

# **Vendor Update Webinar Training Session**

**In-Center Hemodialysis Consumer Assessment of  
Healthcare Providers and Services  
(ICH CAHPS) Survey  
February 12, 2025**



# Overview of the ICH CAHPS Survey Vendor Update Training Session

## **Welcome to the 2025 ICH CAHPS Vendor Update Training Session!**

The purpose of this session is to review:

- 2025 ICH facility participation requirements;
- Schedule for the 2025 ICH CAHPS Surveys;
- Sampling information;
- Survey administration updates;
- Vendor oversight;
- Data coding and processing;
- ICH CAHPS tidbits; and
- Update on potential changes to the ICH CAHPS Survey

# Training Session Logistics and Reminders

- Your phone will be muted during the presentation.
- We will answer questions at the end of the training. You will be able to submit questions via the Q&A feature or click on the “raise hand” icon to ask your question live.
- If you leave the session at any time, do not disconnect from either the web or telephone connections.
- Please contact the Webinar Event Producer, Shane Hamstra, for technical assistance issues at: [shamstra@rti.org](mailto:shamstra@rti.org).

# **Reminder: Self-Paced Introduction to ICH CAHPS Survey Training**

# Introduction to the ICH CAHPS Survey Training

## Self-Paced Introduction to the ICH CAHPS Survey Training

New vendor applicants (and any subcontractors) are required to complete the self-paced Introduction to ICH CAHPS training and complete a certification.

Approved survey vendors and subcontractors are not required to complete the self-paced training.

**New staff from approved survey vendors are strongly encouraged to complete the self-paced intro training. No certification is required for approved vendors.**

# **2025 ICH CAHPS Participation Requirements**

# 2025 ICH CAHPS Participation Requirements: ESRD PPS Rules

- Requirements for administering the ICH CAHPS Survey are determined by the End Stage Renal Disease (ESRD) Prospective Payment System (PPS) proposed and final rules for each calendar year.
- The final ESRD PPS Rule for CY2025 was published on November 12, 2024.
  - The 2025 surveys are part of the quality reporting requirements for payment year 2027.
- A link to the ESRD PPS final rule for CY2025 can be found in the “Quick Links” box on the homepage of the ICH CAHPS website.

### Quick Links

[ICH CAHPS Coordination Team Semiannual Review \(CTSAR\) Newsletter](#) (Posted 7/5/24)

For ICH Facilities

1. [Determining Whether Participation in 2025 ICH CAHPS Survey is Required](#) (Posted 1/6/25)
2. [ICH CAHPS Participation Overview](#) (Updated 12/4/23)
3. [ICH CAHPS Survey Fact Sheet](#) (Updated 12/4/23)
4. [Register to Participate](#)
5. [Updating Survey Admin Contact Information](#)
6. [Approved Survey Vendors](#)
7. [Authorizing or Changing a Vendor](#)
8. [2025 Final Rule for ESRD Facilities](#) (Posted 11/12/24)
9. [ICH CAHPS Response Rates by Mode and Race/Ethnicity](#) (Posted 10/3/24)

# 2025 ICH CAHPS Participation Requirements: Determining Participation

- ICH facilities must determine whether they are required to administer the ICH CAHPS Surveys in CY2025 by counting the number of survey-eligible patients served in CY2024.

IF...the facility served **30 or more** survey-eligible patients in CY2024, then:

Facility **IS** required to contract with an approved ICH CAHPS Survey vendor to administer the surveys in CY2025.

IF...the facility served **29 or fewer** survey-eligible patients in CY2024, then:

Facility **is NOT** required to participate in the ICH CAHPS Surveys in CY2025 but can do so if it chooses.



# 2025 ICH CAHPS Participation Requirements: Determining Participation (cont'd)

When determining whether an ICH facility is required to participate in the ICH CAHPS Survey in CY2025, the facility should count the number of survey-eligible patients the facility served in CY2024. The count should include hemodialysis patients who:

Were 18 years old or older as of December 31, 2024;

Were alive as of December 31, 2024;

Received hemodialysis on an outpatient basis from their facility for 3 consecutive months or longer at some point in CY2024;

Are not currently receiving hospice care;

Were not receiving dialysis care at a nursing home or other skilled nursing facility where they lived (as opposed to traveling to an ICH facility); and

Were not living in a long-term facility such as a prison or jail as of December 31, 2024.

# 2025 ICH CAHPS Participation Requirements: Determining Participation (cont'd)

- If your clients have questions about participation in the 2025 surveys: Refer them to the announcement **“Determining Whether Participation in 2025 ICH CAHPS Survey is Required”** on the ICH CAHPS website home page (under the Quick Links box):



- If they still have questions, refer them to the Coordination Team ([ichcahps@rti.org](mailto:ichcahps@rti.org))

# 2025 ICH CAHPS Participation Requirements: Participation Steps in the 2025 ICH CAHPS Survey *Facility Administered the Survey in a Preceding Survey Period*

Facilities that authorized a vendor between 2014 and 2024 do not need to update their vendor authorization UNLESS one of the following is true:

They are switching to a different survey vendor.

They entered an End Date prior to 2025 on their Vendor Authorization Form.

They submitted a Facility Non-Participation Form in the previous survey period.

# 2025 ICH CAHPS Participation Requirements: Participation Steps in the 2025 ICH CAHPS Survey *Facility Has Never Administered the Survey*

Activities for a facility that has **never** administered the ICH CAHPS Survey:

Steps 1-4  
must be  
completed by  
the  
February 28,  
2025, Vendor  
Authorization  
Deadline

#	Activity
1	Select and contract with a CMS-approved ICH CAHPS survey vendor.
2	Designate a Survey Administrator who will create login credentials on the ICH CAHPS website.
3	Register the CCN(s) on the ICH CAHPS website.
4	Complete the online "Authorize a Vendor" form on the ICH CAHPS website (only after the facility and vendor have a written contract in place).
5	Check the ICH CAHPS website regularly for news and updates.
6	Assign backup administrators on the ICH CAHPS website.

# 2025 ICH CAHPS Participation Requirements: Participation Steps in the 2025 ICH CAHPS Survey

*Facility is Not Required to Administer the Survey*

ICH facilities that *are not required* to administer the survey in 2025 can choose one of the following options:

#	Facility Participation Options	Vendor Receives a Sample File from CMS?	Vendor Submits Data to the Data Center for Public Reporting?
1	Administer both surveys in 2025 following all the ICH protocols and procedures described in the ICH CAHPS Survey Administration and Specifications Manual.	Yes	Yes
2	Administer the survey using a third-party vendor but not following the ICH CAHPS protocols and procedures.	No	No
3	Administer the survey themselves instead of using a third-party vendor.	No	No
4	Choose not to administer the survey at all.	No	No

# 2025 ICH CAHPS Participation Requirements: Participation Steps in the 2025 ICH CAHPS Survey (cont'd)

- If your clients have questions about how to authorize a survey vendor for the first time or switch to a new survey vendor:
  - Refer them to the document “**Authorizing or Changing a Vendor**” on the ICH CAHPS website home page (under the Quick Links box) for detailed steps on how to complete this task.
  - If they still have questions, refer them to the Coordination Team ([ichcahps@rti.org](mailto:ichcahps@rti.org)).

## Quick Links

[ICH CAHPS Coordination Team Semiannual Review \(CTSAR\) Newsletter](#) (Posted 7/5/24)

### For ICH Facilities

1. [Determining Whether Participation in 2025 ICH CAHPS Survey is Required](#) (Posted 1/6/25)
2. [ICH CAHPS Participation Overview](#) (Updated 12/4/23)
3. [ICH CAHPS Survey Fact Sheet](#) (Updated 12/4/23)
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8. [2025 Final Rule for ESRD Facilities](#) (Posted 11/12/24)
9. [ICH CAHPS Response Rates by Mode and Race/Ethnicity](#) (Posted 10/3/24)

# 2025 ICH CAHPS Participation Requirements: The 2025 Facility Non-Participation Form

Vendors should note the following details regarding the Facility Non-Participation Form:

The Facility Non-Participation Form is an annual form that is valid only for the two data collection periods that occur in the calendar year in which the form was submitted.

