

January
2021

ICH CAHPS® Coordination Team Semiannual Review

Message From the ICH CAHPS Team

Welcome to the January 2021 issue of the In-Center Hemodialysis CAHPS (ICH CAHPS) Coordination Team (CT) Semiannual Review! These newsletters are posted on the ICH CAHPS website under the General Information Tab. Please visit the ICH CAHPS website for more information on the items mentioned in this newsletter: <https://ichcahps.org>

What's New?

- CMS officially retired the original Compare websites, including Dialysis Facility Compare, on December 1, 2020. After December 1, users interested in viewing ICH CAHPS Survey results will only be able to access them via the new Care Compare and Provider Data Catalog websites. Below are links to the new Compare sites and the CMS Press Release:
 - [Care Compare](#) on Medicare.gov
 - [Provider Data Catalog](#) on CMS.gov
 - [CMS Press Release](#)
- After conducting qualitative research on the current prenotification letter, cover letters, and accompanying envelopes, CMS has revised each of these survey materials, and the telephone script, to better highlight CMS's sponsorship of the ICH CAHPS survey in an effort to increase response rates. More details on these changes can be found in the announcement posted on the [ICH CAHPS website](#) on 12/11/2020.
 - Vendors were emailed the revised English materials on 12/11/2020.
 - Vendors will be provided with the translated revised materials once the translations are finalized.
 - Revised cover letters and envelope template will be available in the *ICH CAHPS Survey Administration and Specifications Manual, Version 9.0* and on the ICH CAHPS website in February 2021.
- Starting in 2021, the annual Introduction to ICH CAHPS webinar training will transition to a self-paced format. New vendors will have 1 week to review the slides and complete the training certification. More information can be found on the [ICH CAHPS website](#).
- Starting in 2021, the deadline for vendors to submit their annual updated QAP changed from March 31 to May 31. More information can be found on the [ICH CAHPS website](#).

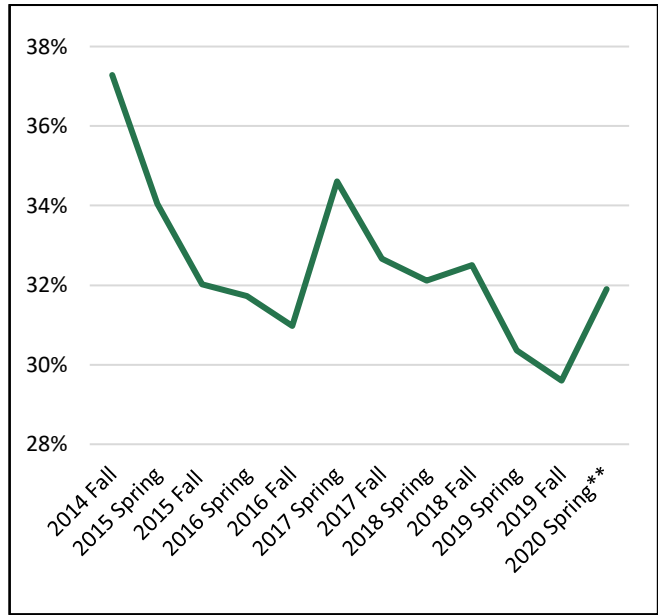
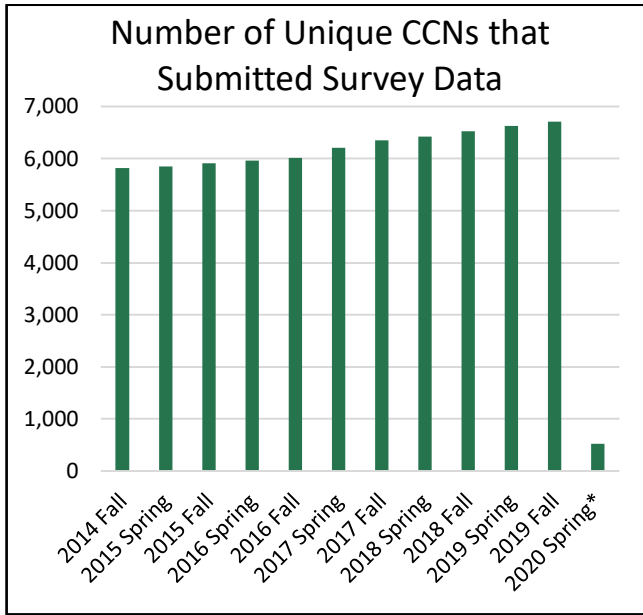
Upcoming 2021 Deadlines & Reminders

