

2023 Registration Guide for the CAHPS for MIPS Survey



Table of Contents

Section	Page Number
I. Introduction	2
II. Get Started	6
III. Access the CAHPS for MIPS Survey Registration System	7
IV. Submit a New Registration for the CAHPS for MIPS Survey	13
V. Modify Information for an Existing Registration	16
VI. View Your CAHPS for MIPS Survey Registration Summary	18
VII. Delete Your 2023 Registration for the CAHPS for MIPS Survey	19
VIII. For More Information	21
IX. Version History	21

I. Introduction

This guide provides information and instructions on the Consumer Assessment of Healthcare Providers and Systems (CAHPS) for Merit-based Incentive Payment System (MIPS) Survey registration process for the 2023 performance period.

Please review the 2023 CAHPS for MIPS Survey Overview Fact Sheet (PDF) for more information about administering the CAHPS for MIPS Survey.

Registration Information

To register to administer the CAHPS for MIPS Survey, sign in to the [Quality Payment Program website](#).

Registration opens on Monday, April 3, 2023, at 10 a.m. ET and closes on Friday, June 30, 2023, at 8 p.m. ET.

To complete your organization's registration, you need a Health Care Quality Information System (HCQIS) Access Roles and Profile (HARP) account and the Security Official role for your organization. More information is provided in [Section III: Access the Registration System](#) of this guide.

Definitions

- **Group:** A single Taxpayer Identification Number (TIN) with 2 or more eligible clinicians (including at least one MIPS eligible clinician), as identified by their individual National Provider Identifier (NPI), who have reassigned their Medicare billing rights to the TIN.
- **Virtual group:** A combination of 2 or more whole TINs (solo practitioners and/or groups with 10 or fewer clinicians, including at least one MIPS eligible clinician) whose clinicians elected to participate in MIPS as part of a virtual group. Only virtual groups that CMS approves and identifies as official virtual groups can participate in MIPS as a virtual group for the 2023 performance year.
- **Subgroup:** A subset of clinicians within a group (identified by a single TIN), which contains at least 2 clinicians, one of whom is an individually eligible MIPS eligible clinician. Subgroup participation is only available for reporting a [MIPS Value Pathway \(MVP\)](#).
- **Alternative Payment Model (APM) Entity:** The group of eligible clinicians participating in an APM Entity, as identified by a combination of the APM identifier, APM Entity identifier, TIN, and NPI for each participating eligible clinician.

Note: The registration process outlined in this guide is applicable to groups, virtual groups, and APM Entities registering for the CAHPS for MIPS Survey.

The registration process outlined in this guide **doesn't apply to subgroups** that intend to administer the CAHPS for MIPS Survey as 1 of their 4 required quality measures for MVP reporting. [Learn more.](#)

Who doesn't need to register for the CAHPS for MIPS Survey?

Medicare Shared Savings Program (Shared Savings Program) Accountable Care Organizations (ACOs).

- Shared Savings Program ACOs are required to report the APM Performance Pathway (APP) so they are **automatically registered** for the CAHPS for MIPS Survey which is a required measure under the APP.
- Shared Savings Program ACOs don't need to register but will still need to hire a CMS-approved vendor to administer the CAHPS for MIPS Survey.

Who must register for the CAHPS for MIPS Survey?

APM Performance Pathway (APP): Groups and APM Entities (excluding Shared Savings Program ACOs) that choose to report the APP must register because the CAHPS for MIPS Survey is a **required measure** when reporting through the APP.

Who can register for the CAHPS for MIPS Survey?

Traditional MIPS: The CAHPS for MIPS Survey is an **optional measure** available to groups, virtual groups, and APM Entities with 2 or more eligible clinicians reporting traditional MIPS.