Submission of the Facility Non-Participation Form only alerts the ICH CAHPS Coordination Team that the facility does not wish for a sample file to be provided to their authorized vendor for the current calendar year; it does not affect compliance.

Once the Facility Non-Participation Form is submitted, any existing vendor authorization for the submitted CCN(s) is removed from the ICH CAHPS website. If participating in the survey in subsequent years, the Survey Administrator will need to authorize a survey vendor for the CCN(s).

The Survey Vendor Authorization Report (accessible via the vendor's dashboard) will indicate whether a Facility Non-Participation Form has been submitted for any CCN listed on the report.

The Facility Non-Participation Form is different than the attestation a facility submits in EQRS at the beginning of each year to attest to CMS that the facility served 29 or fewer survey-eligible patients during the preceding calendar year.



# 2025 ICH CAHPS Participation Requirements: The 2025 Facility Non-Participation Form (cont'd)

## *Non-Participation Form Submission Deadline:*

The 2025 Facility Non-Participation Form must be submitted **by 5:00 PM ET on February 28, 2025.**



# **The 2025 ICH CAHPS Survey Schedule**

# The 2025 ICH CAHPS Survey Schedule

## Tentative Data Collection Schedule for the 2025 ICH CAHPS Surveys

Activity	2025 Spring Survey	2025 Fall Survey
Distribute sample to survey vendors	3/28/2025	9/26/2025
Vendors attest to receipt of sample file	4/1/2025	9/30/2025
Mail prenotification letter	4/18/2025	10/17/2025
Mail survey package to sample patients in mail-only and mixed mode samples	5/2/2025	10/31/2025
Begin calling sample patients in telephone-only sample	5/2/2025	10/31/2025
Mail second survey package to nonrespondents in the mail-only sample	5/30/2025	11/28/2025 <b>OR*</b> 12/3/2025
Begin telephone follow-up with mixed mode sample patients who do not respond by mail	5/30/2025	11/28/2025 <b>OR*</b> 12/3/2025
End data collection activities	7/11/2025	1/9/2026
Begin cleaning/processing final data and construct XML file	7/11/2025	1/9/2026
Submit data to ICH CAHPS data center	7/30/2025	1/28/2026

- In CY2025, the Thanksgiving holiday falls on 11/27/25.
- Because some vendors may have difficulties with the original data collection deadline set in the last week of November, vendors may choose whether to begin the 2025 Fall second wave of ICH CAHPS data collection activities on the original 11/28/25 start date or on 12/3/25 instead.

# The 2025 ICH CAHPS Survey Schedule: Deadlines for Facilities

## Deadlines for ICH facilities for the 2025 Spring and Fall Surveys

Action	Activity	2025 Spring Survey	2025 Fall Survey
If not administering the 2025 Surveys	Submit the 2025 Facility Non-Participation Form	5:00 PM ET on February 28, 2025	N/A
If administering the survey for the first time	Complete the Vendor Authorization Form	5:00 PM ET on February 28, 2025	5:00 PM ET on August 31, 2025
If switching to a different vendor (or removing an End Date)	Update the Vendor Authorization Form	5:00 PM ET on February 28, 2025	5:00 PM ET on August 31, 2025
If a facility has closed or will be closing	Notify authorized vendor	Prior to February 28, 2025	Prior to August 31, 2025

# The 2025 ICH CAHPS Survey Schedule: Deadlines for Survey Vendors

## Deadlines for survey vendors for the 2025 Spring and Fall Surveys

Activity	2025 Spring Survey	2025 Fall Survey
Submit new facility-specific questions to CMS	February 7, 2025	August 1, 2025
Submit Vendor Facility Closing Attestation Forms	February 28, 2025	August 31, 2025
Review Vendor Authorization Report and notify the Coordination Team of any authorization issues	March 3, 2025	September 2, 2025
2025 sample file becomes available for download on the ICH CAHPS website	March 28, 2025	September 26, 2025
Attest that 2025 sample was downloaded successfully, within 2 business days of sample file being made available for download	April 1, 2025	September 30, 2025

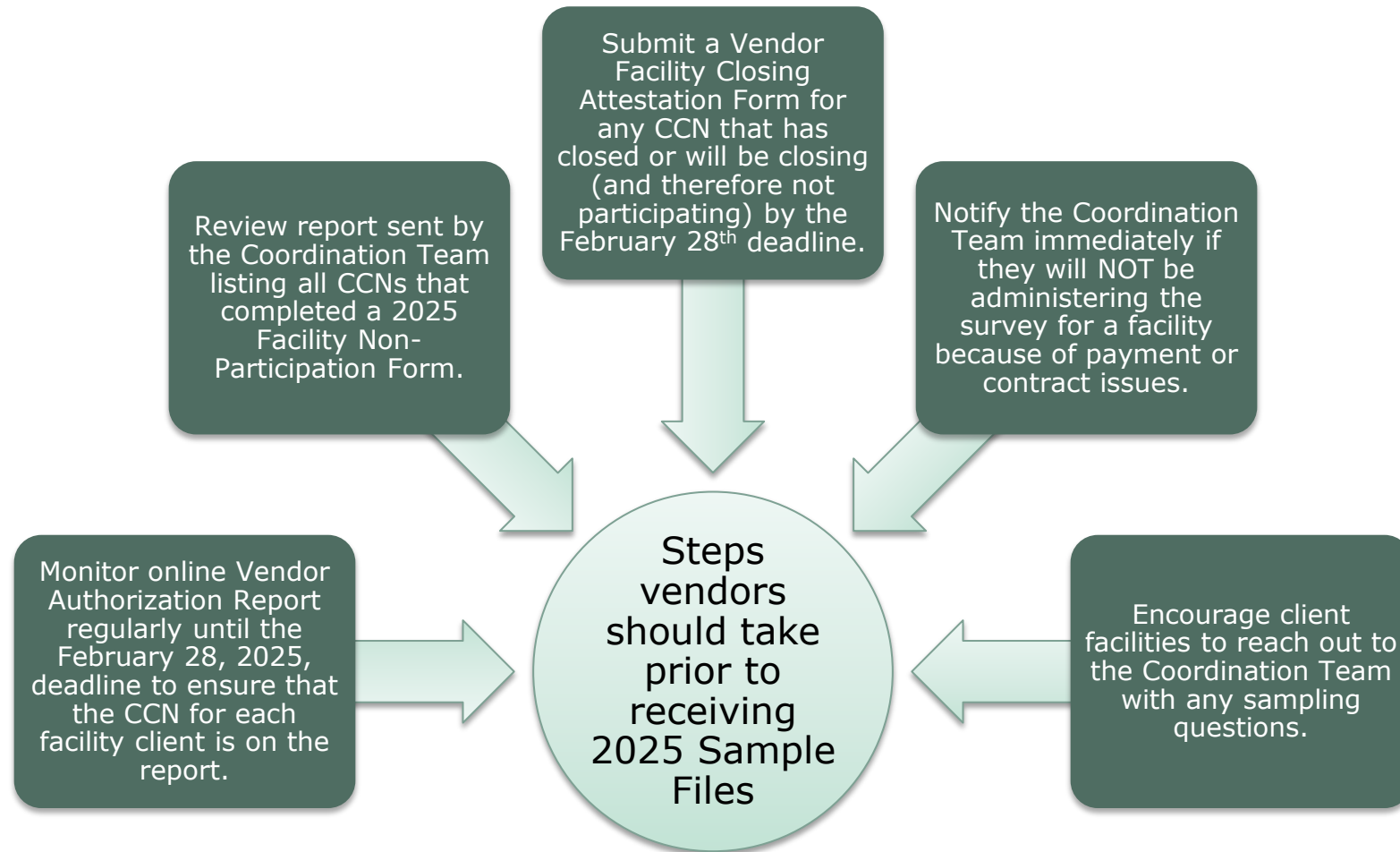
# The 2025 ICH CAHPS Survey Schedule: Deadlines for Survey Vendors (cont'd)

## Deadlines for survey vendors for the 2025 Spring and Fall Surveys (cont'd)

Activity	2025 Spring Survey	2025 Fall Survey
Submit the updated Quality Assurance Plan	May 31, 2025	N/A
Administer the 2025 ICH CAHPS Survey	May 2, 2025, through July 11, 2025	October 31, 2025, through January 9, 2026
Submit data files for the 2025 ICH CAHPS Survey	5:00 PM ET on July 30, 2025	5:00 PM ET on January 28, 2026

# ICH CAHPS Sampling

# Sampling: Vendor Activities Prior to Receiving Sample Files



# Sampling: Vendor Authorization Issues

## When to notify the Coordination Team of facility authorization issues that impact a survey vendor's ability to receive the sample file:

Once the February 28, 2025, deadlines to authorize a vendor, submit a Facility Non-Participation Form, and submit a Vendor Facility Closing Attestation Form have passed, vendors should notify the Coordination Team immediately of any discrepancies with their expected list of CCNs on the ICH CAHPS website.