- 1/8—Data collection for the 2020 Fall Survey ends
- 1/18—RTI International will be closed for Martin Luther King, Jr. Day
- 1/27 at 5:00 PM ET—Deadline for vendors to submit their 2020 Fall XML Data File to the Data Center
- 2/5—Deadline for submitting facility-specific questions for the 2021 Spring Survey
- 2/10—ICH CAHPS Survey Vendor Update Webinar Training. [Register](#) until 5:00 PM ET on 2/9/21.
- 2/22 - 2/26—ICH CAHPS Survey Vendor Introduction Training (Self-Paced Format). [Register](#) until 5:00 PM ET on 2/21/21.
- 2/28—Deadline for authorizing or changing a survey vendor for the 2021 Spring Survey
- 2/28—Deadline for submitting a [2021 Facility Non-Participation Form](#)
- 3/1–3/8—Introduction Training certification open for new vendor applicants to complete
- 3/3—Deadline for vendors to alert the CT of any vendor authorization issues for the 2021 Spring Survey

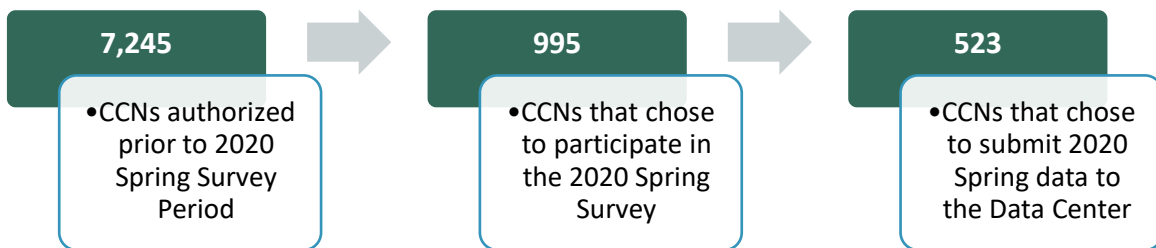
Tentative Data Collection Schedule 2021 Spring*

Activity	Date
Sampling window	10/1/2020–12/31/2020
Sample files uploaded on ICH CAHPS website	3/26/2021
Vendors attest to receipt of sample file	3/30/2021
Mail prenotification letter	4/16/2021
Mail first questionnaire (mail-only and mixed mode)/begin telephone data collection (phone-only mode)	4/30/2021
Mail second questionnaire (mail-only non-respondents)/begin phone follow-up with mixed-mode nonrespondents	5/28/2021
Data collection ends	7/9/2021
Vendors clean/process final data and construct XML File	7/9/2021–7/27/2021
Deadline for submitting XML data file to ICH CAHPS data center	7/28/2021

*Please note that these dates are subject to change.



*On March 22, 2020, CMS posted a press release stating that all ICH facilities were exempt from participating in the 2020 ICH CAHPS Spring Survey. However, facilities still had the option to participate if they chose to do so. Below are the final facility participation numbers for the 2020 Spring Survey:



**Because of the COVID-19-related exemption from CMS, the response rate for 2020 Spring was an anomaly and may not be representative of a typical ICH CAHPS survey period response rate.

Public Reporting Schedule

- Typically, survey results from the two most recent survey periods are combined for each reporting period. For example, the results published in October 2020 were based on combined data from the 2019 Spring and 2019 Fall Surveys.
- CMS has decided that data from the 2020 Spring Survey will not be publicly reported because of the COVID-19 exemption.
 - ICH CAHPS Survey data will not be refreshed in April 2021.
 - The October 2021 Refresh will include data from the 2019 Fall and 2020 Fall Survey periods, instead of 2020 Spring and Fall.

Survey Periods of Combined Data	Month Data Are Publicly Reported on Care Compare
2019 Spring and 2019 Fall	October 2020
This refresh period is frozen and will continue to display data from the October 2020 refresh	April 2021
2019 Fall and 2020 Fall	October 2021
2020 Fall and 2021 Spring	April 2022
2021 Spring and 2021 Fall	October 2022
2021 Fall and 2022 Spring	April 2023
2022 Spring and 2022 Fall	October 2023