



CAHPS INSIDER

Insights and Updates for Effective Compliance

November 2023



Human Understanding®

Table of Contents

HCAHPS

Public Reporting Refresh	3
Preview Reports	3
HCAHPS 2.0	4

HHCAHPS

Public Reporting Refresh	4
--------------------------	---

OAS CAHPS

Public Reporting Refresh	5
Public Reporting Schedule	5
Recent CY 2024 Rulemaking Highlights	6

ICH CAHPS

Public Reporting Refresh	7
--------------------------	---

External Submission Deadlines	8
-------------------------------	---

HCAHPS

Public Reporting Refresh

HCAHPS data published on [Care Compare](#) and in the [Provider Data Catalog](#) have been updated to display survey results from Q1 2022 – Q4 2022 (1/1/2022 – 12/31/2022) and updated Star Ratings.

The refresh, originally scheduled for October 2023, was postponed to November 8, 2023.

Preview Reports

Preview Reports containing HCAHPS scores from Q2 2022 – Q1 2023 (4/1/22 to 3/31/23) and Star Ratings are available through the [Hospital Quality Reporting \(HQR\) portal](#) through November 17, 2023. These results will be displayed on [Care Compare](#) and in the [Provider Data Catalog](#) with the January 2024 refresh.

Patient-mix adjustments and national means for the January 2024 [Care Compare](#) refresh are available on the HCAHPS website [here](#).



HCAHPS



HCAHPS 2.0

The FY 2024 IPPS Rule finalized changes to HCAHPS Survey administration including web-first mixed-modes and lengthening the data collection period. These changes will be implemented beginning with January 1, 2025 discharges.

CMS has announced that, pending future rulemaking, changes will be made to the HCAHPS Survey to also take effect on January 1, 2025. CMS will provide information on the updated HCAHPS Survey, known as HCAHPS 2.0, at a future date.

HHCAHPS

Public Reporting Refresh

HHCAHPS results from Q2 2022 – Q1 2023 (4/1/2022 – 3/31/2023) are now displayed on [Care Compare](#). These scores plus additional information including state and national averages, Star Ratings cut points, and patient-mix coefficients are available on the [HHCAHPS website](#) under General Information > [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 Q2 2022 – Q1 2023 (4/1/2022 – 3/31/2023). Results are accessible at facility, state, and national levels in downloadable databases.

Public Reporting Schedule

CMS issued a revised public reporting schedule. When OAS CAHPS becomes linked to reimbursement in 2024 for HOPDs, public reporting of results will be included on the [Care Compare](#) website in addition to the [Provider Data Catalog](#). To facilitate the transition and allow for a full four-quarter update, there will be no data refresh in July 2024. Data from the April 2024 refresh will remain frozen until October 2024.

Public Reporting Refresh	Reporting Period
January 2024	Q3 2022 – Q2 2023
April 2024	Q4 2022 – Q3 2023
July 2024	NO REFRESH
October 2024	Q1 2023 – Q4 2023
January 2025	Q2 2023 – Q1 2024
April 2025	Q3 2023 – Q2 2024



OAS CAHPS

Recent CY 2024 Rulemaking Highlights

CY 2024 HOPDs	CY 2024 ASCs
Linked to reimbursement beginning in CY 2024	Voluntary implementation until CY 2025
300 completed surveys annually	200 completed surveys annually
Participation request available for facilities serving fewer than 60 eligible patients a year	No participation request required
Public reporting of CY 2023 data posted on the PDC	CY 2023 and 2024 data posted on the PDC
CY 2024 data posted on Care Compare and the PDC	Public reporting on Care Compare begins with CY 2025
No public reporting refresh in July 2023 to allow for an annual update of four quarters	
Option to suppress publicly reported data will no longer apply	Option to suppress publicly reported data continues until CY 2025



ICH CAHPS

Public Reporting Refresh

ICH CAHPS results based on scores from the Spring 2022 and Fall 2022 fielding periods are now displayed on Care Compare. Patient-mix coefficients are available on the ICH CAHPS website [here](#). Average state and national scores are available [here](#).



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.

The materials and information contained herein are intended for general informational and educational purposes only and are not intended to be legal advice. These materials are intended, but not promised or guaranteed to be current, complete, or up-to-date and should not be considered an indication of future results. You should not act or rely on any information contained in this newsletter without first seeking the advice of an attorney.