

# 2025 CAHPS Hospice Survey Update Training Q&A

## September 25, 2025

Question #	Question/Response
1	<p><b>Question:</b> If mode adjustment for phone adds the adjustment to the score, with comparison to mail, what happens with the phone score is 100%. Does the adjusted score exceed 100% or is the adjustment not fully applied in that case?</p> <p><b>Response:</b> It is rare but possible that a final fully adjusted hospice score would be higher than 100 or lower than 0 for a measure. If that occurs, the score is truncated at 100 or at 0 after all adjustments are applied. For example, if a hospice gets a perfect raw score of 100 and a positive mode adjustment results in the score exceeding 100, this higher-than-100 value enters case-mix adjustment. (Note that case-mix adjustment can either increase or decrease the mode-adjusted score.) If the fully adjusted score still exceeds 100 for the hospice on that measure, then it is set to 100. Additional information on this topic appears in the case-mix adjustment documents on the CAHPS Hospice Survey Project Website.</p>
2	<p><b>Question:</b> Is there flexibility for the timing of the first phone attempt for phone only mode? Does the first attempt need to be exactly 7 days after the prenotification letter was sent, or can all initial phone calls be attempted between the 1st and 7th of the month regardless of when the prenotification letter was sent?</p> <p><b>Response:</b> The protocol for the survey administration for the CAHPS Hospice Survey calls for the prenotification letter to go out 7 days prior to the beginning of the survey field period, which is the date of the <u>first</u> mailing, email or phone call. However, if using the phone only mode, the first phone attempt does not need to be made for all cases in the sample on the first day. If this protocol is not followed or a variance occurs, the survey vendor must submit a Discrepancy Report to the CAHPS Hospice Survey Project Team.</p>
3	<p><b>Question:</b> Our Hospice is a small company and we only experience between 6-10 decedents. Are we required to get a vendor?</p> <p><b>Response:</b> The CAHPS Hospice Survey does have an Exemption for Size that is available for hospices that serve fewer than 50 survey eligible decedents/caregivers. Hospices can visit the CAHPS Hospice Survey Website and submit an online form to request this exemption. Currently the form available on the website is for CY 2025 which references patient counts in 2024. On January 1, 2026 a new form will be posted that references patient counts in 2025.</p>

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4	<p><b>Question:</b> Please give more detail on what materials are due for submission to Hospice on 11/21/2025? Slide #124</p> <p><b>Response:</b> Survey vendors must provide the survey materials in each language and each mode that the vendor offers for survey administration to the CAHPS Hospice Survey Project Team for review, and all materials should be in PDF form.</p> <ul style="list-style-type: none"> <li>• Vendors who have clients administering in Mail Only mode must provide a copy of the questionnaire, three letters (prenotification, initial, and follow up), as well as the outgoing envelope and return envelope</li> <li>• Vendors who have clients administering in Phone Only mode must provide the CATI screenshots (including skip pattern logic) and prenotification letter</li> <li>• Vendors who have clients administering in Mail Phone mode must submit all required materials for Mail Only mode and Phone Only mode</li> <li>• Vendors who have clients administering in Web Mail mode must provide the two emails that are sent to the caregivers, screenshots of the web survey, a working link that the Team can use to test the survey, as well as all the mail materials required as part of Mail Only mode</li> </ul>
5*	<p><b>Question:</b> If the decedent race variable as submitted by hospices does not appear to be correct, what are the criteria for validating the race variable? Or is this a check of aggregates over time and verifying with the hospice if we locate an anomalous change?</p> <p><b>Response:</b> To validate the decedent race variable, a survey vendor may reach out to the hospice for clarification to ensure that the variable submitted represents actual patient demographics rather than a data submission issue.</p>
6*	<p><b>Question:</b> Does the new/upcoming End-of-Life Care survey affect anything with CAHPS Hospice?  <a href="https://www.ahrq.gov/cahps/surveys-guidance/end-of-life/index.html">https://www.ahrq.gov/cahps/surveys-guidance/end-of-life/index.html</a></p> <p><b>Response:</b> The Agency for Healthcare Research and Quality has made the CAHPS End-of-Life Care Survey available for use by health systems, accountable care organizations, Medicare Advantage plans, or other organizations responsible for providing or paying for end-of-life healthcare across settings. The survey is not required for any CMS quality initiative. It is permissible for an organization to field the CAHPS End-of-Life Care Survey in addition to the CAHPS Hospice Survey; however, as specified in the CAHPS Hospice Survey Quality Assurance Guidelines Version 12.0, the CAHPS Hospice Survey should be administered prior to administering any other survey after a patient's death.</p>

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7*	<b>Question:</b> Please share some additional perspective on a maximum URL of 25 characters and whether that includes <a href="http://vendordomain.com">http://vendordomain.com</a> or also does it include any query string parameters?
	<b>Response:</b> The URL can have a maximum of 25 characters. A vendor assigns the characters based on the requirements for their organization. An Exception Request may be submitted if an organization requires additional characters in the URL.
8*	<b>Question:</b> The Summary of Updates for V12.0 states there are no changes to the mail survey materials, so I am confused what we are submitting on 11/21/25. We have already submitted and received acceptance for V11 changes.
	<b>Response:</b> Survey materials must be submitted every year following the release of the new QAG and by the requested due date. Please refer to Question 4 for additional details on required materials that must be submitted for review by the CAHPS Hospice Survey Project Team.

\* This question was not answered during the Q&A session.