- The CAHPS for MIPS Survey can be reported as 1 of the 6 required quality measures in traditional MIPS.
- It also fulfills part of the requirement for the 'Regularly Assess Patient Experience of Care and Follow Up on Findings' improvement activity (IA_BE_6).
- Interested groups, virtual groups and APM Entities can follow the registration directions in this resource; they must register by June 30, 2023, at 8 p.m. ET.

MIPS Value Pathways (MVPs): The CAHPS for MIPS Survey is an **optional measure** available to groups, [subgroups](#)*, and APM Entities with 2 or more eligible clinicians that are registered to report certain MVPs. (continued on next page)

Before You Register:

The CAHPS for MIPS Survey assesses the experience of patients receiving primary care services and is, therefore, most appropriate for groups, virtual groups, [subgroups](#)*, and APM Entities that provide primary care services.

- If the CAHPS for MIPS Survey is available within your selected MVP, it can be reported as 1 of the 4 required quality measures.
- Interested groups and APM Entities can follow the registration directions in this resource; they must register by June 30, 2023, at 8 p.m. ET.

***Subgroups.** Subgroups won't follow the registration steps outlined in this resource. Subgroups interested in administering the CAHPS for MIPS Survey as 1 of their 4 required quality measures for MVP reporting will complete their registration through the QPP Service Center. If a subgroup registers for an MVP that includes the CAHPS for MIPS Survey measure before June 30, 2023, a Service Center representative will follow up with the practice's Security Official who submitted the subgroup's MVP registration to determine if the subgroup also intends to administer the CAHPS for MIPS Survey. The Service Center representative will collect any additional information required to complete the subgroup's CAHPS for MIPS Survey registration by June 30, 2023, at 8 p.m. ET when the CAHPS for MIPS Survey registration period closes.

For more information about MVP registration, please review the [2023 MVP Registration Form and Fact Sheet](#).

Is it possible we won't be able to administer the CAHPS for MIPS Survey even if we register?

Yes. We conduct an assignment and sampling methodology process for organizations that are registered to administer the CAHPS for MIPS Survey. Groups, subgroups, virtual groups, and APM Entities must meet minimum patient sampling requirements to administer the 2023 CAHPS for MIPS Survey.

If an organization doesn't meet the minimum patient sampling requirements for the CAHPS for MIPS Survey, we'll notify organizations indicating that they won't be able to administer the CAHPS for MIPS Survey. We anticipate notifications will be sent in the fall of 2023.

Groups, virtual groups, subgroups, and APM Entities (including Shared Savings Program ACOs reporting the APP) that don't meet minimum patient sampling requirements will qualify for a denominator reduction and the CAHPS for MIPS Survey measure will be excluded from scoring.

II. Get Started

Obtain Access

A representative of the organization will need an account that allows the representative to sign in to the [Quality Payment Program website](#) and have the **Security Official role** for the organization to submit, modify, or cancel a registration.

- If you're a returning user, sign in with your existing QPP account credentials.
- If you're a new user, you must first create a HARP account. Then you will sign in to the [Quality Payment Program website](#) to request the Security Official role for your organization.

Review the documents specified below in the [Quality Payment Program Access User Guide \(ZIP\)](#) for instructions to create an account and/or request the Security Official role for your organization.

- **Register for a HARP Account** provides information about creating a new HARP account.
- **Connect to an Organization** provides information about requesting the Security Official role for your organization.

To determine if your organization already has an individual who can register the group, virtual group, or APM Entity to administer the CAHPS for MIPS Survey, please [contact QPP](#) and provide the group's TIN, the virtual group identifier, or the APM Entity identifier, and the name of the organization.

Prepare to Register for the CAHPS for MIPS Survey

Gather the following information before you begin to register your organization:

- **Determine Organization Size:** 2-24 clinicians, 25-99 clinicians, or 100 or more clinicians.
- **Contact Information:** First Name, Last Name, Phone Number, and Email.
 - **Note:** You must provide complete information for at least one contact to submit your registration.

