

## OAS CAHPS Eligibility

### For Hospital Outpatient Departments (HOPDs)

- Must perform procedures within eligible range of CPT-4 codes for Surgery (between 10021 & 69990 or G-codes G0104, G0105, G0121, G0260)
- Must bill under the Outpatient Payment Prospective System (OPPS) unless “Critical Access Hotspot”
- Must be Medicare-certified & have CMS Certification Number (CCN)

### For Ambulatory Surgery Centers (ASCs)

- Must have an agreement with CMS & meet general requirements in accordance with 42 CFR 416 subpart B
- Must be Medicare-certified & have CMS Certification Number
- Same CPT Code & G-code requirements as HOPD
- Must bill under ASC Payment System

## Survey Process (if submitting)

- RMS recommends telephone only mode, mail & mixed mode available
- Telephone only mode includes up to 5 call attempts to reach respondents
- Survey is 35 questions, with option for supplemental questions
- Sampling rates will be determined to meet target of 300 completes
- Recommended sampling of 65 patients per month for phone mode to achieve 25 responses per month
- Quarterly data submissions to CMS
- Quarterly reporting available

## OAS CAHPS Quality Measures

- Care of patients
- Communication about procedure
- Preparations for discharge & recovery
- Overall rating of care
- Patient willingness to recommend ASC/HOPD to family or friends

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## Why RMS?

- CMS-approved vendor
- Recognized as one of the top patient satisfaction measurement firms in the country by *Modern Healthcare*
- Affordable pricing
- English & Spanish surveying
- Deadlines promptly met
- Strategies provided for improving response rates & scores
- 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

- Healthcare Consulting
- PCMH™ Recognition
- HIPAA Compliance
- CHNA/CHA
- Training
- Employee Surveys