



CAHPS INSIDER

Insights and Updates for Effective Compliance

September 2026



Human Understanding®

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HCAHPS

Preview Reports

CMS has released preview reports for the October 2026 [Care Compare](#) refresh, giving hospitals an opportunity to review their data before it becomes publicly available.

The preview window is open through September 18, 2026, in the [Hospital Quality Reporting \(HQR\) system](#) and reflects the data that will appear on [Care Compare](#) and the [CMS Provider Data Catalog](#).

Organizations should use this preview period to carefully review their data for accuracy and escalate any questions through [QualityNet](#) before public reporting.

Public Reporting Refresh

HCAHPS results based on data from Q4 2024 – Q3 2025 (October 1, 2024 – September 30, 2025) discharges have been published. These results are available on the [Provider Data Catalog](#) and [Care Compare](#).



OAS CAHPS

Public Reporting Refresh

CMS has released updated OAS CAHPS results based on patient experiences from Q4 2024 – Q3 2025 (October 1, 2024 – September 30, 2025). These results are now available on the [Provider Data Catalog](#) for both ambulatory surgery centers (ASCs) and hospital outpatient departments (HOPDs), with HOPD results also reflected on [Care Compare](#).

OAS CAHPS results are available at the facility, state, and national levels and are updated quarterly.



CAHPS Hospice

Public Reporting Refresh

[Care Compare](#) data have been refreshed to display CAHPS Hospice results from caregivers of Q4 2023 – Q3 2025 (October 1, 2023 – September 30, 2025) decedents.

Public Reporting Resources

CMS has posted several updated CAHPS Hospice Survey public reporting resources for the Q1 2024 – Q4 2025 reporting period.

- [Survey Response Rate](#): The CAHPS Hospice Survey response rate for the Q1 2024 – Q4 2025 public reporting period.
- [Case-Mix Adjustment](#): Updated documentation and supporting files are available to help hospices and survey vendors estimate the impact of case-mix adjustment using [publicly reported adjustors and national means](#).
- [State Scores](#): Average CAHPS Hospice Survey measure scores by state for the Q1 2024 – Q4 2025 reporting period.
- [National Percentiles](#): National percentiles for CAHPS Hospice Survey measures for the same reporting period.

Hospices may find these resources helpful for reviewing performance trends and benchmarking results against state and national averages.



CAHPS for MIPS

PY 2026 Fielding Schedule

With the CAHPS for MIPS vendor authorization deadline behind us, we are looking forward to this year's fielding. The schedule is outlined below.

PY 2026 CAHPS for MIPS Survey	Date
All participants authorize an approved survey vendor	9/9/2026
Data collection	10/14/2026 – 1/7/2027
Mail prenotification letter	10/14/2026
Mail 1 st questionnaire	10/20/2026
Mail 2 nd questionnaire	11/6/2026
Telephone follow-up	11/27/2026 – 1/7/2027
Interim data submission deadline	12/4/2026
Final data submission deadline	1/15/2027

ACO REACH

PY 2026 Fielding Schedule

Data collection has begun for the 2026 fielding of the ACO REACH CAHPS Survey. The full schedule is outlined below.

PY 2026 ACO REACH CAHPS Survey	Date
Data collection	9/8 – 12/4/2026
Mail 1st questionnaire	9/8/2026
Mail reminder/thank you postcard	9/28/2026
Mail 2nd questionnaire	10/13/2026
Telephone follow-up	11/9 – 12/4/2026
1 st interim data submission deadline	10/5/2026
2 nd interim data submission deadline	11/23/2026
Final data submission deadline	1/19/2027

Waiting Room FAQs

To help encourage participation and provide clarity for patients, CMS has released ACO REACH CAHPS waiting room FAQs. ACOs are encouraged to print these materials and make them available to patients. FAQs are available in both [English](#) and [Spanish](#).

External Submission Deadlines

	Q1 2026 Discharges	Q2 2026 Discharges	Q3 2026 Discharges	Q4 2026 Discharges
HCAHPS	7/8/2026	10/14/2026	1/13/2027	4/14/2027
Premier	7/24/2026	10/30/2026	1/29/2027	4/30/2027
Vizient	7/17/2026	10/23/2026	1/22/2027	4/23/2027
HHCAHPS	7/16/2026	10/15/2026	1/21/2027	4/15/2027
CAHPS Hospice	8/12/2026	11/11/2026	2/10/2027	5/12/2027
OAS CAHPS	7/8/2026	10/14/2026	1/13/2027	4/14/2026
ICH CAHPS	7/29/2026 (Spring 2026)		1/27/2027 (Fall 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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