

Merit-based Incentive Payment System CAHPS® Smart Sheet

Important MIPS CAHPS Dates

- **Oct. 23, 2018-Jan. 25, 2019:** Survey administration period
- **Oct. 23, 2018:** Pre-notification letter mailed
- **Oct. 30-31, 2018:** First survey mailed
- **Nov. 13-14, 2018:** Second survey mailed to non-respondents
- **Dec. 4, 2018 - Jan. 16, 2019:** Telephone follow-up for mail non-respondents
- **Jan. 16, 2019:** Data collection ends
- **Jan. 25, 2019:** Final data submission to CMS

Survey Process

- CMS selects a random sample of **860 patients**
- **Mixed mode data collection protocol**
- **2 survey mailings**
- Up to **6 telephone calls** to complete the survey
- Reports delivered after **annual cycle**

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

- Getting timely care, appointments, & information
- How well providers communicate
- Patient's rating of provider
- Access to specialists
- Health promotion & education
- Shared decision making
- Health status & functional status
- Stewardship of patient resources

Why RMS?

- CMS-approved vendor
- Recognized as one of the top patient satisfaction measurement firms in the country by *Modern Healthcare*
- Affordable pricing
- Online portal access
- English & Spanish surveying
- Deadlines promptly met
- Strategies provided for improving response rates & scores
- Posters & promotional materials for increased awareness
- Courteous, helpful & responsive staff
- Key contact team
- RMS onsite call center
- Telephone surveys conducted by professional interviewers
- No robocalls
- Responsive to hot comments
- Fully HIPAA compliant

We do more than patient surveys

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Get in touch



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