OAS CAHPS Eligibility

For Hospital Outpatient Departments (HOPDs)

• Must perform procedures within eligible range of CPT-4 codes for Surgery (between 10004–69990 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

• Annual summary reporting

• 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

• High response rates

• English & Spanish surveying

• Deadlines promptly met

• Strategies provided for improving response rates & scores

• Real-time portal access

• Courteous, helpful, & responsive staff

• Collateral to promote surveys provided

• RMS on-site call center

• Telephone surveys conducted by professional interviewers on-site

• No robocalls

• Responsive to hot comments

• Fully HIPAA compliant

We Do More Than Patient Surveys

• Healthcare Consulting

• Patient-Centered Medical Home (PCMH™) Recognition

• HIPAA Compliance

• Community Health Assessment (CHA)

• Community Service Plan (CSP)

• Community Health Needs Assessment (CHNA)

• Employee Surveys