Vendors must notify the Coordination Team by **March 3, 2025**, for the 2025 Spring Survey and **September 2, 2025**, for the 2025 Fall Survey if any contracted CCNs are missing from their Vendor Authorization Report and the CCN does not appear on the Facility Non-Participation Form Report or Vendor Facility Closing Attestation Report.



# Sampling: Patient Contact Information

- Each survey period, we see a large number of sample patients with no contact information in the EQRS data.
- For 2024 Fall sampling months, ~30% of sampled cases were missing contact information.
  - If a case had been sampled before, we pulled forward the last known address that we have for vendors.
  - If a case hadn't been sampled before, these appeared in vendor sample files with no contact information.

# Sampling: Patient Contact Information (cont'd)

- We have been working with the EQRS team and are hopeful that the EQRS data for the 2025 Spring sampling months will contain better patient contact information.
  - However, we now know that contact information for new-to-dialysis patients is often delayed in the EQRS data.
- As a reminder:
  - Vendors must submit all cases to a commercial service to look for new addresses (all modes) and telephone numbers (phone-only and mixed modes).
  - Vendors should encourage facility clients to provide them with updated contact information for all patients served during the sampling months.

# Sampling: Seeded Mailing Protocol

- 2024 Fall Seeded Mailing:
  - Very few, and only minor, issues found...great job!
- 2025 Spring Seeded Mailing:
  - Make sure to use updated materials for the 2025 Spring Survey.
  - Let's strive for perfect seeded mailings across all vendors!

# Survey Administration

# Survey Administration: Updates to Survey Materials for 2024 Fall

## Prenotification Letters and Cover Letters 1 and 2

Added title "Director" to Vanessa S. Duran's signature as the Medicare Drug Benefit and C & D Data Group Director. *(All approved languages)*

Revised reference to provider type "Dialysis facilities" to match updated language on Care Compare website. *(All approved languages)*

Minor update made to match text included in the prenotification letter *(Samoan Cover Letters 1 and 2 only)*

## Mail Surveys

Minor formatting edit to text in Question 30 *(Simplified Chinese only)*.

Minor formatting and/or text edits to the response options in Questions 20, 35, and 37 *(Traditional Chinese only)*

# Survey Administration: Updates to Survey Materials for 2025 Spring – Vietnamese Now Offered as an Official Survey Language

- Starting with the 2025 Spring Survey, the ICH CAHPS Survey and related materials will now be available in Vietnamese!
- The following materials are now available on the ICH CAHPS website in Vietnamese:
  1. Cover Letters 1 and 2
  2. Mail Survey
  3. Supplemental Questions
  4. OMB Disclosure Notice
  5. Waiting Room FAQs
- **Vendor organizations that plan to administer the ICH CAHPS Survey in Vietnamese in a future survey period should contact the Coordination Team to receive versions of the letters with the CMS logo (including the personalized Prenotification letter).**

# Survey Administration: Updates to Survey Materials for 2025 Spring – Mail Surveys

- Q57 has been revised in all approved languages\* to include respondent instruction text “(Please mark only one response.)” in an effort to prevent missing data

Language	Q57 – Current Version	Q57 – Revised for 2025 Spring
<b>English</b>	What language do you mainly speak at home?	What language do you mainly speak at home? (Please mark only one response.)
<b>Spanish</b>	¿Qué idioma habla usted principalmente en el hogar?	¿Qué idioma habla usted principalmente en el hogar? (Marque solo una respuesta.)
<b>Samoan</b>	O le a le gagana e te fa’aogaina i le tele o taimi i totonu o lou aiga?	O le a le gagana e te fa’aogaina i le tele o taimi i totonu o lou aiga? (Faamolemole faailoga na o le tali e tasi.)
<b>Traditional Chinese</b>	您在家主要講哪種語言？	您在家主要講哪種語言？(請只勾選一項回應。)
<b>Simplified Chinese</b>	您在家主要讲哪种语言？	您在家主要讲哪种语言？(请只选择一个答案。)

\* The revised version of Q57 is included in the newly translated Vietnamese mail survey

# Survey Administration: Updates to Survey Materials for 2025 Spring – English Mail Survey

## Q20 – Current Version (English):

20. In the last 3 months, which one did they use most often to connect you to the dialysis machine?

1  Graft  
2  Fistula  
3  Catheter → If Catheter, Go to Question 22  
4  I don't know → If Don't Know, Go to Question 22

## Q20 – Revised for 2025 Spring (English):

20. In the last 3 months, which one did they use most often to connect you to the dialysis machine?

1  Graft  
2  Fistula  
3  Catheter → If Catheter, Go to Question 22  
4  I don't know → If I don't know, Go to Question 22

## Q37 – Current Version (English):

37. Are you eligible for a kidney transplant?

1  Yes → If Yes, Go to Question 39  
2  No  
3  I don't know → If Don't Know, Go to Question 39

## Q37 – Revised for 2025 Spring (English):

37. Are you eligible for a kidney transplant?

1  Yes → If Yes, Go to Question 39  
2  No  
3  I don't know → If I don't know, Go to Question 39

- Minor text edit made to Question 20, response option 4 and Question 37, response option 3 for better readability.
- Changes to response options:
  - Q20, response option 4: “If Don't Know,...” was revised to “If I don't know,...”;
  - Q37, response option 3: “If Don't Know,...” was revised to “If I don't know,...”.



# Survey Administration: Updates to Survey Materials for 2025 Spring – Telephone Scripts

- An onscreen telephone interviewer note has been added to the screens for Question 59, Question 59a, and Question 59b in the English and Spanish telephone scripts.
- This text should be read if a respondent asks the telephone interviewer why they are being asked to share their race.
  - **New English interviewer note text for screens Q59, Q59a, and Q59b:**  
IF ASKED WHY THEY ARE BEING ASKED TO SHARE THEIR RACE: We ask about your race for demographic purposes. We want to be sure that people we survey accurately represent the country.
  - **New Spanish interviewer note text for screens Q59, Q59a, and Q59b:**  
IF ASKED WHY THEY ARE BEING ASKED TO SHARE THEIR RACE: Preguntamos por su raza para propósitos demográficos. Queremos estar seguros de que las personas que responden a esta encuesta representan con precisión al país.

# Survey Administration: Updates to Survey Materials for 2025 Spring – English Telephone Script

- Minor text edit made to Question 58a, response option 4 for improved presentation to respondents.
- Change to response option:
  - Response option 4 “Other Spanish/Hispanic/Latino?” was revised to “Other Spanish, Hispanic, or Latino?”

## Q58a – Current Version (English):

Q58a.	Would you say you are...
1	Puerto Rican,
2	Mexican, Mexican American, Chicano,
3	Cuban, or
4	Other Spanish/Hispanic/Latino?
M	MISSING/DK

## Q58a – Revised for 2025 Spring (English):

Q58a.	Would you say you are...
1	Puerto Rican,
2	Mexican, Mexican American, Chicano,
3	Cuban, or
4	Other Spanish, Hispanic, or Latino?
M	MISSING/DK

# Survey Administration: Updates to Waiting Room FAQs and Model Quality Assurance Plan (QAP)

## Waiting Room FAQs Updates (in all posted languages):

- Revised reference to provider type “Dialysis facilities” (“Centros de diálisis” in Spanish translation) to match updated language on Care Compare website.
- Revised number of offered languages from “5” to “6” to include addition of Vietnamese.

