



# Physician Quality Reporting System (PQRS) 2013 Group Practice Reporting Option (GPRO) and SSP Accountable Care Organization (ACO)



**CAHPS<sup>®</sup> Survey for ACOs  
and the PQRS GPROs**

***Program Year 2013***

# Disclaimers

*This presentation was current at the time it was published or uploaded onto the web. Medicare policy changes frequently so links to the source documents have been provided within the document for your reference.*

*This presentation was prepared as a tool to assist providers and is not intended to grant rights or impose obligations. Although every reasonable effort has been made to assure the accuracy of the information within these pages, the ultimate responsibility for the correct submission of claims and response to any remittance advice lies with the provider of services. The Centers for Medicare & Medicaid Services (CMS) employees, agents, and staff make no representation, warranty, or guarantee that this compilation of Medicare information is error-free and will bear no responsibility or liability for the results or consequences of the use of this guide. This publication is a general summary that explains certain aspects of the Medicare Program, but is not a legal document. The official Medicare Program provisions are contained in the relevant laws, regulations, and rulings.*

*CPT only copyright 2012 American Medical Association. All rights reserved. CPT is a registered trademark of the American Medical Association. Applicable FARS\DFARS Restrictions Apply to Government Use. Fee schedules, relative value units, conversion factors and/or related components are not assigned by the AMA, are not part of CPT, and the AMA is not recommending their use. The AMA does not directly or indirectly practice medicine or dispense medical services. The AMA assumes no liability for data contained or not contained herein.*

# Your GPRO Support Team

- CMS
  - Alexandra Mugge, MPH, GPRO Lead
- QualityNet Help Desk
  - Monday – Friday: 7:00 am - 7:00 pm CT
  - E-mail: [qnetsupport@sdps.org](mailto:qnetsupport@sdps.org)
  - Phone: (866) 288-8912 (TTY 1-877-715-6222)
  - Fax: (888) 329-7377

# Agenda

- Consumer Assessment of Healthcare Providers and Systems (CAHPS<sup>®</sup>) Survey Overview
- ACO/PQRS GPRO CAHPS Survey Implementation

# **CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS (CAHPS<sup>®</sup>) SURVEY OVERVIEW**

# What is CAHPS?

- The Consumer Assessment of Healthcare Providers and Systems (CAHPS) is a family of surveys that measures patient-centered care
- CAHPS provides information in areas for which patients/consumers are the best or only source
- CAHPS focuses on patient experience with care, not patient satisfaction
- CAHPS has an 18 year history, has undergone rigorous methodological testing, and is highly valid and reliable

# What does the ACO/PQRS GPRO CAHPS survey cover?

- Contains 81 questions, organized in the following sections
  - Your provider (3 questions)
  - Your care from this provider in the last 6 months (38 questions)
  - Clerks and receptionists at this provider's office (2 questions)
  - Your care from specialists in the last 6 months (4 questions)
  - All your care in the last 6 months (10 questions)
  - About you (24 questions)

# What does the ACO/PQRS GPRO CAHPS survey cover? (cont.)

- Asks about patients' experiences with care
  - Across 12 summary survey measures
  - With a single provider within the ACO or group practice
  - Over a 6-month look back period



# What does the ACO/PQRS GPRO CAHPS survey cover? (cont.)

- 7 of 12 summary survey measures are derived from the CAHPS Clinician and Group Survey (CG-CAHPS)
  - Getting Timely Care, Appointments and Information
  - How Well Your Providers Communicate
  - Patient's Rating of Provider
  - Access to Specialists
  - Health Promotion and Education
  - Shared Decision-making
  - Courteous and Helpful Office Staff

# What does the ACO/PQRS GPRO CAHPS survey cover? (cont.)

- 1 summary survey measure captures information on beneficiaries' health status and functional status
  - This item includes questions required by section 4302 of the Affordable Care Act relating to disability status

# What does the ACO/PQRS GPRO CAHPS survey cover? (cont.)

- 4 additional summary survey measures capture important dimensions of patient experiences with care
  - Care Coordination
  - Between Visit Communication
  - Helping You to Take Medications as Directed
  - Stewardship of Patient Resources

# What provider does the ACO/PQRS GPRO CAHPS survey ask about?

- The provider named in the survey is the individual who provided the plurality of the beneficiary's primary care during the period being assessed
- The survey also asks about experiences with the health care team and specialists

