



CAHPS INSIDER

Insights and Updates for Effective Compliance

July 2026



Human Understanding®

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OAS CAHPS

Proposed Rule

The Outpatient Prospective Payment System (OPPS) 2027 Proposed Rule was published by CMS and is available for review on the [Federal Register](#). The public comment period ends on August 31, 2026.

The rule does not contain any proposed changes impacting OAS CAHPS or the Information Transfer PRO-PM. Information Transfer PRO-PM remains listed as mandatory beginning with the CY 2029 payment determination.



Preview Reports

Preview Reports reflecting results from the HHCAHPS Survey for Q1 2025 – Q4 2025 (January 2025 – December 2025) are now available on the [HHCAHPS website](#) under the For HHAs tab. HHA users must be logged in to access their report.

These Preview Reports present the results that will be publicly reported and include Star Ratings for agencies with 40 or more completed surveys during the four-quarter reporting period.

The same data are scheduled to be updated on [Care Compare](#) in July 2026.

Additional resources are available to help interpret the reports, including [Understanding the HHCAHPS Survey Preview Reports](#) and [HHCAHPS Star Ratings Information](#), both accessible on the HHCAHPS website.



Coordination Team Quarterly Review

The July 2026 edition of the HHCAHPS Coordination Team Quarterly Review (CTQR) newsletter has been published, offering key updates for survey vendors and home health agencies.

This quarter's issue includes key dates and next steps for the revised HHCAHPS Survey, which was implemented in April 2026. Modified HHCAHPS Survey measures will be publicly reported beginning in October 2027.

The newsletter is available on the [HHCAHPS website](#) under the General Information tab.

Proposed Rule

The Home Health Prospective Payment System (HH PPS) Proposed Rule has been issued by CMS and includes proposed updates that impact HHCAHPS participants.

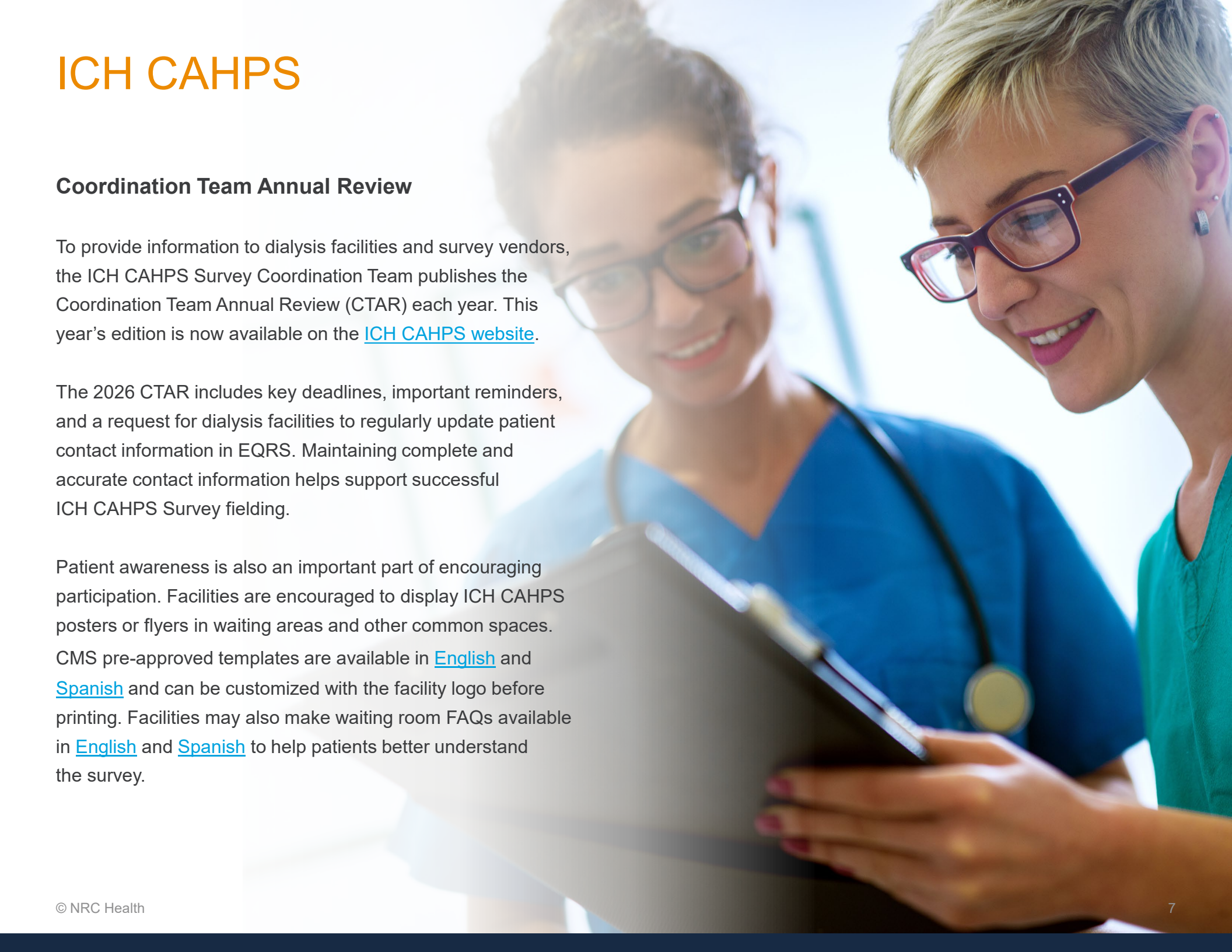
If finalized, the rule would revise the HHCAHPS APU data reporting timeframe to follow a January 1 through December 31 calendar year reporting period. This change is intended to better align home health payment policies with HHQRP pay-for-reporting requirements and provide clarity around home health payment updates.

