










ICH CAHPS Participation Overview for ICH Facilities

-  **1** Register for login credentials on the ICH CAHPS website using this link: <https://ichcahps.org/ForFacilities/FacilityUserRegistration.aspx>.
-  **2** Review the **ICH CAHPS Participation Requirements** announcement in the “Quick Links” Box on the ICH CAHPS homepage found at: <https://ichcahps.org/Home.aspx>.
-  **3** Investigate if there is an alternate CCN(s) associated with your facility and End Stage Renal Disease Quality Reporting System (EQRS, formally CROWNWeb). If unsure, check with your billing department to obtain all CCNs used for billing CMS (Medicare) for services related to dialysis patients. More information on alternate CCNs is available here: <https://ichcahps.org/GeneralInformation/Announcements/tabid/348/EntryId/455/Importance-of-Registering-and-Authorizing-Primary-Alternate-CCN-pairs-on-the-ICH-CAHPS-Website.aspx>.
-  **4** Register your CCN(s) by logging onto the website using the login credentials created in Step 1 above. Then, complete the *Facility CCN Registration Form* for your CCN(s) (including any alternate CCNs) from your customized dashboard (under the Resource column) or click on this link: <https://ichcahps.org/ForFacilities/FacilityCCNRegistration.aspx>.
-  **5** Contract with a CMS-approved ICH CAHPS Survey vendor to conduct the survey. A list of approved survey vendors is available at the following link: <https://ichcahps.org/GeneralInformation/ApprovedSurveyVendors.aspx>.
-  **6** Authorize your contracted survey vendor to collect and submit ICH CAHPS Survey data for your CCN(s). Detailed steps for completing the online *Vendor Authorization Form* for your CCN(s) (including any alternate CCNs) are provided here: https://ichcahps.org/ICHCAHPS_VendorAuthorizationInstructions.pdf.
-  **7** Avoid influencing patients in any way about how to answer the ICH CAHPS Survey. For example, facilities can let patients know that they may be contacted about the survey but may not hand out any information to patients about how to answer the survey. (Please refer to the section *Communications With Patients About the ICH CAHPS Survey* in Chapter III of the ICH CAHPS Survey Administration and Specifications Manual found at <https://ichcahps.org/SurveyandProtocols.aspx>).
-  **8** Review the survey data submission reports to ensure the data were submitted by your survey vendor on time and without errors. To access these reports, click on the *Data Submission Report* link under the “For Facilities” menu tab after logging into the website.
-  **9** Monitor the ICH CAHPS website for news and updates about the ICH CAHPS Survey throughout the year. Announcements can be found here: <https://ichcahps.org/GeneralInformation/Announcements>.