Start the account creation process **now** to avoid any delays in obtaining an account and a role with your organization. The registration period closes on **June 30, 2023, at 8 p.m. ET.**

III. Access the CAHPS for MIPS Survey Registration System

You'll be able to access the registration system between **April 3, 2023 (10 a.m. ET) and June 30, 2023 (8 p.m. ET)** by signing in to the [Quality Payment Program website](#).

Signing in will allow you to create new registrations, view or delete existing registrations, or modify information for existing registrations for a group, virtual group, or APM Entity.

- **Reminder:** Subgroups won't follow this process to register for the CAHPS for MIPS Survey. [Learn more about the subgroup CAHPS registration process](#).

Note: This user guide may use the term "organization" when referring to information that applies to APM Entities, groups, and virtual groups.

1. Go to the [Quality Payment Program website](#) and click **Sign In** in the upper right-hand corner.
2. Enter your HARP **User ID** and **Password** in the requested fields and click Sign In.
3. Click **Yes, I agree** for the Statement of Truth.

The image displays two screenshots from the Quality Payment Program (QPP) website. The first screenshot, titled 'Sign in to QPP', shows a login form with a red box highlighting the 'User ID' and 'Password' input fields. Below these fields is a link for 'Forgot user ID or password'. A blue 'Sign in >' button is also highlighted with a red box. Below the login form is a section for 'AC0 Management System (AC0-MS)' with a 'Register for QPP' button. The second screenshot shows a dialog box titled 'Agree to This Statement of Truth to Sign In'. It contains a statement of truth and a 'Yes, I agree' button. A red arrow points from the 'Sign in' button in the first screenshot to the 'Yes, I agree' button in the second screenshot.

4. Complete the Two-Factor Authentication

If this is your first time signing in, you'll be prompted to set up **two-factor authentication** which will be completed in your HARP account. You'll select a verification device (i.e., your cell phone) where you wish to have your one-time code sent each time you sign in.

If you're a returning user, you'll simply select the registered verification device where you want the one-time code to be sent.

Request a one-time code by selecting your preferred device from the **device dropdown**, click **Send Code**, enter the one-time code, and click **Verify**.

Two-Factor Authentication

The Quality Payment Program requires you to have two-factor authentication setup to sign in. Before you can continue, sign in to HCQIS Access Roles and Profile (HARP) to complete two-factor authentication.

[Setup Two-Factor Authentication >](#)

Step 1. Select device from device drop down and send code.

Two-Factor Authentication

Select a device to verify your account.

Text message to ***-***-8563

[Send Code >](#)

ENTER CODE

ex.123456

[Verify >](#)

[Change verification settings](#)

Step 2. Type in code and verify.

Two-Factor Authentication

CODE SENT TO:

Text message to ***-***-8563 [use a different device](#)