## Model Quality Assurance Plan (QAP) Updates:

- Defined the survey materials and information to include in QAP for survey modes vendors are **administering** versus survey modes they are **approved for**.
- Clarified that vendors must include a copy of prenotification letters and mail survey materials for *each* language they are **administering**.
- Requested details on oversight activities that vendors implement when managing subcontractors.

# Survey Administration: Updates to Minimum Business Requirements

- **Updated:** Numerous updates were made the ICH CAHPS minimum business requirements (MBRs) for consistency across CAHPS surveys and to ensure that all vendor applicants and approved vendors better understand the business requirements to both obtain and retain CMS approval.

Vendors must continue to meet these MBRs after an initial application is submitted/approved by CMS.

Vendors will be contacted by the Coordination Team to confirm they have read and continue to meet the revised MBRs.

Please contact the Coordination Team with any questions.

Revised [ICH CAHPS Vendor Minimum Business Requirements](#) are available on the website.

# Survey Administration: Clarified Protocol for Monitoring Spanish Telephone Interviews

## Monitoring Spanish Telephone Interviews Clarification:

Vendors conducting telephone operations in both English and Spanish must conduct telephone monitoring of interviewers in **both** languages.

Telephone interviewer monitoring for each language must be conducted by supervisory staff who are conversationally fluent in that language.

A bilingual telephone interviewer cannot conduct supervisory and monitoring activities over another interviewer, as this is not a valid quality protocol.

A separate supervisor/staff member (who is not a telephone interviewer), must conduct Spanish interview monitoring activities.

# Survey Administration: Clarified Protocol for Prenotification Letter Printing

## Prenotification Letter Printing Protocol Clarification:

- Vendors are permitted to include a second approved language of the prenotification letter on the back of the English version of the letter (i.e., vendors may print the Spanish version of the prenotification letter on the back of the English version).

# Survey Administration: Clarified Protocol for XML Data Variable Entry

## **XML Data-File Variable “Date Data Collection Period Began” Date Clarification:**

- For this XML variable, vendors should enter the date the prenotification letter was mailed to sample patients.

# Survey Administration: Recommended Protocol for if Sample Patient Calls Vendor's Toll-free Hotline to Complete Telephone Interview

## Sample patient calls a vendor's toll-free hotline to complete the telephone survey:

Sample patients may call a vendor's toll-free hotline requesting to complete the telephone interview on the spot.

Facilities expressed concerns that sample patients will not complete the survey at all if unable to complete on the spot interview (which can have a negative impact on response rates and public reporting).

Vendors are not required to complete telephone interviews on the spot via these hotline calls; however, vendors are encouraged to explore if their organization is able to meet these sample patients' unique requests.



# Survey Administration: Recommended Protocol for Prenotification Letter Folding Process

- Each ICH CAHPS vendor has a specific way to fold their prenotification letters: bifold (half fold), trifold (letter fold), Z-fold (accordion fold), or no fold at all.

If printing two-sided prenotification letters (i.e., English printed on one side and Spanish on the other):

Using a Z-fold (accordion fold) may make it difficult for a sample patient to initially see the language that they need.

Vendors are asked to avoid using the Z-fold when sending out two-sided prenotification letters.

Instead, vendors are asked to consider using a bifold, trifold, or no fold at all.

# Survey Administration: New Protocol for XML File Quality Control Procedures

## Existing Required XML File Quality Control Procedure:

Survey vendors must compare a sample of cases on the XML file to the matching hardcopy survey or original CATI data file, to ensure that the data on the XML file are accurate.



## New Additional Required XML File Quality Control Procedure for 2025 Spring:

Vendors who use a subcontractor to administer mail surveys and/or conduct CATI interviews, must use the original data received from the subcontractor (i.e., scanned images or hardcopies of the mail surveys and the raw/pre-cleaned CATI data) for above existing comparison quality check, **prior** to importing the subcontractor's data into the vendor's XML.

# Survey Administration: January 2025 CTSAR Newsletter

January  
2025

ICH CAHPS® Coordination Team  
Semiannual Review

- Posted to the ICH CAHPS website on January 22, 2025, and emailed to all approved vendors and registered facility users.
- Provides ICH facilities and survey vendors with helpful ICH CAHPS information.
- We encourage vendors to share with their ICH facility clients.
- Please let the Coordination Team know of any topics you would like included in future newsletters.

# Survey Administration: Revised XML Data Layout File and Schema Validation Tool for Data Submission

## Current XML Version

XML Element	Attributes	Description	Valid Values	Data Type	Field Size	Data Element Required
Survey Language <language> Each element must have a closing tag that is the same as the opening tag but with a forward slash. This administration data element should only occur once per patient. Example: <language>1</language>	None	Language in which survey was completed	1 = English 2 = Spanish 3 = Traditional Chinese 4 = Simplified Chinese 5 = Samoan 6 = FUTURE LANG X = NOT APPLICABLE	Alphanumeric character	1	Yes

## Revised for 2025 Spring

XML Element	Attributes	Description	Valid Values	Data Type	Field Size	Data Element Required
Survey Language <language> Each element must have a closing tag that is the same as the opening tag but with a forward slash. This administration data element should only occur once per patient. Example: <language>1</language>	None	Language in which survey was completed	1 = English 2 = Spanish 3 = Traditional Chinese 4 = Simplified Chinese 5 = Samoan 6 = Vietnamese X = NOT APPLICABLE	Alphanumeric character	1	Yes

- The ICH CAHPS Survey XML data layout file (Version 10.0) has been revised to include the addition of Vietnamese for the Survey Language (completed) data variable in the Patient Administrative data record:
  - XML Element Survey Language, **<language>**, "6=FUTURE LANG" has been replaced by "6=Vietnamese"

- *By May 2025, the ICH CAHPS Survey data submission tools (Schema Validation Tool and Data Submission Tool) will be updated to reflect the addition of this new survey language. Announcements will be posted on the website when the revised tools are available.*

# Survey Administration: Changes to Vendor Survey Administrator Forms/Pages

## Online *ICH CAHPS Vendor Survey Administrator Consent Form*

As of January 2025, no longer require the submission of hardcopy ICH CAHPS Vendor Survey Administrator Consent Forms.

The ICH CAHPS Vendor Survey Administrator Consent Form is now completed online via the ICH CAHPS website as a part of the Vendor registration process.

## Vendor Facility Closing Attestation Form Submission Process

Vendors will only be able to submit the *Vendor Facility Closing Attestation Form* for a facility (or facilities) for which they have already been authorized.

An error message will appear on the screen if a vendor attempts to submit a *Vendor Facility Closing Attestation Form* for a CCN that has not authorized them.

# Survey Administration: Changes to Facility Survey Administrator Reports/Pages

- The *Vendor Authorization Report* (accessible via the facility's dashboard and via the For Facilities tab), has been revised to allow facility users to export a list of all CCNs that have been authorized under his or her Survey Administrator account to Excel.

Vendor Authorization Report

Export to Excel

CCN	Facility Name	Authorized Vendor	Beginning Survey Period	Ending Survey Period
999010	RTI Facility 010	RTI Test Vendor (rtivendor)	2023 Fall Survey	
999011	RTI Facility 011	RTI Test Vendor (rtivendor)	2023 Fall Survey	

- The *Registered CCNs (Facilities) Report* (accessible via the facility's dashboard and via the For Facilities tab), has been revised to show whether a *Vendor Facility Closing Attestation Form* or a *Facility Non-Participation Form* was submitted. Report now also shows the name of the Survey Administrator who last registered the CCN (if they currently have a registered account on the ICH CAHPS website).

Registered Facilities

A list of the facilities (CCNs) that you or someone from your organization has already registered is provided below

Export to Excel

CCN	Organization Name	Registration Date	Survey Administrator	NPF for 2025	Closed Report Submitted Date
999998	999998				
999999	RTI Test Facility	08/21/2024 3:34 PM	RTI Test Facility		

# Survey Administration: Changes to Facility Survey Administrator Reports/Pages (cont'd)

- The *Authorize a Vendor* webpage (accessible via the facility's dashboard and via the For Facilities tab), has been revised to allow facility users to see if a *Vendor Facility Closed Attestation Form* (in addition to a *Facility Non-Participation Form*) has been submitted for a CCN.

