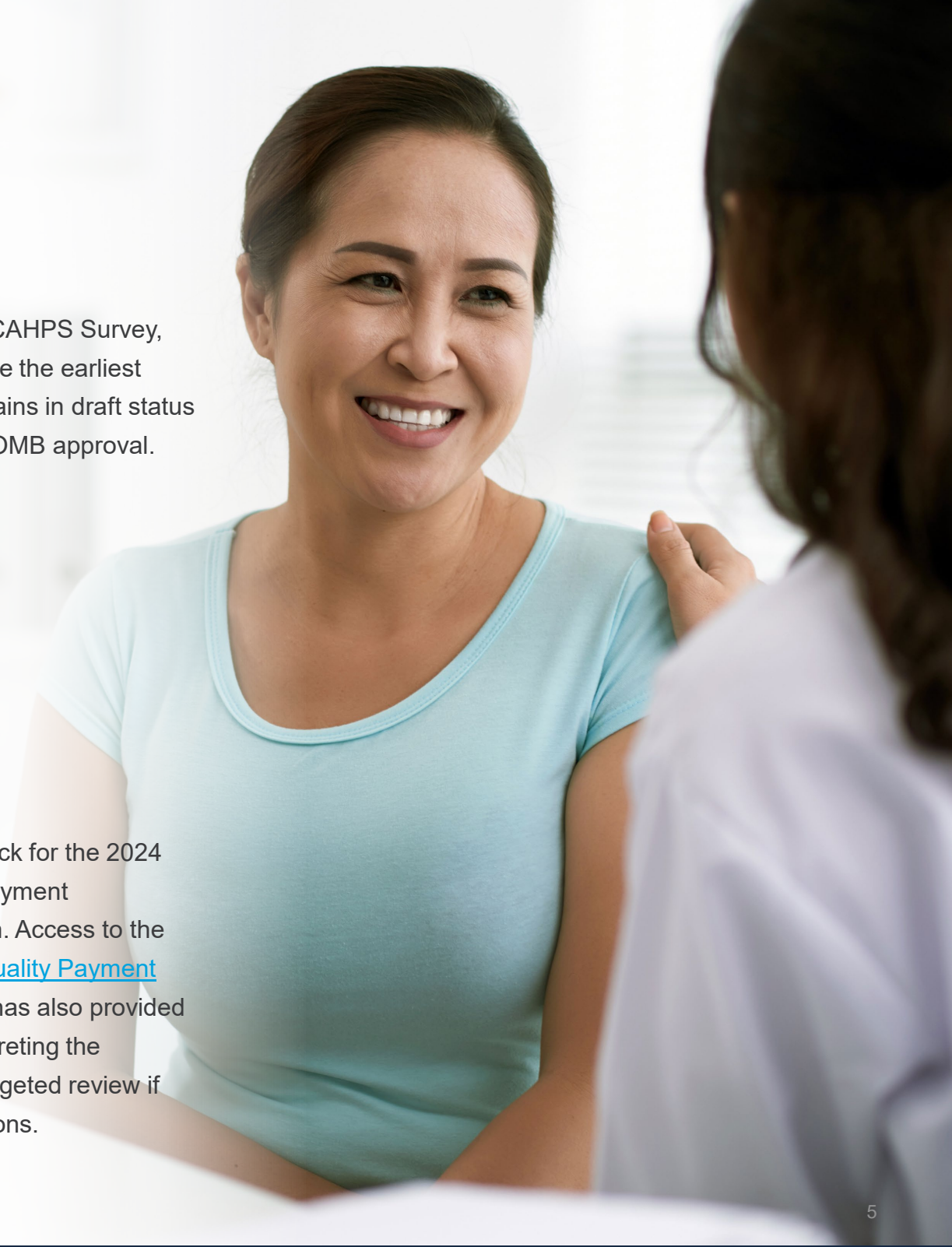
ICH CAHPS

Draft ICH CAHPS Survey Published

CMS has released a proposed draft of the revised ICH CAHPS Survey, now posted on the Survey and Protocols webpage. While the earliest possible implementation is Spring 2026, the survey remains in draft status pending finalization in CMS's upcoming Final Rule and OMB approval.



CAHPS for MIPS

2024 MIPS Final Scores

CMS has released final scores and performance feedback for the 2024 MIPS performance year. These scores will determine payment adjustments for 2026, which will be available next month. Access to the feedback and review process is available through the Quality Payment Program (QPP) website using HARP credentials. CMS has also provided MIPS Performance Feedback FAQs to assist with interpreting the feedback. Clinicians and organizations can request a targeted review if they believe there are errors in their final score calculations.

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ACO REACH

PY 2024 Results

Annual Quality Reports (AQRs) for ACO REACH participants are now available in the 4i Knowledge Library. These reports include CAHPS Composite Scores, SSM- and item-level scores, prior year comparisons, percentile rankings, and benchmark thresholds. The reports provide valuable insights into ACO performance and help organizations identify areas for improvement.



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External Submission Deadlines

	Q1 2025 Discharges	Q2 2025 Discharges	Q3 2025 Discharges	Q4 2025 Discharges
HCAHPS	*7/9/2025*	*10/8/2025*	1/14/2026	4/8/2026
Premier	*7/18/2025*	10/17/2025	1/23/2026	4/17/2026
Vizient	*7/18/2025*	10/17/2025	1/23/2026	4/17/2026
HHCAHPS	*7/17/2025*	10/16/2025	1/15/2026	4/16/2026
CAHPS Hospice	*8/13/2025*	11/12/2025	2/11/2026	5/13/2026
OAS CAHPS	*7/9/2025*	*10/8/2025*	1/14/2026	4/8/2026
ICH CAHPS	*7/30/2025 (Spring 2025)*		1/28/2026 (Fall 2025)	
ACO REACH	1/12/2026 (2025)			
CAHPS for MIPS	1/15/2026 (2025)			

**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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