

Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey

Centers for Medicare and Medicaid Services (CMS) requires Medicare ACOs conduct patient experience surveys on behalf of their ACO participants. Scripps ACO has contracted with Press Ganey to administer the ACO CAHPS Survey for ACO participants. Scripps ACO will be reporting ACO Quality and Patient Experience on behalf of all ACO participants.

1. What is the purpose of the ACO CAHPS survey?

The ACO CAHPS survey is used for public ACOs (Pioneer, MSSP, and Next Generation). It is intended to measure the patient's experience with his/her primary physician within the ACO and asks questions related to the patient experience.

2. When will the CAHPS survey be administered?

The official ACO CAHPS survey will be administered once per year over a three month period. 2017 performance year data collection will take place November 2017 – February 2018 to patients who have been assigned to the ACO.

3. What measures are scored by CMS?

- Getting Timely Care
- Provider Communication
- Rating of Provider
- Access to Specialists
- Health Promotion & Education
- Shared Decision-Making
- Health Status/Functional Status
- Stewardship of Patient Resources

4. What is the look-back timeframe referenced in the survey?

The survey asks patients to recall their care experience from the past 6 months.

5. How many ACO members will be surveyed?

CMS will randomly select up to 860 Medicare beneficiaries to sample for each ACO, and provide the sample directly to the survey vendor.

6. My group practice is part of an ACO and also registered for PQRS. Are we required to conduct both CAHPS for ACOs and CAHPS for PQRS Surveys?

If you are receiving this newsletter your group practice is part of the Scripps Medicare Shared Savings Program ACO and you are not eligible to conduct the CAHPS for PQRS survey. If you registered for PQRS via the Group Practice Reporting Option, using a TIN that is also included in an ACO, you should have received a message to indicate that you are not eligible to enroll. Group practices participating in an ACO are covered by the ACO's administration of CAHPS for ACOs and cannot enroll in PQRS reporting.

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