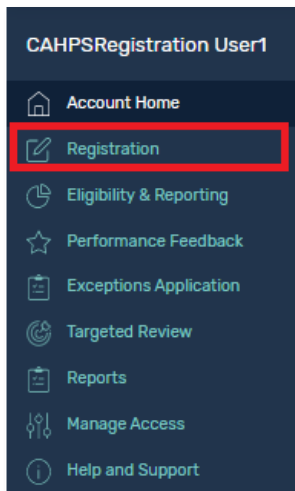
ENTER CODE

ex.123456

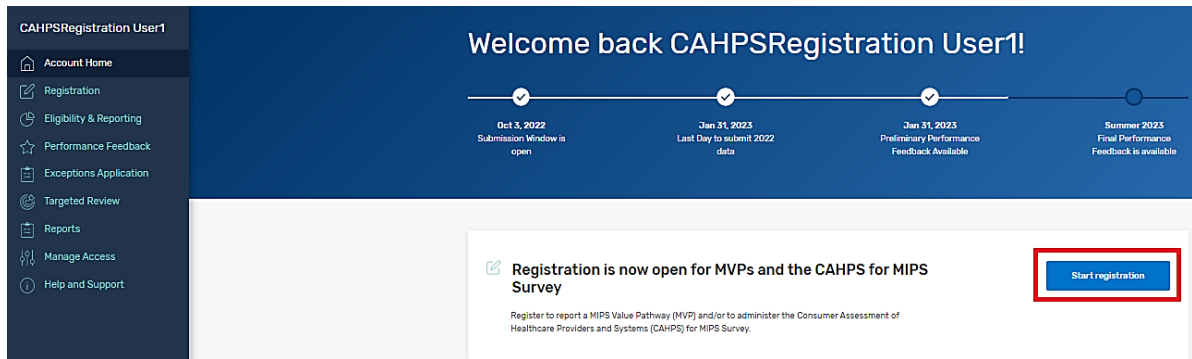
[Verify >](#)

[Change verification settings](#)

5. Select **Registration** from the left-hand navigation panel.



Alternatively, you can select **Start Registration** from the home screen.



6. From the Registration screen, select **Register and Edit CAHPS Registration**.

Registration

Register for an MVP and/or CAHPS for MIPS Survey

You may register to report a MIPS Value Pathway (MVP) and/or to administer the Consumer Assessment of Healthcare Providers and Systems (CAHPS) for MIPS Survey.

CAHPS

Register for the CAHPS for MIPS Survey

You can register to administer the CAHPS for MIPS Survey from April 3, 2023 - June 30, 2023. No changes will be accepted after June 30, 2023.

[Register and Edit CAHPS Registration](#)

7. If you have access to multiple organization types (“practices”, “virtual groups”, or “APM Entities”), you need to select the organization type before you can complete the CAHPS registration for a specific organization.

Registration / CAHPS for MIPS Survey Registration /

CAHPS for MIPS Survey Registration

APM Entities Virtual Groups **Practices**

Practices

Select one of the Practices below to register for the CAHPS for MIPS Survey.

Filter: All Search: Search by practice name

Showing 6 of 6 practices

ELIGTestOrg-00
TIN: 000046600 | 9606 Tonya Falls Apt. 436 Archerville, AK 777316263521334

Register Group for CAHPS

In this example, the user's account is associated with APM Entities, virtual groups, and practices.

After selecting the Practices tab, the user would click **Register Group for CAHPS** next to the appropriate practice to start the CAHPS registration.

You'll only see tabs for the organization types (APM Entities, Virtual Groups, Practices) associated with your account. Most users will only see one organization type.

If you **don't have the ability to select Register and Edit CAHPS Registration**, then you don't have the required Security Official role for the connected organization(s). This role is necessary to submit, modify, or delete a registration.

Review the **Connect to an Organization** section in the [Quality Payment Program Access User Guide](#) for information about obtaining the correct Security Official role.

8. At the top of the Register for CAHPS page, you will find your unique Registration ID and number of contacts receiving updates for this registration. You may delete the CAHPS registration at any time during the registration process by clicking the button on the upper right-hand side.

IMPORTANT: Changes made within the registration form will automatically be saved as the registration is completed in real time.

Registration / CAHPS for MIPS Survey Registration / Register for CAHPS /

Register for CAHPS

[← Back to CAHPS for MIPS Survey Registration](#) Changes will be saved automatically [Delete Registration](#)

Registration ID: CR-00000066 | Number of Contacts: 1 [Download CAHPS Registration Summary](#)

i You can update or delete your CAHPS registration through June 30, 2023

* Indicates Required Information

IV. Submit a New Registration for the CAHPS for MIPS Survey

Please follow the steps below when registering an organization for the first time or re-registering an organization that deleted a previous registration.

If you **don't** see the connected organization you are attempting to register for, you don't have the required Security Official role for that organization. This role is necessary to submit or delete a registration.

Review **Connect to an Organization** in the [Quality Payment Program Access User Guide](#) for information about obtaining this role.

1. Organization Size

Select the **Organization Size** for the organization you want to register.