The scheduling change would require a transition as outlined below.

HHCAHPS APU Issued	Data Reporting Timeframe
January 2027	April 1, 2025 – March 31, 2026
January 2028 Transition	April 1, 2026 – December 31, 2026
January 2029	January 1, 2027 – December 31, 2027

The Proposed Rule is available for review on the [Federal Register](#).
The public comment period is open until August 31, 2026.

ICH CAHPS



Coordination Team Annual Review

To provide information to dialysis facilities and survey vendors, the ICH CAHPS Survey Coordination Team publishes the Coordination Team Annual Review (CTAR) each year. This year's edition is now available on the [ICH CAHPS website](#).

The 2026 CTAR includes key deadlines, important reminders, and a request for dialysis facilities to regularly update patient contact information in EQRS. Maintaining complete and accurate contact information helps support successful ICH CAHPS Survey fielding.

Patient awareness is also an important part of encouraging participation. Facilities are encouraged to display ICH CAHPS posters or flyers in waiting areas and other common spaces. CMS pre-approved templates are available in [English](#) and [Spanish](#) and can be customized with the facility logo before printing. Facilities may also make waiting room FAQs available in [English](#) and [Spanish](#) to help patients better understand the survey.

ACO REACH

Vendor Authorization Reminder

All REACH ACOs are required to authorize an ACO REACH CAHPS survey vendor each year, regardless of past participation. The deadline to authorize a survey vendor for this final year of ACO REACH CAHPS fielding requirements is July 27, 2026.

We recommend authorizing your vendor as soon as possible to be prepared for the upcoming fielding. Please ensure you have logged on to the [ACO REACH CAHPS website](#) and authorized a vendor by the deadline.

Waiting Room FAQs

To inform patients about the ACO REACH CAHPS Survey, we recommend printing the ACO REACH CAHPS waiting room FAQs and making them accessible to patients. The FAQs are available in [English](#) and [Spanish](#).



External Submission Deadlines

	Q3 2025 Discharges	Q4 2025 Discharges	Q1 2026 Discharges	Q2 2026 Discharges
HCAHPS	1/14/2026	4/8/2026	7/8/2026	10/9/2026
Premier	1/23/2026	4/17/2026	7/24/2026	10/30/2026
Vizient	1/23/2026	4/17/2026	7/17/2026	10/23/2026
HHCAHPS	1/15/2026	4/16/2026	7/16/2026	10/15/2026
CAHPS Hospice	2/11/2026	5/13/2026	8/12/2026	11/11/2026
OAS CAHPS	1/14/2026	4/8/2026	7/8/2026	10/9/2026
ICH CAHPS	1/28/2026 (Fall 2025)		7/29/2026 (Spring 2026)	
ACO REACH	1/19/2027 (2026)			
CAHPS for MIPS	1/15/2027 (2026)			
*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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