

Patient Experience



CAHPS for MIPS

Questions and Answers

The Merit-based Incentive Payment System (MIPS) program promotes the reporting of quality information by eligible professionals using performance-based payment adjustments. Professional Research Consultants, Inc., (PRC) is a trusted partner for medical groups that elect the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey for MIPS measures within the quality performance category.



Who is eligible for the CAHPS for MIPS survey?

Eligible clinicians are:

- Billing more than \$90,000 a year
- Providing care for more than 200 Medicare beneficiaries a year

Eligible clinicians include:

- Physicians
- Physician assistants
- Nurse practitioners
- Clinical nurse specialists
- Certified registered nurse anesthetists

If you are eligible:

- CAHPS for MIPS data collection and reporting are optional for 2018.
- The registration deadline for the MIPS Group Practice Reporting Option (GPRO) was June 30, 2018; groups indicated their CAHPS for MIPS participation as part of this registration process.
- Groups must have authorized a survey vendor to conduct CAHPS for MIPS by September 18, 2018.

Is PRC a CMS-approved CAHPS for MIPS survey vendor?

Yes, PRC is proud to be an approved CAHPS for MIPS survey vendor.

How is the CAHPS for MIPS survey administered?

CAHPS for MIPS requires a mixed-mode survey administration approach, which consists of a pre-notification letter, two survey mailings, and up to six follow-up telephone calls to non-responders or to those who have not completed the survey.

CMS (the Centers for Medicare & Medicaid Services) will identify beneficiaries who are eligible for the survey and will select a random sample of beneficiaries with original Medicare who received primary care services from qualified providers. However, CMS will limit the sample to beneficiaries age 18 and older who are known not to be institutionalized or deceased. CMS selects up to 860 eligible beneficiaries, depending on the group size.

The 2018 survey administration is occurring between October 2018 and January 2019.

Event	Date
Groups must submit Vendor Authorization form	09/18/18
Pre-notification letters are mailed	10/24/18
First mail questionnaires are sent	10/31/18
Second mail questionnaires are sent	11/14/18
Phone interviews begin	12/04/18
All data collection ends	01/16/19
Data are submitted	01/25/19

What does the CAHPS for MIPS survey measure?

The CAHPS for MIPS survey asks beneficiaries about the interpersonal aspects of healthcare — aspects for which patients may be the best, if not the only, source of information, and areas that patients have identified as being important to them.

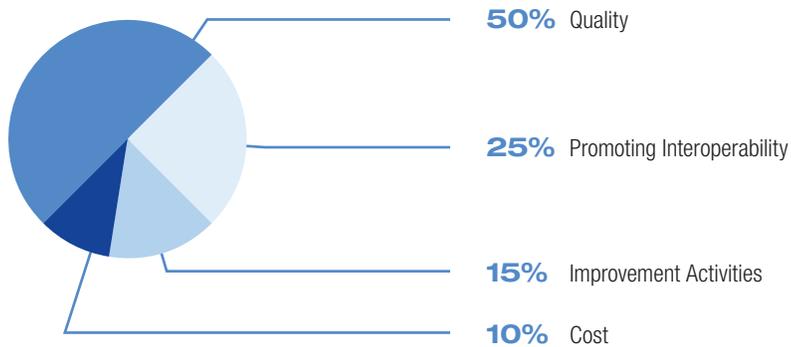
The survey includes the core questions contained in the CG-CAHPS survey plus several required supplemental items.

The 10 Summary Survey Modules

1. Getting Timely Care
2. Provider Communication
3. Rating of Provider
4. Access to Specialists
5. Health Promotion and Education
6. Shared Decision Making
7. Health Status/Functional Status
8. Courteous and Helpful Office Staff
9. Care Coordination
10. Stewardship of Patient Resources



What are the Performance Category Weights?



What are your goals?

To learn what PRC's custom data can do for you, contact us at 800-428-7455 or visit PRCCustomResearch.com

PRC Product Lines



CAHPS
Surveys



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Engagement



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How will we receive the survey results?

For groups that choose to work with us, PRC will provide results through its online portal, www.PRCEasyView.com. Users can compare themselves against PRC's live norm of other participating groups by way of top-box percentages or linear mean scores.

CMS will generate results and scores at the group level. In future years, CMS may allow oversampling to yield clinician-level results. CMS provides reports through its website, portal.cms.gov. Both narrative reports and an Excel® workbook of scores based on the survey data are available from CMS.gov.

Will results be publicly reported?

Physician Compare (<http://www.medicare.gov/physiciancompare>) will display CAHPS for MIPS results for each eligible **medical group**. Individual providers will simply have a notation that they participated. This information will be refreshed annually.

Customize your CG-CAHPS Survey

We also conduct customized versions of the CG-CAHPS survey for numerous clients. If you are interested in discussing options for year-round ongoing measurement to move beyond compliance to excellence, please contact us for CG-CAHPS information.

Why choose PRC?

Professional Research Consultants, Inc., empowers healthcare organizations to become the best possible places for physicians to practice medicine, patients to be treated, and employees to work. Thousands of organizations turn to PRC for comprehensive custom research and consulting solutions that help them sustain a culture of excellence and drive growth.

Make the only choice that leads to excellence – PRC.



Professional Research Consultants, Inc.®

11326 P Street
1-800-428-7455

Omaha, Nebraska 68137-2316
www.PRCCustomResearch.com

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