

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

CAHPS® Consumer Assessment of Healthcare Providers and Systems is a registered trademark of the Agency for Healthcare Research and Quality.

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