

January  
2025

# ICH CAHPS® Coordination Team Semiannual Review

## Message From the ICH CAHPS Team

Welcome to the January 2025 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>

### Hear (or Read) All About It!

- IMPORTANT Reminders for ICH Facilities:
  - ICH facilities should pay attention to the announcements posted January 6th week, to understand 2025 ICH CAHPS Survey participation requirements and deadlines.
  - The self-paced Intro and/or webinar Update training sessions are great ways for a facility to become familiar with the ICH CAHPS Survey ([2025 Intro Training](#) & [2025 Update Training](#)).
  - Vendors rely on patient contact information from EQRS data to reach sample patients, but we continue to see many missing or outdated addresses and phone numbers. We encourage facilities to enter/update patient contact information in EQRS when updating clinical data for the 2025 Spring Survey sample months (Oct, Nov, and Dec 2024).
  - The ESRD PPS Final Rule for CY2025 was published in the [Federal Register](#) on November 12, 2024.
- Update on revised (shortened) survey:
  - 23 questions shorter than the current survey.
  - The necessary approval processes (and timeline):
    - Measures for Consideration (MUC)/Pre-Rulemaking Measure Review (currently)
    - Partnership for Quality Management (PQM) endorsement (Spring 2025)
    - OMB (anticipated submission Summer 2025)
- The next refreshes of ICH CAHPS Survey data on Care Compare on Medicare.gov.

Survey Periods of Combined Data	Care Compare Refresh on Medicare.gov
2023 Fall and 2024 Spring	April 2025
2024 Spring and 2024 Fall	October 2025

### Upcoming 2025 Deadlines & Reminders

- 1/29 at 5:00pm ET—Deadline for vendors to submit their 2024 Fall XML data file to the Data Center.
- 2/7—Deadline for submitting new facility-specific questions for the 2025 Spring Survey
- 2/12—Survey Vendor Update training
- 2/12-2/19—Self-paced Intro training available
- 2/28—Deadline for vendors to submit Facility Closing Attestation Form for closed client facilities
- 2/28—Deadline for facilities to authorize new/change vendor for the 2025 Spring Survey
- 2/28—Deadline for facilities to submit the 2025 Facility Non-Participation Form
- 3/3—Deadline for vendors to review the Vendor Authorization Report and notify the Coordination Team of any authorization issues
- 5/31—Annual Updated QAP due

### Tentative Data Collection Schedule 2025 Spring\*

Activity	Date
Sampling window	10/1/2024-12/31/2024
Sample files uploaded on ICH CAHPS website	3/28/2025
Vendors attest to receipt of sample file	4/1/2025
Mail prenotification letter	4/18/2025
Mail first survey (mail-only and mixed mode)/ begin telephone data collection (phone-only mode)	5/2/2025
Mail second survey (mail-only nonrespondents)/ begin phone follow-up with mixed mode nonrespondents	5/30/2025
Data collection ends	7/11/2025
Vendors clean/process final data and construct XML File	7/11/2025-7/30/2025
Deadline for submitting XML data file to ICH CAHPS data center	7/30/2025

\*Please note that these dates are subject to change

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## On the Horizon for 2025

### *New Official Survey Language:*

Beginning with the 2025 Spring Survey, Vietnamese is now offered as an official survey language!

- In December 2024, vendors were asked to reach out to the Coordination Team if they plan to offer this language for the 2025 Spring Survey: [ICH CAHPS: Vietnamese to be offered as an Official Survey Language Starting with the 2025 Spring Survey](#).
- The following materials are available in Vietnamese and will be discussed during the ICH CAHPS Vendor Update Training session on February 12, 2025:
  - Prenotification letter (provided by CT upon request)
  - Cover Letters 1 and 2
  - Mail Survey
  - Supplemental Questions
  - OMB Disclosure Notice
  - Waiting Room FAQs
  - XML Data Layout File
- If having the ICH CAHPS Survey translated into another language would be beneficial to your facility, please reach out: [ichcahps@rti.org](mailto:ichcahps@rti.org).

### *Updates to Minimum Business Requirements (MBRs) for Survey Vendors:*

The MBRs have been updated and will be outlined in the ICH CAHPS Survey Administration and Specifications Manual (version 13.0) that will be published in February. Some updates include:

- Vendors required to reapply for approval after 2 years without any ICH facility clients.
- Vendors and subcontractors must conduct ICH CAHPS operations within the continental US.
- Vendors and subcontractors must implement additional data security policies to protect PII and PHI.

We strongly encourage all vendors to read through the updated ICH CAHPS Administration and Specification Manual once published, to ensure they are meeting all these requirements.

## On the Horizon for 2025 (cont'd)

### *Updated Survey Materials:*

As was noted in the announcement posted on December 13, 2024 ([Updated Survey Materials](#)), the following ICH CAHPS Survey materials have been updated for the 2025 Spring Survey. Vendors should make sure they are using the updated materials moving forward.

- Mail Survey (all languages)
- Telephone Script (both English and Spanish)
- XML Data Layout File
- Model QAP
- Waiting Room FAQs

### *Future Updates to OMB Expiration Date and Disclosure Notice:*

Vendors may have noticed that the Federal Register currently contains ICH CAHPS Survey materials with a new OMB expiration date and revised OMB disclosure notice. We do not expect OMB approval in time for the 2025 Spring Survey so these changes are not included in the updated survey materials announcement. We will let survey vendors know of the final approved OMB language prior to the 2025 Fall Survey.

### **Final Thoughts!**

The Coordination Team always welcomes feedback from both vendors and facilities! Please email the Coordination Team with any thoughts you may have:

- Ways to improve response rates for the ICH CAHPS Survey (still a CMS focus!).
- Topics of interest you would like to see included in upcoming newsletters.

Remember, the ICH CAHPS Coordination Team is here to help! Please don't hesitate to contact us with questions or feedback.

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