

CAHPS Hospice Survey Quality Assurance Guidelines Version 13.0

Summary of Updates and Emphasis

This document is a reference tool that highlights the major changes from the *CAHPS Hospice Survey Quality Assurance Guidelines Version 12.0 to 13.0*. This document is not a substitute for reviewing the *CAHPS Hospice Survey Quality Assurance Guidelines V13.0* in its entirety. The *CAHPS Hospice Survey Quality Assurance Guidelines V13.0* manual is effective upon its release in September 2026. General formatting and minor wording revisions have occurred throughout the manual and are not included in this change matrix. Please contact the CAHPS Hospice Survey Project Team for any specific questions.

QAG Section	Summary of Key Changes in V13.0
Chapters	
Miscellaneous	• Updates: ○ Revised V12.0 to V13.0 ○ Revised dates as necessary (e.g., 2025 to 2026; 2026 to 2027) ○ Minor formatting and wording revisions throughout the manual ○ References to XML File Specification V12.0 have been updated to XML File Specification V13.0
II. Introduction and Overview	• Updates: ○ Updated the CAHPS Hospice Survey Quality Measures and Constituent Items table ○ Updated the Compare Tool Refresh Date Timeline table ○ Updated the CAHPS Hospice Survey Development and National Implementation Timeline ○ Updated the Data Collection and Submission Timeline
III. Program Requirements	• Updates: ○ Updated guidance on sharing caregiver responses to the CAHPS Hospice Survey with hospices ○ Added that vendors must not append caregiver or decedent name, contact information, or other variables that will allow for direct identification of the caregiver or decedent to the survey data ○ Added that vendors may not share voice recordings of caregiver responses with hospices ○ Clarified that mail administration activities are not to be conducted from a residence, nor from a virtual office • Emphasis: ○ Reinforced that vendors must not include a “Consent to Share” question as a supplemental survey question ○ Reinforced that any caregiver responses that would identify a particular decedent/caregiver case must not be shared with direct care staff ○ Reinforced that hospices may not contact caregivers directly regarding survey responses provided by the caregiver in the survey except when the caregiver explicitly requests a call from the hospice
IV. Communications and Technical Support	• No revisions

CAHPS Hospice Survey Quality Assurance Guidelines Version 13.0

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V. Sampling Protocol	• Updates: ○ Added if the vendor becomes aware after drawing the sample that the caregiver is under 18 years old, the record must be coded as 3 – Ineligible: Not in eligible population ○ Clarified that the number of duplicate records must be removed from the count of “records received”
VI. Mail Only Survey Administration	• Updates: ○ Added that eligible caregivers who do not complete the survey are assigned a “Final Survey Status” code of non-response (7, 8, 9, 10, 11, 12, 13, 15, or 33, as applicable) ○ Added that the “caregiver language” variable received from the hospice should be used as a guide when sending materials in an approved language • Emphasis: ○ Reinforced that vendors must not include a “Consent to Share” question as a supplemental survey question
VII. Phone Only Survey Administration	• Updates: ○ Added that all CAHPS Hospice Survey phone calls are required to be conducted by live interviewers. The use of an AI agent, conversational AI, voice-based AI agent, or other AI interviewer is prohibited. ○ Added that eligible caregivers who do not complete the survey are assigned a “Final Survey Status” code of non-response (7, 8, 9, 10, 11, 12, 13, 15, or 33, as applicable) ○ Added that the “caregiver language” variable received from the hospice should be used as a guide when sending materials in an approved language ○ Added that if the interviewer reaches a “screening” number (e.g., privacy screen such as Google assistant, privacy manager, phone intercept, or blocked call) and is asked who is calling, the interviewer should respond by providing their name and the survey vendor’s name ○ Added that survey vendors must ensure that adequate staffing is available to call a caregiver at the scheduled callback time • Emphasis: ○ Reinforced that vendors must not include a “Consent to Share” question as a supplemental survey question ○ Multiple attempts <u>must</u> not be made in one day unless the interviewer received a busy signal, or a callback has been requested ○ If on the fifth attempt, the caregiver requests to schedule an appointment to complete the survey, it is permissible to schedule that appointment. This additional (sixth) call to the caregiver back must be made as scheduled provided that the appointment is within the 49 calendar day survey field period