**Select Action**  
Select the action you wish to perform.  
Select a vendor for the first time

**Select Survey Vendor**  
Select the vendor you wish to authorize from the drop down list.  
Vendor: <Select Vendor>

**Select Survey Periods**  
Which survey period will this vendor begin submitting survey data for this/these CCNs?  
Beginning Survey Period: <Select Beginning Survey Period>

**Select Facility**  
In this step, check the box by each facility to which this authorization or change applies. Click the box in the top row of the grid if this action applies to all of the facilities shown in the grid.  
**NOTE: If you are selecting a different survey vendor for different facilities, you must click the Submit button after each vendor selection to record your authorization. Then, repeat the steps for the next survey vendor you need to authorize.**

<input type="checkbox"/>	CCN	Facility Name	Authorized Vendor	Beginning Survey Period	Ending Survey Period	NPF Filed	Closed Date
<input type="checkbox"/>	999998					No	1/1/2024
<input type="checkbox"/>	999999	RTI Test Facility				No	

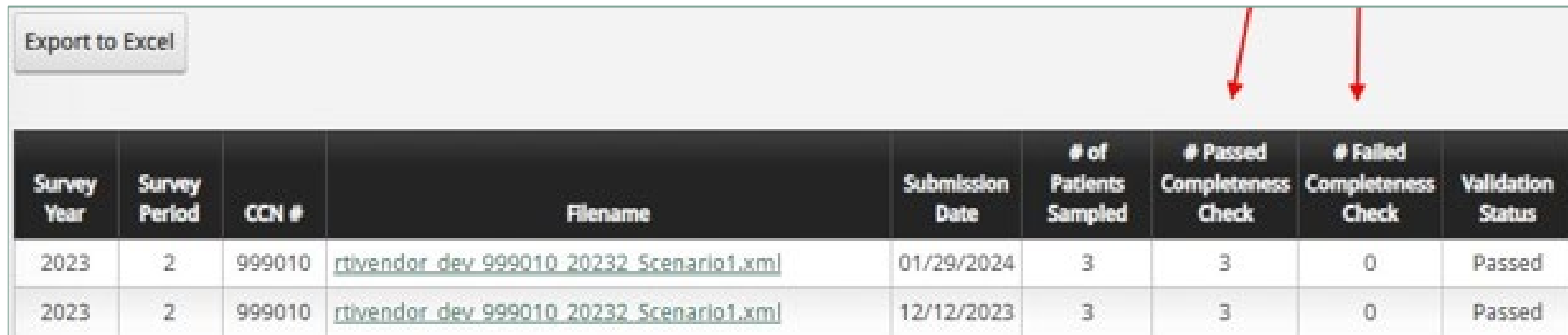
Click the Submit button to complete this process. You will receive an email confirmation verifying your authorization(s) each time you submit this form.

Submit



# Survey Administration: Change to Facility and Vendor Data Submission Reports

- Header text in both the vendor and facility *Data Submission Summary Reports* (used to check the status of data submissions and the quality of the data submitted) have been clarified:
  - **# Passed Completeness Check** = the number of cases that passed the online data submission completeness checks upon XML submission.
  - **#Failed Completeness Check** = the number of cases that did not pass the online completeness checks upon XML submission.



Survey Year	Survey Period	CCN #	Filename	Submission Date	# of Patients Sampled	# Passed Completeness Check	# Failed Completeness Check	Validation Status
2023	2	999010	<a href="#">rtivendor_dev_999010_20232_Scenario1.xml</a>	01/29/2024	3	3	0	Passed
2023	2	999010	<a href="#">rtivendor_dev_999010_20232_Scenario1.xml</a>	12/12/2023	3	3	0	Passed



# Vendor Oversight

# Vendor Oversight: ICH CAHPS Site Visits

Site visits may be conducted virtually or as an offsite site "visit."

A total of 79 ICH CAHPS site visits have been conducted to date.

The purpose of a site visit is to ensure that approved vendors are operating in compliance with ICH CAHPS Survey protocols.

The next site visits are scheduled to take place in May and June 2025.

Site visits are coordinated across all CMS CAHPS Surveys.

# Vendor Oversight: ICH CAHPS Site Visits (cont'd)

## 2025 Virtual Site Visit Process

- Data Digging and Call History Review are conducted, and results are sent to vendors, prior to the virtual site visit.
- Goal is to allow time for vendors to conduct internal investigations, as needed, so that findings can be discussed during the actual site visit.

## Vendor Oversight: ICH CAHPS Site Visits (cont'd)

Only one common issue found during 2024 site visits:

Vendors who conduct ICH CAHPS telephone surveys should conduct **reminder trainings on various interviewing techniques and protocols**, such as:

- Reading Verbatim
- Clarification Probing

# Vendor Oversight: Quality Assurance Plans

Annual Quality Assurance Plan Update  
Due Date: May 31, 2025

Survey vendors are required to include the following in their QAP Update (or as an attachment):

Copy of the mail survey (for mail and mixed mode surveys) for each language they are administering the survey;

Screenshots of the entire survey from their CATI interview (for telephone and mixed mode surveys) for English and Spanish, if applicable;

Prenotification letters, Cover letters 1 and 2 for each language they are administering the survey; and

Screenshot of their ICH CAHPS Survey package envelope template (used to send both prenotification letters and mail survey packages).

# Vendor Oversight: Quality Assurance Plans (cont'd)

## General QAP Reminders

Update QAP  
when there are:

- Personnel Changes
- Protocol Changes

Update both  
Spring and Fall  
schedules

Include details  
(the more, the  
better!)

Check to  
ensure the  
correct versions  
of supplemental  
documents are  
being attached

# Data Processing and Coding

# Data Processing and Coding: Clarification for Assigning Code 190

## Clarification Regarding Code 190 (Ineligible: No Longer Receiving Care at Sampled Facility):

- Should be assigned if Q2 is “no longer receive ICH care at sample facility” and skip Q3-Q44.
- If Q1 is blank and Q2 indicates sample patient is no longer with sampled facility.
- If case is finalized by telephone and Q1 or Q2 is DK/Refused, assign as 190.



# Data Processing and Coding: Clarification for Assigning Code 130

## Clarification Regarding Code 130 – Completed Mail Survey; Eligibility Unknown

**A code 130 should be assigned if:** The sample patient answered at Q1 “At the dialysis center”, **AND**

Q2 is blank, **AND**

the respondent skipped Questions 3 through 44, **AND**

the respondent answered any Questions from Q45 through Q62

A 130 code can also be applied if both Q1 and Q2 are blank and answered one or more of Q3-Q44

# Data Processing and Coding: Clarification for Assigning Code 150 or 160

## Clarification for Assigning Final Disposition Codes Based on Feedback Received from Facility Clients

Survey vendors should *not* assign disposition codes based on feedback received from their facility clients **EXCEPT IF:**

- Informed by the facility that a sample patient is **deceased** (code as 150 Deceased) or
- **in hospice** (code as 160 Ineligible: Does Not Meet Eligibility Criteria).

# Data Processing and Coding: Clarification on Coding Q59 Race Question (Mail)

59. What is your race? (One or more categories may be selected.)

- 1  American Indian or Alaska Native
- 2  Asian – **Please Specify** →
  - 3  Asian Indian
  - 4  Chinese
  - 5  Filipino
  - 6  Japanese
  - 7  Korean
  - 8  Vietnamese
  - 9  Other Asian
- 10  Black or African American
- 11  Native Hawaiian or Pacific Islander – **Please Specify** →
  - 12  Guamanian or Chamorro
  - 13  Native Hawaiian
  - 14  Samoan
  - 15  Other Pacific Islander
- 16  White

## XML Data Elements for Q59

race-amer-indian-mail

race-asian-mail

race-asian-indian-mail

race-chinese-mail

And so on for "mail" XML data elements...

## Value

1

X

X

X

X

All data elements intended for phone, code as "X".

Example: "race-amer-indian-phone"

# Data Processing and Coding: Clarification on Coding Q59 Race Question (Telephone)

***Example:***

Respondent said during telephone interview, “I am Asian and Black/African American”. At Q59a, “I don’t know” for all categories.

