



CAHPS FOR ACOs

QUESTIONS AND ANSWERS

PRC has been an integral partner for CAHPS® programs (the Consumer Assessment of Healthcare Providers and Systems) since their beginning, and we are proud to be among the approved vendors for the CAHPS for ACOs (Accountable Care Organizations) survey. Our years of experience and tested methodologies make PRC the logical choice for all patient experience survey needs.





WHO IS ELIGIBLE FOR THE CAHPS FOR ACOS SURVEY?

According to CMS (the Centers for Medicare and Medicaid Service), the CAHPS for ACOS survey allows Next Generation Accountable Care Organizations to meet their requirement to measure patient experience of care. This model is designed for the high performers and presents opportunity for greater risk and reward.

As of 2021, Shared Savings Program ACOs are required to report the CAHPS for MIPS survey with the Alternative Payment Model (APM) Performance Pathway (APP).

IS PRC A CMS-APPROVED CAHPS FOR ACOS SURVEY VENDOR?

Yes, PRC has been a fully approved CAHPS for ACOs survey vendor since 2013.

HOW IS THE CAHPS FOR ACOS SURVEY ADMINISTERED?

CAHPS for ACOs 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 will select a random sample of eligible Medicare beneficiaries who received primary care services from qualified providers. CMS will limit the sample to beneficiaries age 18 and older and who are known not to be institutionalized or deceased. The sample size is 860 patients per year, but CMS may decide to adjust this number in the future.

The 2021 survey administration will occur between October 2020 and January 2021. Participating ACOs must select a vendor and submit a completed vendor authorization form to CMS by September 15, 2021.

Event	Date
ACOs must submit Vendor Authorization form	September 15, 2021
Pre-notification letters are mailed	October 18, 2021
First mail questionnaires are sent	October 25, 2021
Second mail questionnaires are sent	November 15, 2021
Phone interviews begin	December 3, 2021
All data collection ends	January 13, 2022
Data is submitted	January 18, 2022

WHAT DOES THE CAHPS FOR ACOS SURVEY MEASURE?

The CAHPS for ACOs 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 CAHPS for ACOs survey includes the ten patient experience of care summary survey measures shown to the right. CMS has identified nine measures to be included as pay for performance. Only Summary survey measure 7, Health Status/Functional Status, is a pay for reporting measure.

HOW WILL WE RECEIVE THE SURVEY RESULTS?

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

CMS will generate results and scores at the ACO 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 through CMS.gov.

WILL THE RESULTS BE PUBLICLY REPORTED?

Currently, Physician Compare shows mean scores for select measures at the ACO level through the Accountable Care Organization Quality Data link ([medicare.gov/physiciancompare/aco/search](https://www.medicare.gov/physiciancompare/aco/search)). The information here is refreshed annually in late fall to reflect the past year's performance.

CUSTOMIZE YOUR CG-CAHPS SURVEY

PRC also conducts 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 at 800-428-7455 for CG-CAHPS information.

SHARED SUMMARY MEASURES (SSM)

(Results will impact payment structure)

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. Care Coordination
9. Stewardship of Patient Resources
10. Courteous and Helpful Office Staff

*This measure is pay for reporting only.

PRC Product Lines and Coaching



CAHPS Surveys



Patient Experience



Employee Engagement



Physician Partnership Solutions



Consumer & Brand



Community Health



**PRC
EXCELLENCE
ACCELERATOR**

ABOUT PRC

Since 1980, PRC has helped more than 2,200 healthcare organizations achieve their research objectives by collecting and analyzing timely, accurate, and reliable feedback from patients, employees, physicians, and the community at large. PRC's high-quality survey research, analytics tools, and coaching give voice to healthcare organizations, patients, and the community as a whole. Leading the standards for healthcare market research, PRC partners with organizations to support their efforts in becoming better places for patients to be treated, physicians to practice medicine, and employees to work.

Achieve healthcare excellence with PRC.

WHAT ARE YOUR GOALS?

To learn what PRC's data can do for you, contact us at 800-428-7455 or visit [PRCCustomResearch.com](https://www.PRCCustomResearch.com)

