**Questions and Answers from the**

**Introduction to 2017 ICH CAHPS Survey and Vendor Update Webinar Training Sessions**

The following is a list of questions and answers from the Introduction to the ICH CAHPS Survey Training Session that was held on February 14, 2018 and the Vendor Update Training Session that was held on February 15, 2018.

**ICH CAHPS Participation Requirements**

*No questions were asked about this topic.*

**Survey Schedule**

*No questions were asked about this topic.*

**Sample Selection & Distribution**

*No questions were asked about this topic.*

**Survey Administration**

Q. Who is the newsletter going to be targeted to? Will vendors receive the newsletter?

**A:** The newsletter will be targeted to both facilities and survey vendors. The newsletter will provide announcements, interesting facts, and things to note. The newsletter will be sent electronically through email and will also be posted on the ICH CAHPS website.

**Data Processing and Coding**

*No questions were asked about this topic.*

**Data File Submission**

*No questions were asked about this topic.*

**Public Reporting and Interesting Information about ICH CAHPS Survey Results**

**Q:** Any idea when Star Ratings will start?

**A:** The Star Ratings will be reported in the October 2018 Dialysis Facility Compare Refresh and will be based on combined data from the 2017 ICH CAHPS Spring and Fall Surveys.

**Q:** Do you have an idea of when Star Ratings would be implemented?

**A: See answer above.**

**Q:** What is the QIP contact information? Email address or phone number?

**A:** The ICH CAHPS Coordination Team will send contact information for CMS’s Quality Incentive Program (QIP) to survey vendors via email and will post the information on the website in an announcement.

**Question and Answers/Wrap-Up**

*No questions were asked during this section.*