<b>XML Data Elements for Q59</b>	<b>Value</b>
race-amer-indian- <b>phone</b>	X
race-asian- <b>phone</b>	1
race-african-amer- <b>phone</b>	1
race-nativehawaiian-pacific- <b>phone</b>	X
race-white- <b>phone</b>	X
race-noneofabove- <b>phone</b>	X

# Data Processing and Coding: Clarification on Coding Q59 Race Question (Telephone) (cont'd)

## *Example:*

Respondent said during telephone interview, “I am Asian and Black/African American”. At Q59a, “I don’t know” for all categories.

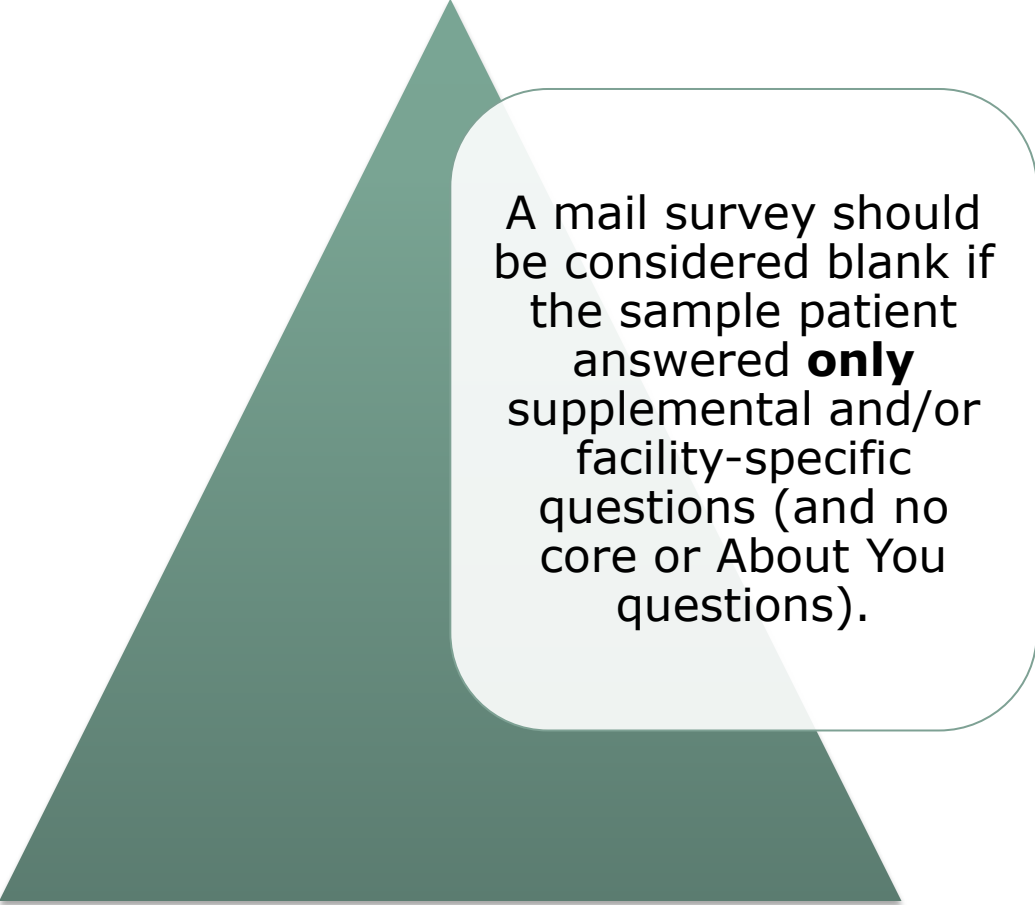
XML Data Elements for Q59a	Value
race-asian-indian- <b>phone</b>	M
race-chinese- <b>phone</b>	M
And so on for Q59a...	M

XML Data Elements for Q59b	Value
race-guam-chamarro- <b>phone</b>	X
race-nativehawaiian- <b>phone</b>	X
And so on for Q59b...	X

All data elements intended for mail, code as “X”.

Example: “race-amer-indian-mail”

# Data Processing and Coding: Clarification for Determining Blank Survey

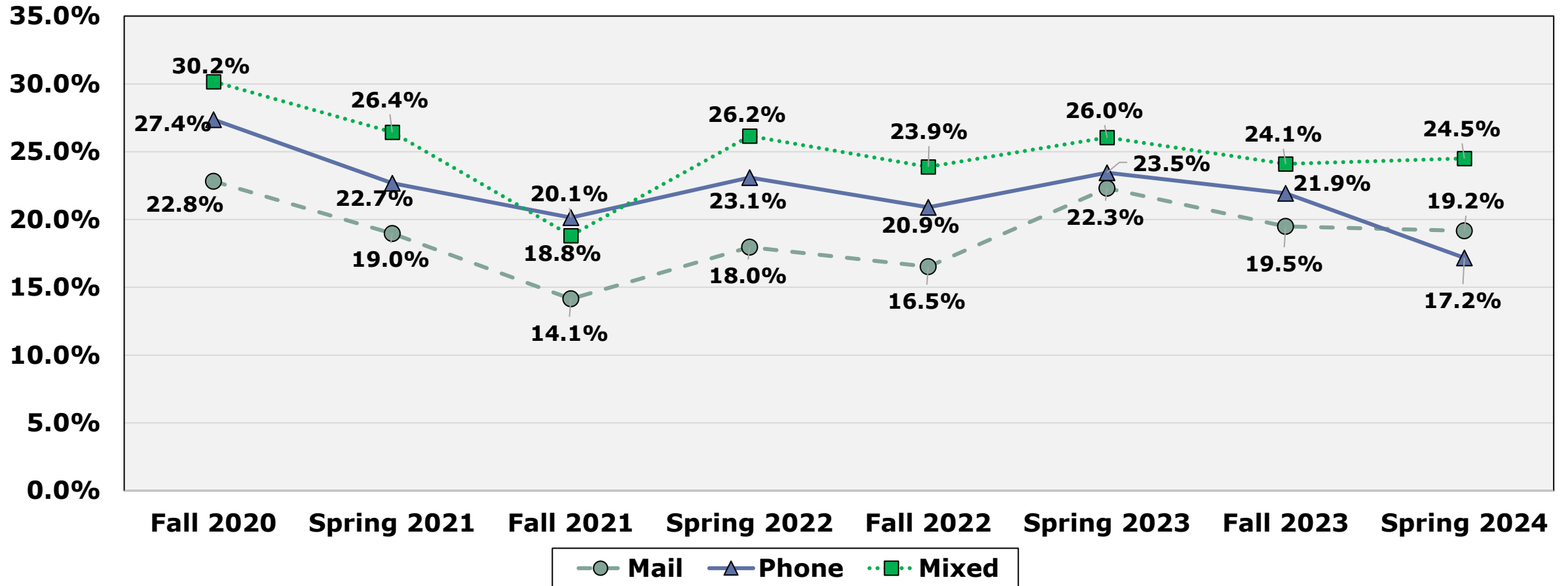


A mail survey should be considered blank if the sample patient answered **only** supplemental and/or facility-specific questions (and no core or About You questions).

