CAHPS for Physician Quality Reporting System (PQRS) Survey

August 26, 2015
Physician Quality Reporting System
What is It?

• PQRS is a reporting program that uses a combination of incentive payments and negative payment adjustments to promote reporting of quality measures.

• Those who report satisfactorily for the 2015 reporting period will avoid the 2017 PQRS negative payment adjustment (-2%).

• Participate as Individual EP or group practice
CAHPS for PQRS Survey

• The Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey for group practices participating in the Physician Quality Reporting System (PQRS) Group Practice Reporting Option (GPRO) was developed to collect information about patient experience and care within that group practice.

• Survey consists of 80 items asking patients about interpersonal aspects of healthcare and areas that they have identified as important to them.

The information contained in this presentation is confidential and proprietary.
CAHPS for PQRS Survey

Why Survey?

• To help practices to assess the quality of care they are providing to their patients
• To help practices with patient experience quality improvement and external benchmarking
• To publicly report data to enable consumers/patients make comparisons when evaluating practices
• Public reporting will enhance public accountability by increasing transparency of quality of care
PQRS – for 2015

January 2015

• For 2015 Practices of 100+ Providers MUST participate at group level
• For 2015 Practices of 2-99 Providers MAY participate in CAHPS for PQRS
• CMS will NOT bear the cost of survey administration for PQRS for 2015 reporting period
  – Impacts payment beginning in 2017
  – Vendor selection and training anticipated in mid-2015
  – Data will be collected during 1Q2016
  – Getting inquiries from ACO website where CAHPS Manager is listed
  – Orgs are beginning to budget now
Current Options

**CORE**
- Access to Care
- Office Staff Courtesy
- Provider Communication
- Rate Provider

**PQRS SUPPLEMENTALS**
- Access to Specialists
- Health Promotion & Education
- Shared Decision Making
- Health & Functional Status
- Care Coordination
- Between Visit Communication
- Medication Use
- Resource Stewardship

**CG-CAHPS CORE** + **Supplemental** = **Customized CG-CAHPS**

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CAHPS for PQRS Survey
Sample Design and Beneficiary Selection

• CMS selects sample for each group practice
  • Original Medicare beneficiaries assigned to the group practice
  • 18 years or older
  • Live in the United States, Puerto Rico or U.S. Virgin Islands
  • Ineligible beneficiaries include individuals know to be institutionalized
CAHPS for PQRS Survey
Sample Design and Beneficiary Selection

• Target sample of 860 beneficiaries
  • If a practice has fewer than 860 beneficiaries, there are rules for practices to still participate

• CMS will determine if a group practice has enough beneficiaries to participate in the CAHPS for PQRS survey.

• Sample will be patient encounters in the first 3 quarters of the 2015 reporting period
CAHPS for PQRS

Administration:
- Pre-notification letter via mail
- first survey via mail
- second survey via mail
- Phone Call Follow Up (of survey)
  - Up to 6 attempts

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CAHPS for PQRS Survey
A few more details

• No supplemental questions permitted
• Proxy respondents are permitted
• English administration is required, other languages are optional
# CAHPS for PQRS Survey
## 2015 Data Collection Schedule

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deadline to Authorize a Vendor</td>
<td>5:00 PM, ET, 09/22/2015</td>
</tr>
<tr>
<td>Avatar Mails 1&lt;sup&gt;st&lt;/sup&gt; Questionnaire</td>
<td>11/20/2015 – 11/23/2015</td>
</tr>
<tr>
<td>Avatar Mails 2&lt;sup&gt;nd&lt;/sup&gt; Questionnaire – Non-Respondents</td>
<td>12/15/2015 – 12/16/2015</td>
</tr>
<tr>
<td>Initiate Telephone Follow-up (First Attempt)</td>
<td>01/05/2016 – 01/13/2016</td>
</tr>
<tr>
<td>Conduct Telephone Interview for Non-Respondents</td>
<td>01/14/2016 – 02/03/2016</td>
</tr>
<tr>
<td>Data Collection Ends</td>
<td>02/03/2016</td>
</tr>
<tr>
<td>Avatar Submits Final Data Files to CMS</td>
<td>02/10/2016 – 02/12/2016</td>
</tr>
<tr>
<td>CMS Provides Official Reports to Practices</td>
<td>October 2016</td>
</tr>
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Results will be publicly reported by CMS for each group practice on CMS Physician Compare website (http://www.medicare.gov/physiciancompare/).
CAHPS for PQRS Survey
Reporting to the Practice

• CMS also scores and reports survey results to the group practices.
  • Each group practice receives an extensive report focused on performance on the survey
    • Excel worksheet of SSM scores – items and SSMs
    • Additional info on responses across all group practices
    • Response rates
    • SSMs reported using a 0-100 scale
CAHPS for PQRS Survey
Communicating with Beneficiaries

• Group practices MAY notify beneficiaries that they may be asked to participate in the survey

• Group practices, survey vendors, or their agents are not allowed to:
  • Attempt to influence or encourage beneficiaries to answer survey questions in a particular way
  • Imply that the group practice, its personnel or agents will be rewarded or gain benefits for positive feedback from beneficiaries by asking beneficiaries to choose certain responses or indicate that the practice is hoping for a given response
  • Offer incentives of any kind for participation in the survey
CAHPS for PQRS Survey
Group Practice Roles and Responsibilities

Each group practice agrees to:

• Contract with a CMS approved CAHPS for PQRS Survey vendor to administer the CAHPS for PQRS Survey (group practices aren’t allowed to administer the survey themselves).

• Authorize the survey vendor to submit CAHPS for PQRS Survey data on their behalf by completing the Survey Vendor Authorization Form

  • Group practices must submit a Survey Vendor Authorization Form by September 22, 2015

Avatar’s Offering

- Mixed-mode administration according to specifications
- English and Spanish
- Toll-free support line for beneficiaries
- Submission of data to CMS
Additional Resources

- CMS's CAHPS for PQRS website: [http://www.pqrscahps.org](http://www.pqrscahps.org)
- Group Practice Info: [http://www.pqrscahps.org/information-for-group-practices](http://www.pqrscahps.org/information-for-group-practices)