CAHPS Hospice Survey Quality Assurance Guidelines Version 13.0

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VIII. Mail Phone Survey Administration	• Updates: ○ Added that all CAHPS Hospice Survey phone calls are required to be conducted by live interviewers. The use of an AI agent, conversational AI, voice-based AI agent, or other AI interviewer is prohibited. ○ Added that eligible caregivers who do not complete the survey are assigned a “Final Survey Status” code of non-response (7, 8, 9, 10, 11, 12, 13, 15, or 33, as applicable) ○ Added that the “caregiver language” variable received from the hospice should be used as a guide when sending materials in an approved language ○ Added that if the interviewer reaches a “screening” number (e.g., privacy screen such as Google assistant, privacy manager, phone intercept, or blocked call) and is asked who is calling, the interviewer should respond by providing their name and the survey vendor’s name ○ Added that survey vendors must ensure that adequate staffing is available to call a caregiver at the scheduled callback time • Emphasis: ○ Reinforced that vendors must not include a “Consent to Share” question as a supplemental survey question ○ Multiple attempts <u>must</u> not be made in one day unless the interviewer received a busy signal, or a callback has been requested ○ If on the fifth attempt, the caregiver requests to schedule an appointment to complete the survey, it is permissible to schedule that appointment. This additional (sixth) call to the caregiver back must be made as scheduled provided that the appointment is within the 49 calendar day survey field period
IX. Web Mail Mode Survey Administration	• Updates: ○ Added that eligible caregivers who do not complete the survey are assigned a “Final Survey Status” code of non-response (7, 8, 9, 10, 11, 12, 13, 15, or 33, as applicable) ○ Added that the “caregiver language” variable received from the hospice should be used as a guide when sending materials in an approved language • Emphasis: ○ Reinforced that vendors must not include a “Consent to Share” question as a supplemental survey question
X. Data Coding and Data File Preparation	• Updates: ○ Clarified that the number of duplicate records must be removed from the count of “records received” ○ Clarified that the “survey-completion-mode” should be “88 - Not Applicable” for “survey-mode” of “1 – Mail Only” and “2 – Phone Only” ○ Provided additional guidance on the coding of the “number-survey-attempts-telephone,” the “number-survey-attempts-mail,” “number-survey-attempts-web,” and “email-status” ○ Added that if the “Final Survey Status” code “33 – No Response Collected” is used for a final data submission, lag time must be calculated ○ Added guidance on how lag time would be determined for “No Response Collected (code 33)” ○ Added guidance on the assignment of the “Final Survey Status” code “33 – No Response Collected”

CAHPS Hospice Survey Quality Assurance Guidelines Version 13.0

Summary of Updates and Emphasis

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XI. Data Submission	• Emphasis: ○ Survey vendors must log in and review the CAHPS Hospice Survey Data Submission Reports in a timely manner after data submission to ensure that all data are as expected
XII. Oversight Activities	• Updates: ○ Added guidance that a detailed discussion of current security measures for remote work if an Exception Request for remote work has been approved
XIII. Data Reporting	• Updates: ○ Updated the Public Reporting Provider Preview Period and Refresh Date table ○ Added that when calculating measure scores for the revised survey, case-mix adjustment variables remain the same as those used for the original survey, with some refinements to the categories ○ Provided guidance regarding the changes to the calculation of the publicly reported CAHPS Hospice Survey Measures and the Family Caregiver Survey Rating summary Star Rating ○ Updated the information regarding accessing the CAHPS Hospice Provider Preview Reports
XIV. Exception Request Process	• Updates: ○ Removed the requirement for the submission of an Exception Request for remote work activities
XIV. Discrepancy Report Process	• No Revisions
XV. Data Quality Checks	• No Revisions
Appendices	
Appendix A Minimum Business Requirements	• Updates: ○ Updated mode names ○ Added requirement to track completed surveys by date of receipt and stop further follow-up ○ Updated prior experience requirement for providing email customer support ○ Added email for technical customer support ○ Added maintenance requirement for the Quality Assurance Plan with the current CAHPS Hospice Survey <i>Quality Assurance Guidelines</i> ○ Clarified process for “active contract” requirement for approved vendors
Appendix B Survey Vendor Authorization Form	• Updates: ○ Updated the Survey Vendor Authorization Form timeline table

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Appendix C Data Warehouse Access Form	• No Revisions
Appendix D Sample File Layout	• No Revisions
Appendix E XML File Layout Version 13.0	• Updates: ○ Updated guidance for <survey-status> 33- No Response Collected ○ Updated <number-survey-attempts-mail> with “0 – No Attempts” ○ Updated <number-survey-attempts-web> with “0 – No Attempts”
Appendix F Interviewing Guidelines for Telephone Surveys	• No Revisions
Appendix G Frequently Asked Questions for Customer Support	• No Revisions
Appendix H Model Quality Assurance Plan	• Updates: ○ Updated “Telephone” to “Phone” ○ Added requirement for detailed information on current processes, procedures, and tools utilized to maintain data security for remote work
Appendix I Exception Request Form	• No Revisions
Appendix J Discrepancy Report Form	• No Revisions
Appendix K Participation Exemption for Size Form	• No Revisions
Appendix L Attestation Statement	• No Revisions

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Appendix M Examples of Additional Supplemental Questions for Survey Vendor Use	• No Revisions
Appendix N Informational Flyer	• No Revisions
Appendix O Sample Prenotification Letter (English)	• No Revisions
Appendix P Mail Survey Materials (English)	• No Revisions
Appendix Q Telephone Script (English)	• No Revisions
Appendix R Web Survey Materials (English)	• No Revisions