

CAHPS and Related Requirements

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Topic 1: MACRA

Objectives

- Describe the options for quality measurement under the new program
- Explain the patient experience survey requirements
- Review public reporting

Medicare Access and CHIP Reauthorization Act of 2015 (MACRA) is the new Medicare payment program which effective as of 2017 visits that will be used to adjust 2019 payment rates for physicians.

MACRA provides two paths for physicians –

1. Advanced Alternative Payment Model (Advanced APM): Physicians can participate in an alternative payment model where risk is shared such as a Next Generation ACO. All Advanced APMs include required quality measures which are used to evaluate participants. Most include a patient experience survey component.
2. Merit Based Incentive Payment System (MIPS): MIPS replaces the previous PQRS, physician value based payment modifier, and meaningful use programs. Features of each program have been incorporated into the new MIPS scoring.
 - a. Quality: There is a requirement to collect data. That data is then used to evaluate the provider or practice based on their performance. Patient experience surveys are one option for data collection.
 - b. Clinical Practice Improvement Activities: CMS has published a list of activities that physicians can attest they have performed.

Reference: <https://qpp.cms.gov/>

Topic 2: Physician Compare

Objective

- Familiarize audience with data that is available

The Physician Compare website makes quality data accessible to the public. Patient experience survey results are included for medical groups which participate in an annual data collection overseen by CMS.

Reference: <https://www.medicare.gov/physiciancompare/>

Topic 3: Data Collection Requirements for Facilities

Objectives

- Identify the patient experience survey requirements from Medicare for facilities
- Understand future alignment opportunities

Hospitals and surgery centers are required to collect patient experience survey data as part several post-acute providers.

Reference: <https://www.cms.gov/Research-Statistics-Data-and-Systems/Research/CAHPS/index.html>

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