



# CAHPS INSIDER

## *Insights and Updates for Effective Compliance*

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February 2024



Human Understanding®

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# HCAHPS

## Public Reporting Refresh

HCAHPS data published on [Care Compare](#) and in the [Provider Data Catalog](#) have been updated to display survey results from Q2 2022 – Q1 2023 (4/1/2022 – 3/31/2023) and updated Star Ratings.

Also available on the HCAHPS website:

- [Summary analyses page tables](#)
- [Star Ratings distributions](#)
- [Individual question top-box scores table](#)
- [Survey Protocols, Response Rates, and Representation of Underserved Patients: A Randomized Clinical Trial](#)





## CY 2025 Annual Payment Update

For the calendar year 2025 Home Health APU, HHAs must report HHCAHPS Survey data from April 2023 – March 2024. HHAs are required to participate in HHCAHPS for CY 2025 if they served 60 or more eligible patients from April 2022 – March 2023. If your organization served fewer than 60 eligible patients, you must complete a [Participation Exemption Request \(PER\) Form](#) by the March 31, 2024 deadline.

APU Period	Participation Months	PER Form Due
CY 2025	April 1, 2023–March 31, 2024	March 31, 2024
CY 2026	April 1, 2024–March 31, 2025	March 31, 2025
CY 2027	April 1, 2025–March 31, 2026	March 31, 2026

## Website Resources

The resources below are available on the [HHCAHPS website](#) to assist HHAs.

- Homepage
  - Authorize a survey vendor
  - HHA responsibilities
  - Patient-mix adjustment memo
- General Information
  - CTQR newsletter
  - Archived publicly reported data

# OAS CAHPS

## Public Reporting Refresh

OAS CAHPS data in the [Provider Data Catalog](#) have been refreshed to display results from patients who received procedures from Q3 2022 – Q2 2023 (7/1/2022 – 6/30/2023). Results are accessible at facility, state, and national levels in downloadable databases.