# **ACO/PQRS GPRO CAHPS SURVEY IMPLEMENTATION**

# Which beneficiaries get the ACO/PQRS GPRO CAHPS survey?

- Beneficiaries who have original Medicare
- Beneficiaries are drawn from the same pool of beneficiaries that is used for measuring all other aspects of Medicare's ACO GPRO and PQRS GPRO reporting programs
- For 2014 implementation of the survey, 860 beneficiaries will be sampled from each ACO and PQRS GPRO

# What are the beneficiary eligibility criteria?

- Inclusion criteria
  - Beneficiaries with original Medicare who are assigned to an ACO or a group practice participating in Medicare programs and have at least 2 visits for primary care services with a provider from the group practice or ACO
  - 18 years or older
  - Live in the United States, Puerto Rico, or U.S. Virgin Islands
- Exclusion criteria
  - Individuals known to be institutionalized
  - Individuals known to be deceased

# In what languages is the ACO/PQRS GPRO CAHPS survey available?

- The survey is available in the following languages:
  - English
  - Spanish
  - Cantonese
  - Korean
  - Mandarin
  - Russian
  - Vietnamese



# What is planned for ACO/PQRS GPRO CAHPS Survey Administration?

- Survey administration planned to begin early 2014
- Will capture patient experience with care for program year 2013
- Will be administered using a mixed-mode (mail & telephone) methodology

# What is the planned timeline for ACO/PQRS GPRO CAHPS Survey Administration?

- CMS pre-notification letter mailed January 16-17, 2014
- Surveys mailed beginning late January 2014
- Telephone interviews for non-respondents begin early February 2014
- Data collection closes March 28, 2014

# What about administering other surveys during ACO/PQRS GPRO CAHPS survey period?

- In order to ensure the best possible response rate for all surveys, it is strongly recommended that questions similar to those found in the ACO/PQRS GPRO CAHPS survey **NOT** be administered **4 weeks prior to, during, and 4 weeks after** the ACO/PQRS GPRO CAHPS survey period

# What is planned for the ACO/PQRS GPRO CAHPS reports?

- Delivery of reports for ACO/PQRS GPRO CAHPS is planned for Summer 2014
- Reports will include:
  - Scores for the 12 summary survey measures
  - Detailed results, including performance on the individual performance dimensions that make up each of the summary survey measures and frequency tables for all survey questions
  - Additional information on content of the survey, data collection, and how the data were analyzed

# List of 2013 GPRO Webinars

- Look out for these other 2013 PQRS GPRO Webinars on the CMS YouTube site: <http://go.cms.gov/GPROPlaylist>
  - 2013 PQRS GPRO 101 Parts 1 & 2
  - 2013 GPRO Reporting Mechanisms Parts 1 & 2
  - 2013 GPRO Value-Based Modifier
  - Public Reporting
  - Measures Overview
  - Individuals Authorized Access to the CMS Computer Services (IACS)
  - 2013 PQRS GPRO and ACO Web Interface Measure Specifications/ Supporting Documents Parts 1, 2 & 3
  - 2013 PQRS GPRO and ACO Web Interface Assignment and Sampling

# Upcoming Webinars

- Please also check the CMS YouTube site for this upcoming webinar:
  - GPRO Web Interface Overview
- Live support calls will held on the following dates:
  - 12/5 – Question & Answer Session
  - 12/12 – XML training
  - 1/9 – GPRO Web Interface training
  - 1/16 – Question & Answer Session
  - 1/27-1/31, 2-3 pm ET –
    - Daily support calls during the first week of submission
  - 2/6, 2/13, 2/20, 2/27, 3/6, 3/13, 3/27, 2-3 pm ET –
    - Weekly support calls during the remaining submission period

# Resources

- Additional information about CAHPS can be found at the Agency for Healthcare Research and Quality website at this link <https://www.cahps.ahrq.gov/>
- Information on the ACO CAHPS can be found on the Medicare Shared Savings Program Quality page [http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/sharedsavingsprogram/Quality\\_Measures\\_Standards.html](http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/sharedsavingsprogram/Quality_Measures_Standards.html) or the ACO CAHPS vendor site at <http://acocahps.cms.gov/Content/Default.aspx>
- If you have additional questions, please contact the QualityNet Help Desk:
  - Monday – Friday: 7:00 am - 7:00 pm CT
  - E-mail: [qnetsupport@sdps.org](mailto:qnetsupport@sdps.org)
  - Phone: (866) 288-8912 (TTY 1-877-715-6222)
  - Fax: (888) 329-7377