

Reference #: 2024-63-PCH
From: Inpatient and Outpatient Healthcare Quality Systems Development and Program Support
Sent: December 3, 2024
To: PCHQR Program ListServe
Subject: NOTICE: Q3 2024 HCAHPS Data Due by Thursday, January 2, 2025

The submission deadline for the Hospital Consumer Assessment of Healthcare Providers and Systems (CAHPS)* patient perspectives of care survey data for Quarter 3 2024 (July 1–September 30, 2024) discharges is **Thursday, January 2, 2025**.

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 **January 2, 2025**, data submission deadline, participating PCHs and survey vendors have a seven-day opportunity, the **January 3–9, 2025, 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 **January 2, 2025**, deadline.

Contact Information

- For questions regarding specific HCAHPS hospital data, contact the HCAHPS Project Team at (888) 884-4007 or hcahps@hsag.com.
- For general questions regarding the HCAHPS Hospital Survey, contact CMS at 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.heahpsonline.org.
- Questions regarding the PCH Quality Reporting Program may be submitted through the QualityNet Question and Answer Tool at https://cmsqualitysupport.servicenow.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.

Please do not respond directly to this email. For further assistance regarding the information contained in this message, please submit questions to CMS' Inpatient and Outpatient Healthcare Quality Systems Development and Program Support via the Quality Question and Answer Tool at https://cmsqualitysupport.servicenow.com/qnet_qa or call toll-free (844) 472-4477 or (866) 800-8765 weekdays from 8 a.m. to 8 p.m. Eastern Time.