# ICH CAHPS Tidbits

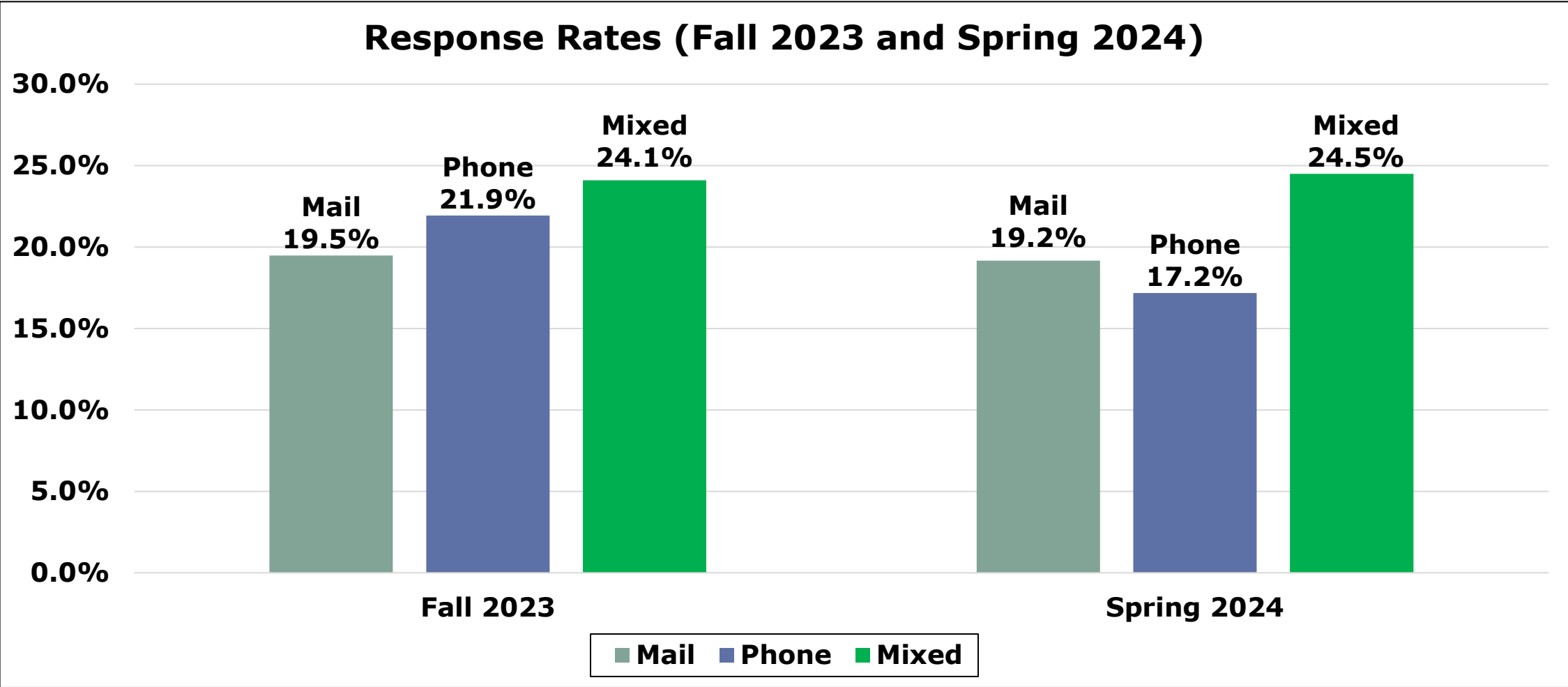
# ICH CAHPS Response Rates by Mode Over Time

Response Rates over Time (Fall 2020 - Spring 2024)



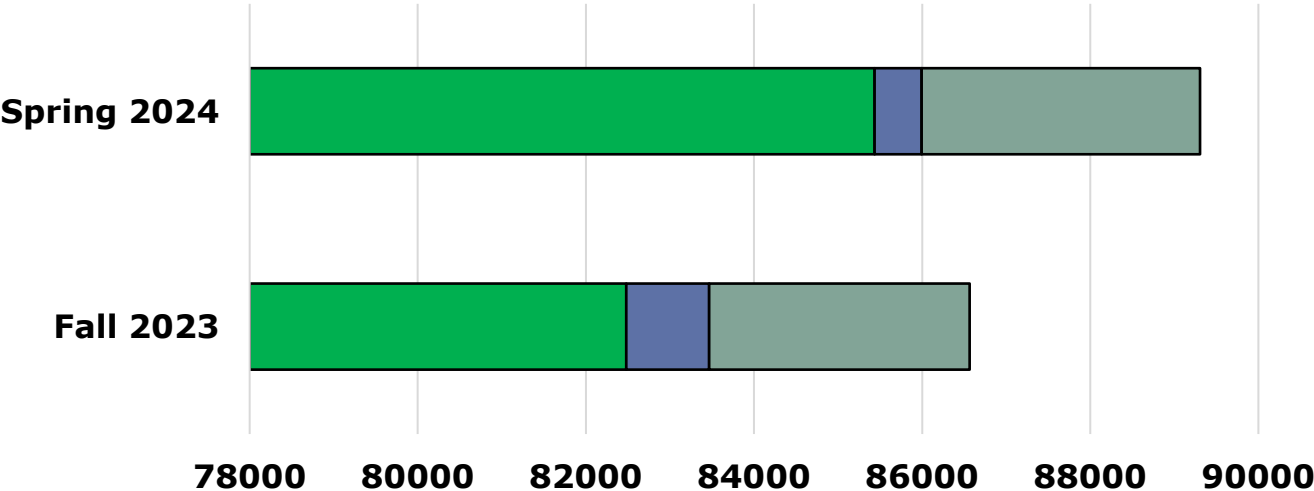


# ICH CAHPS Response Rates for 2023 Fall and 2024 Spring



# ICH CAHPS Surveys Completed by Mode of Administration

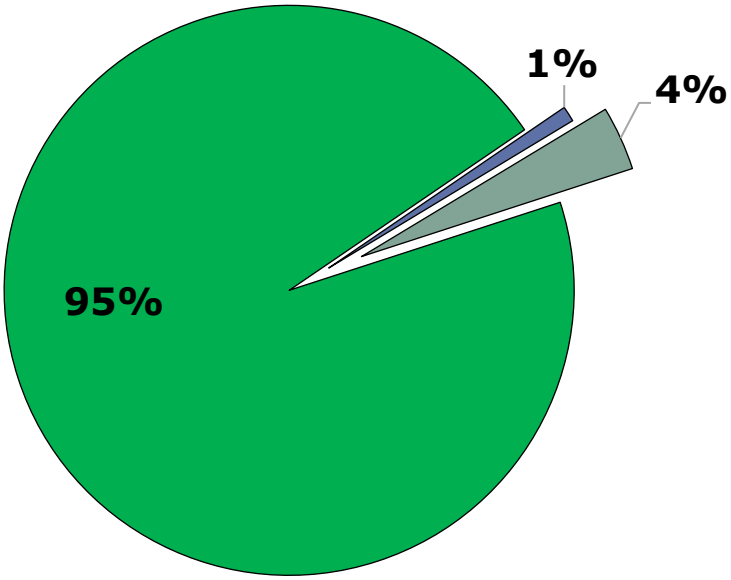
### Completed Surveys in Fall 2023 and Spring 2024



