Merit-based Incentive Payment System (MIPS) CAHPS®* Smart Sheet

RMS Healthcare
Research & Marketing Strategies, Inc.

Important MIPS CAHPS Dates

- **Sept 19, 2017** — MIPS vendor authorization deadline
- **Nov 2017 - Feb 2018** — Survey administration period
- **Nov 2017** — Pre-notification letter mailed
- **Nov 2017** — Mail out first survey with cover letter
- **Dec 2017** — Mail out second mailing to non-respondents
- **Jan 2018 - Feb 2018** — Telephone follow-up for mail non-respondents
- **Feb 2018** — Data submission to CMS

Survey Process

- Mixed-mode data collection protocol
- CMS selects a random sample of 860 patients
- Mailing of CMS pre-notification letter
- Two organization branded survey mailings
- Up to 6 telephone follow-up calls to complete survey

Survey Qualifications

Number of Providers	Minimum Surveyed	Maximum/Target Surveyed
100 +	416	860
25-99	255	860
2-24	125	860
Fewer than 125 Medicare beneficiaries - survey not conducted		

MIPS CAHPS Quality Measures

- Receiving timely care, appointments and information
- How well your providers communicate
- Patient rating of provider
- Health promotion and education
- Health status & functional status
- Courteous and helpful office staff
- Stewardship of patient resources
- Shared decision-making
- Care coordination
- Between-visit communication
- Medication adherence
- Access to specialists

Why RMS?

- CMS-approved vendor
- Flat rate, affordable pricing
- Real-time portal access
- RMS QualiSight Call Center
- High response rates
- English and Spanish surveying
- Deadlines accurately met
- Courteous and helpful staff

Effective in 2017, the CAHPS PQRS Survey is transitioning to MIPS CAHPS.

For more information, get in touch with us.

Research & Marketing Strategies, Inc.
866.567.5422
ChristineB@RMSresults.com
RMSresults.com

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