

**Reference #:** 2024-09-PCH

**From:** Inpatient Value, Incentives, and Quality Reporting Outreach and Education Support Contractor  
**Sent:** March 4, 2024  
**To:** PCHQR Program ListServe  
**Subject:** NOTICE: Q4 2023 HCAHPS Data Due By Wednesday, April 3, 2024

The submission deadline for Hospital Consumer Assessment of Healthcare Providers and Systems (CAHPS)\* patient perspectives of care survey data for Quarter 4 2023 (October 1–December 31, 2023) discharges is **Wednesday, April 3, 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 **April 3, 2024**, data submission deadline, participating PCHs and survey vendors have a seven-day opportunity, the **April 4–10, 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 **April 3, 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.hcahponline.org](http://www.hcahponline.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](https://cmsqualitysupport.servicenow.com/qnet_qa) or to the Inpatient Value, Incentives, and Quality Reporting (VIQR) Outreach and Education Support Contract Team 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 contact the Inpatient VIQR Outreach and Education Support Contract Team at [https://cmsqualitysupport.servicenow.com/qnet\\_qa](https://cmsqualitysupport.servicenow.com/qnet_qa) or (844) 472-4477.