	Fall 2023	Spring 2024
Mixed	82481	85433
Phone	985	560
Mail	3100	3313

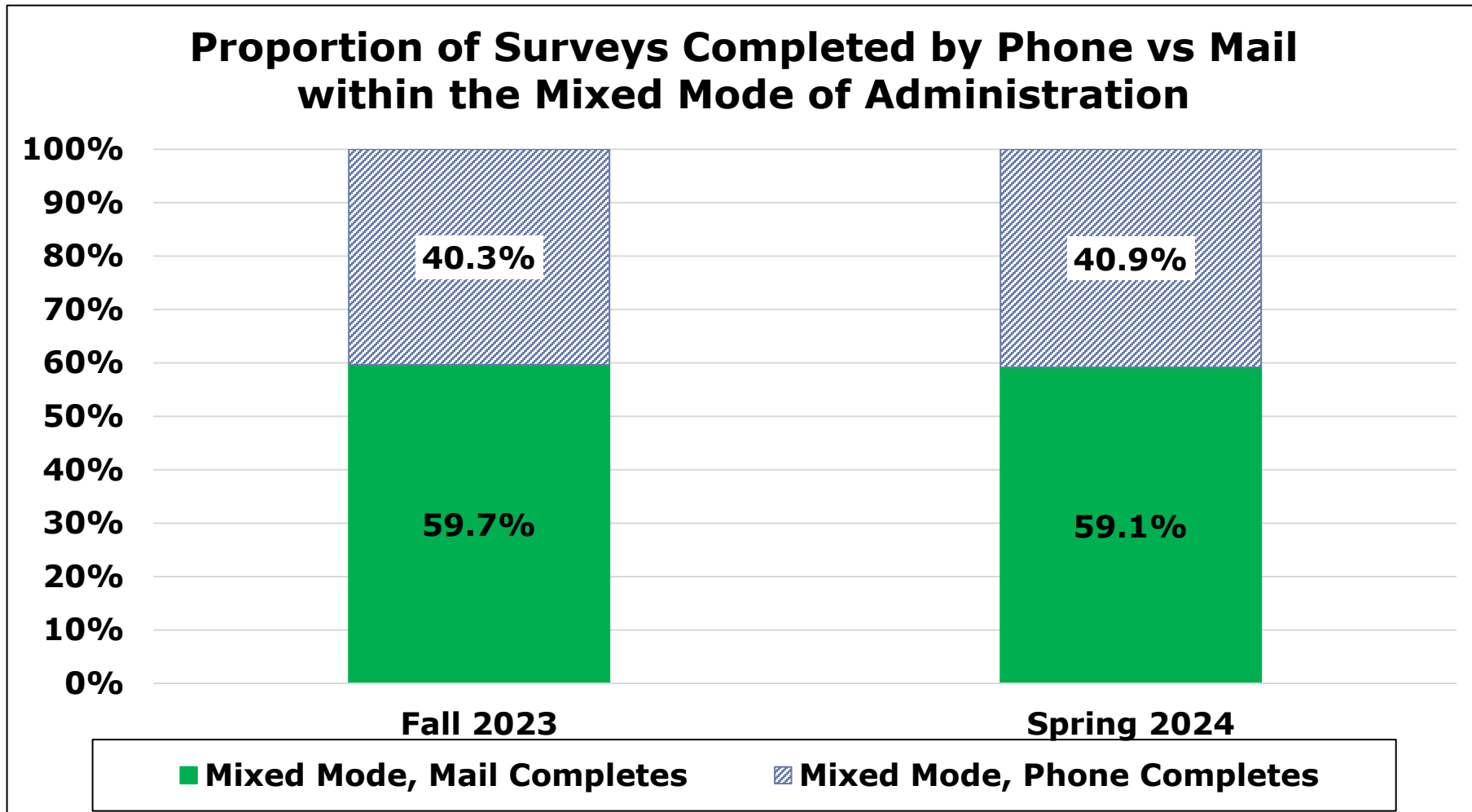
■ Mixed ■ Phone ■ Mail

### Completed Surveys in Fall 2023 and Spring 2024 combined



■ Mixed ■ Phone ■ Mail

# Proportion of Surveys Completed by Mixed Mode of Administration



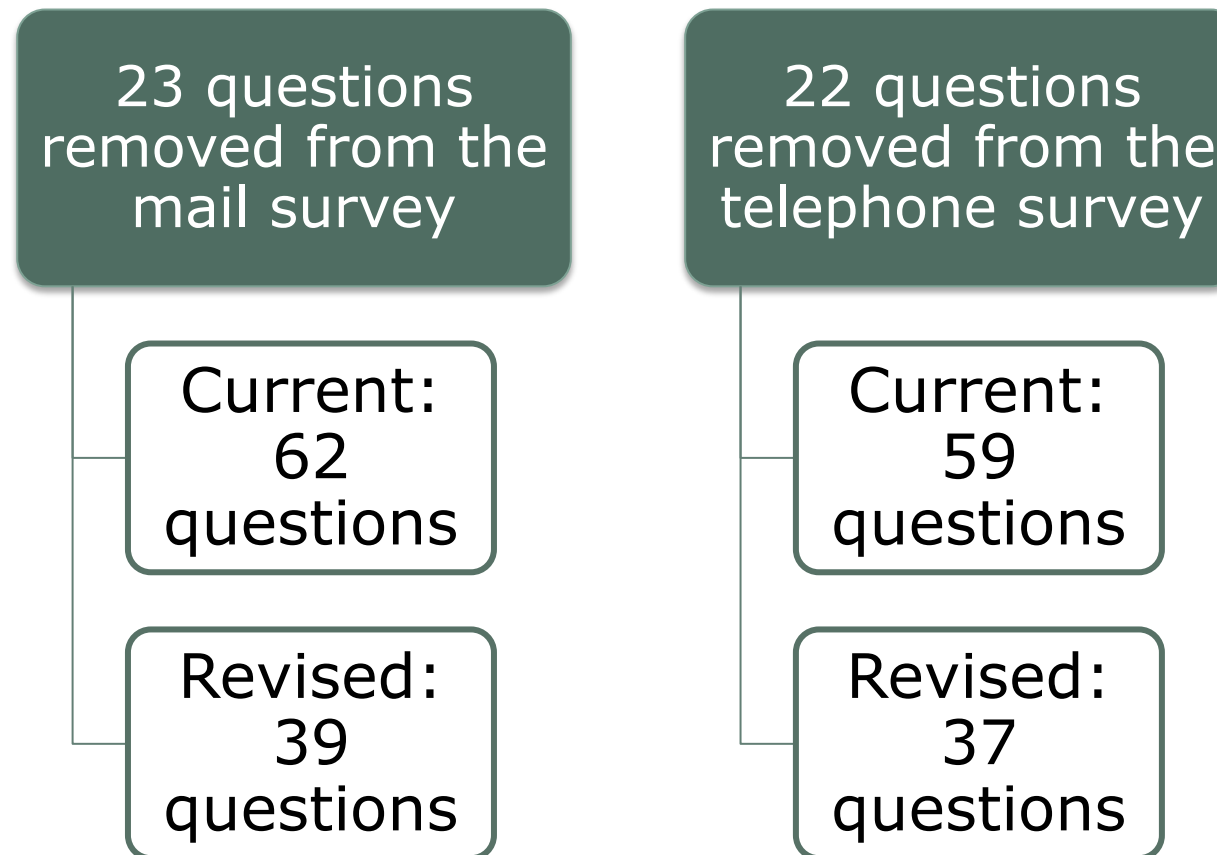
# ICH CAHPS Tidbits: Response Rates by Mode by Race/Ethnicity

Race/Ethnicity	2023 Fall Response Rate			2024 Spring Response Rate		
	Mail-only	Phone-only	Mixed Mode	Mail-only	Phone-only	Mixed Mode
American Indian/Native Alaskan	7.9%	6.7%	18.1%	9.1%	19.0%	17.9%
Asian	19.1%	13.7%	21.1%	17.8%	12.6%	21.8%
Black	14.5%	26.0%	21.0%	14.5%	18.3%	21.1%
Native Hawaiian/Other Pacific Islander	7.0%	8.0%	22.0%	6.3%	8.7%	20.8%
White	24.6%	20.1%	26.6%	24.2%	16.0%	27.2%
Other*	14.4%	17.2%	22.7%	13.2%	23.8%	21.1%
Hispanic	9.1%	26.4%	23.2%	9.9%	19.7%	25.0%

# **Update on Potential Changes to the ICH CAHPS Survey**

# Update on Potential Changes to the ICH CAHPS Survey: The Survey

## What does the revised ICH CAHPS Survey look like?



# Update on Potential Changes to the ICH CAHPS Survey: The Approval Process

## Required Approval Process

Measures for Consideration (MUC)/Pre-Rulemaking Measure Review (January 2025)

Partnership for Quality Management (PQM) endorsement (Spring 2025)

OMB (anticipated submission Summer 2025)

# Update on Potential Changes to the ICH CAHPS Survey: The Timeline

- We cannot share a timeline for implementation of the revised survey at this time:
  - We do not know exactly when the revised survey will be submitted to OMB.
  - We do not know how long the OMB approval process may take.
- We will continue to share updates with survey vendors.
- We will allow vendors sufficient time to implement the revised survey once approved.



# Update on Potential Changes to the ICH CAHPS Survey: Web Mode

- Due to lack of email addresses available during the 2022 Mode Experiment, CMS was not able to determine whether a web-based mode is feasible for this population.
- CMS is considering another mode experiment in the future to better determine the feasibility of a web mode.
  - RTI is currently working with EQRS, LDOs, and ESRD stakeholders to determine how best to obtain patient email addresses.
  - Vendors are encouraged to push their facility clients to update patient contact information in EQRS, including adding email addresses.

**Questions?**

# Thank You!

- Thank you for participating in this training session.
- Please take a moment to complete the training evaluation form before you log out of this session. Your feedback is important to us!
- Remember that technical assistance is available:
  - By email, [ichcahps@rti.org](mailto:ichcahps@rti.org)
  - Telephone, 1-866-245-8083