# ICH CAHPS

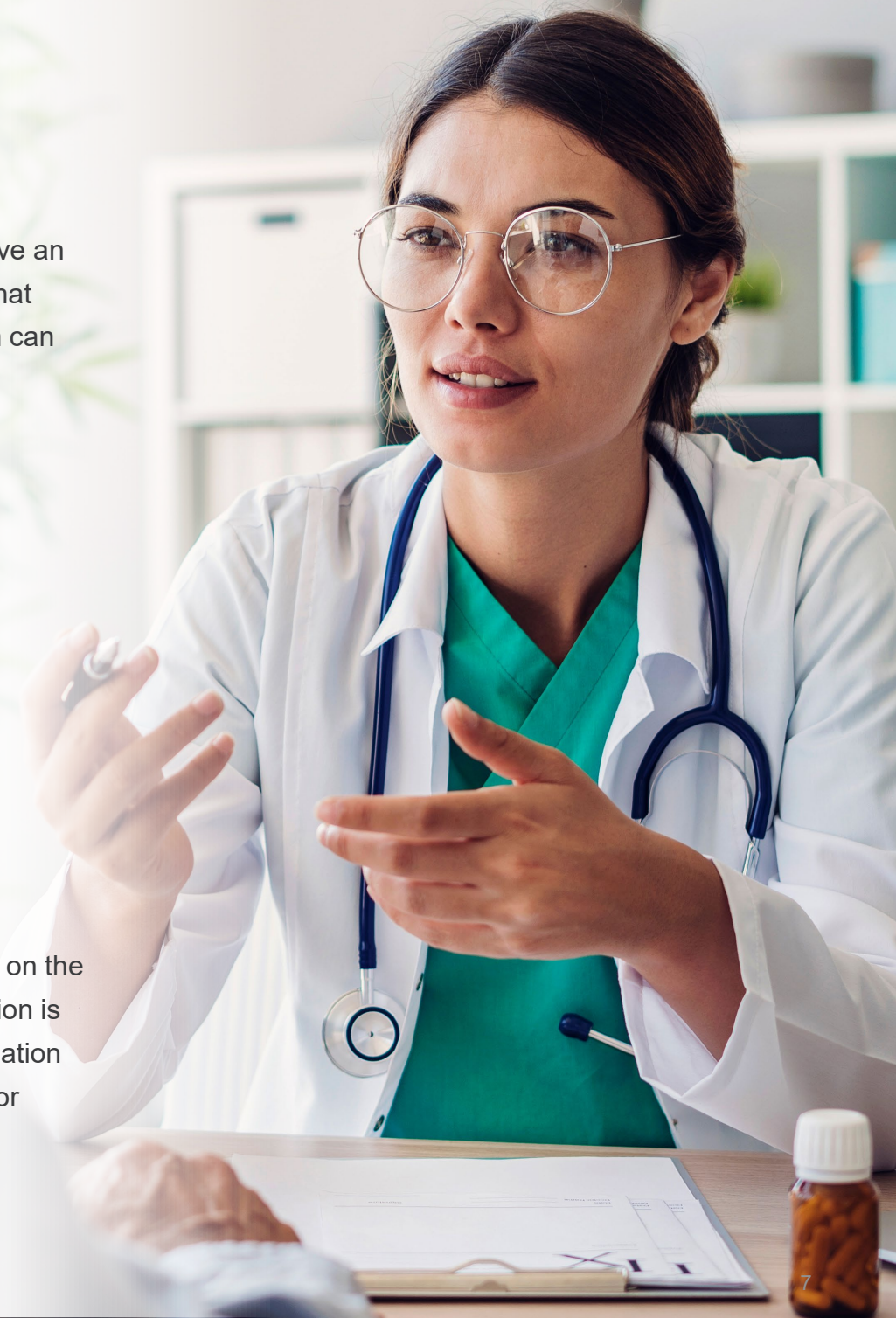
## Vendor Authorization Deadline

Facilities participating in the 2024 ICH CAHPS Spring Survey must have an active contract with an approved survey vendor and have authorized that vendor by the February 28, 2024 deadline. A new vendor authorization can be completed when logged in to the [ICH CAHPS website](#) and is only required if:

- Your organization is participating in ICH CAHPS for the first time,
- Your organization is changing to a new survey vendor, or
- Fall 2023 is listed as the ending survey period in your existing vendor authorization.

## ICH CAHPS Coordination Team Semi-Annual Review

The ICH CAHPS Survey Coordination Team publishes a semi-annual newsletter with important updates and reminders including information on the mode experiment, key dates, and action items. The January 2024 edition is now available on the [ICH CAHPS website](#). Please contact the Coordination Team at [ichcahps@rti.org](mailto:ichcahps@rti.org) or 866-245-8083 if you have any questions or would like additional information.



# PCF PECS

## PCF PECS Newsletter

The PCF PEC Survey Team published its' semiannual newsletter on the [PCF PECS website](#) under the General Information tab. The January 2024 issue includes information on vendor authorization and important dates. Practices can contact Primary Care First Support at [PCF@telligen.com](mailto:PCF@telligen.com) or 888-517-7753 with questions.

## Performance Year 2024 Schedule

PY 2024 PCF PEC Survey	Date
Practices authorize an approved survey vendor	3/11 – 6/14/2024
Data collection	9/23 – 12/17/2024
Mail teaser postcard	9/23/2024
Mail 1 <sup>st</sup> questionnaire	9/30/2024
Mail reminder/thank you postcard	10/7/2024
Mail 2 <sup>nd</sup> questionnaire	10/28/2024
Telephone follow-up	11/18 – 12/17/2024
1 <sup>st</sup> Interim Data Submission Deadline	10/21/2024
2 <sup>nd</sup> Interim Data Submission Deadline	11/27/2024
Data submission deadline	1/17/2025





# ACO REACH CAHPS

## Survey Protocol Update

CMS has updated the ACO REACH CAHPS Survey protocols to discontinue the use of the teaser postcard. NRC Health is prepared to make this change, and no action is required.

## Performance Year 2024 Schedule

PY 2024 ACO REACH CAHPS Survey	Date
REACH ACOs display waiting room FAQs	March 2024
REACH ACOs authorize an approved survey vendor	6/7 – 8/2/2024
Data collection	9/9 – 12/6/2024
Mail 1 <sup>st</sup> questionnaire	9/9/2024
Mail reminder/thank you postcard	9/30/2024
Mail 2 <sup>nd</sup> questionnaire	10/15/2024
Telephone follow-up	11/12 – 12/6/2024
1 <sup>st</sup> Interim Data Submission Deadline	10/7/2024
2 <sup>nd</sup> Interim Data Submission Deadline	11/25/2024
Data submission deadline	1/13/2025

# External Submission Deadlines

	Q2 2023 Discharges	Q3 2023 Discharges	Q4 2023 Discharges	Q1 2024 Discharges
HCAHPS	10/4/2023	1/3/2024	4/3/2024	7/3/2024
Premier	10/13/2023	1/12/2024	4/12/2024	7/23/2024
Vizient	10/12/2023	1/11/2024	4/11/2024	7/11/2024
HHCAHPS	10/19/2023	1/18/2024	4/18/2024	7/18/2024
CAHPS Hospice	11/8/2023	2/14/2024	5/8/2024	8/14/2024
OAS CAHPS	10/11/2023	1/10/2024	4/10/2024	7/10/2024
ICH CAHPS	7/26/2023 (Spring 2023)		1/31/2024 (Fall 2023)	
PCF PECS		1/16/2024		
ACO REACH		1/16/2024		
CAHPS for MIPS		1/18/2024		
*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](mailto:compliance@nrchealth.com).

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