

**Reference #:** 2021-02-PCH

**From:** Inpatient Value, Incentives, and Quality Reporting Outreach and Education Support Contractor  
**Sent:** January 8, 2021  
**To:** PCHQR Program ListServe  
**Subject:** Updated Contact For Q3 2020 HCAHPS Data Deadline Assistance

The submission deadline for the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) patient perspectives of care survey data for third quarter 2020 (July 1–September 30, 2020) discharges is **February 8, 2021**.

The Centers for Medicare & Medicaid Services (CMS) strongly encourages all PPS-Exempt Cancer Hospitals (PCHs), whether they self-administer the HCAHPS 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 **February 8, 2021** data submission deadline, participating PCHs and survey vendors have a seven-day opportunity, the **February 9-15, 2021 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. New data are not accepted into the warehouse during the Review and Correction Period. Errors in data accepted into the warehouse by the **February 8, 2021** deadline can be corrected during the February 9–15, 2021 Review and Correction Period. During this seven-day period, the corrected data can be submitted to the warehouse to replace incorrect data.

### **Contact Information**

- **UPDATE:** 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 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 PPS-Exempt Cancer Hospital Quality Reporting (PCHQR) Program may be submitted through the Inpatient Questions and Answers tool at [https://cmsqualitysupport.servicenowservices.com/qnet\\_qa](https://cmsqualitysupport.servicenowservices.com/qnet_qa) or to the Inpatient Value, Incentives, and Quality Reporting (VIQR) Outreach and Education Support Contract Team at (844) 472-4477.

\*The HCAHPS Survey is also known as the CAHPS® Hospital Survey. CAHPS® Hospital Survey is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ), 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.servicenowservices.com/qnet\\_qa](https://cmsqualitysupport.servicenowservices.com/qnet_qa) or (844) 472-4477.