

**Reference #:** 2024-47-PCH

**From:** Inpatient and Outpatient Healthcare Quality Systems Development and Program Support  
**Sent:** August 30, 2024  
**To:** PCHQR Program ListServe  
**Subject:** NOTICE: Q2 2024 HCAHPS Data Due by Wednesday, October 2, 2024

The submission deadline for the Hospital Consumer Assessment of Healthcare Providers and Systems (CAHPS)\* patient perspectives of care survey data for Quarter 2 2024 (April 1–June 30, 2024) discharges is **Wednesday, October 2, 2024**.

The Centers for Medicare & Medicaid Services (CMS) strongly encourages all Prospective Payment System-Exempt Cancer Hospitals (PCHs), whether they self-administer the survey or use a survey vendor, to submit data at least two days prior to the deadline to allow time to address any submission issues.

### **Review and Correction Period**

Immediately following the **October 2, 2024**, data submission deadline, participating PCHs and survey vendors have a seven-day opportunity, the **October 3–9, 2024, review and correction period**, to access and review the HCAHPS Data Review and Correction Report. The report contains a summary of the data accepted into the HCAHPS data warehouse for the quarter. The warehouse does not accept new data during the review and correction period. During the seven-day review and correction period, you can only replace incorrect data that arrived at the warehouse before the **October 2, 2024**, deadline.

### **Contact Information**

- For questions regarding specific HCAHPS hospital data, contact the HCAHPS Project Team at (888) 884-4007 or [hcahps@hsag.com](mailto:hcahps@hsag.com).
- For general questions regarding the HCAHPS Hospital Survey, contact CMS at [HospitalCAHPS@cms.hhs.gov](mailto:HospitalCAHPS@cms.hhs.gov).
- For questions regarding information on the HCAHPS initiative, file specifications, or data-submission protocols, use the contact information on the HCAHPS website at [www.hcahpsonline.org](http://www.hcahpsonline.org).
- Questions regarding the PCH Quality Reporting Program may be submitted through the QualityNet Question and Answer Tool at [https://cmsqualitysupport.servicenowservices.com/qnet\\_qa](https://cmsqualitysupport.servicenowservices.com/qnet_qa) or to Inpatient and Outpatient Healthcare Quality Systems Development and Program Support at (844) 472-4477.

\*CAHPS (Consumer Assessment of Healthcare Providers and Systems) is a registered trademark of the Agency for Healthcare Research and Quality, a U.S. Government agency.

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