

Important CAHPS for ACOs Dates

Subject to change due to COVID-19

- **September 2020:** ACO web-based vendor authorization deadline
- **October 2020:** Pre-notification letter mailed
- **October 2020:** First survey mailed
- **October 2020–January 2021:** Survey administration period
- **November 2020:** Second survey mailed to non-respondents
- **December 2020–January 2021:** Telephone follow-up for mail non-respondents
- **January 2021:** Data collection ends
- **January 2021:** Data submission to CMS

Survey Process

- CMS selects a random sample of 860 patients¹ seen from March 1 and Aug. 31
- Survey contains 58 questions
- Mixed mode only (mail followed by phone calls)
- Pre-notification letter and 2 survey mailings
- Up to 6 telephone calls to complete the survey
- Annual summary report
- Data submitted to CMS

CAHPS for ACOs 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

Extras

- Collateral (posters, web graphics, etc.) to promote survey participation
- Free webinar – “Easy Ways to Optimize Patient Satisfaction”

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¹ Based on the number of group providers and Medicare beneficiaries. Call for more details.

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