Organization Size

Identify the number of clinicians in your practice.

* Select Size

☐ 2 - 24

☐ 25 - 99

☐ 100 or greater

2. Register for CAHPS: Add a Contact

Identify a contact to complete all required fields for the CAHPS registration marked with an asterisk. The contact will receive important information and updates about the organization's registration and provide next steps for administering the CAHPS for MIPS Survey.

Register for CAHPS: Add a Contact
Identify a contact for the ELIGTestOrg-00 (TIN: 000046600). This person will receive important information and updates about registration and next steps for administering the CAHPS for MIPS Survey. You can add additional contacts below.

Delete Contact

* First Name

* Last Name

* Address

(Optional) Company, C/O, Apt, Suite, Unit

* City

* State

* Postal Code

* Email Address

* Phone number

for example - #####

(Optional) Phone extension

You can add additional contacts by using the **+ Add another contact**, at the bottom of the screen. As more contacts added, the number of contacts will update in the Registration header.

Registration ID: CR-00000068 **Number of Contacts: 2**

As you proceed through the registration process, the Registration header will update as all changes are saved in real time.

✓ ALL CHANGES SAVED

3. Registration Confirmation

After a contact has been added with all the required fields, the CAHPS Registration is complete. You may select the CAHPS For MIPS Survey Registration on the left-hand navigation to view your completed registration. The CAHPS Registration Status will now show as **Complete** under the connected organization.

IMPORTANT: A Summary of the Group's CAHPS Registration will be available to download once registration is complete, but a confirmation email **will not** be provided.

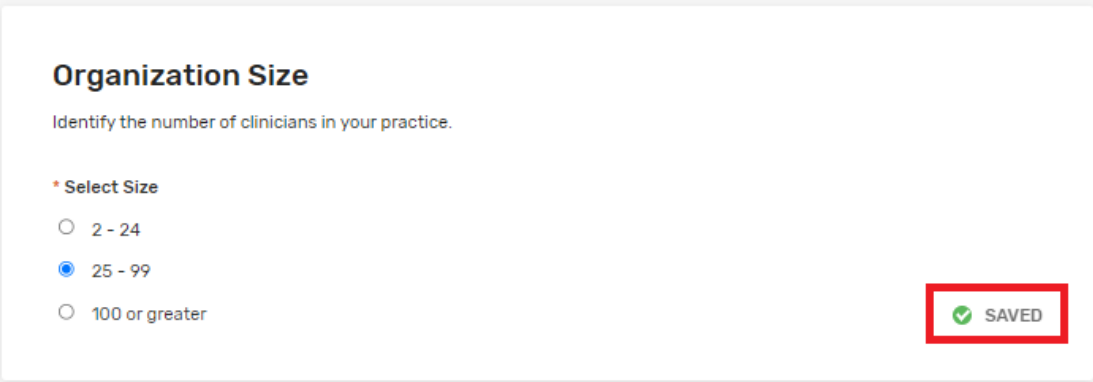
The screenshot displays the CAHPSRegistration User1 interface. On the left is a dark blue navigation sidebar with icons and labels for: Account Home, Registration, Eligibility & Reporting, Performance Feedback, Exceptions Application, Targeted Review, Reports, Manage Access, and Help and Support. The main content area has tabs for APM Entities, Virtual Groups, and Practices (which is selected). Below the tabs, the 'Practices' section prompts the user to 'Select one of the Practices below to register for the CAHPS for MIPS Survey.' It includes a 'Filter' dropdown set to 'All' and a 'Search' bar with the placeholder 'Search by practice name'. Below this, it says 'Showing 6 of 6 practices'. A practice card for 'ELIGTestOrg-00' is shown, containing the TIN: 000046600 | 9606 Tonya Falls Apt. 436 Archerville, AK 777316263521334. An 'Edit Group CAHPS Registration' button is in the top right of the card. The card also displays: 'Group Registration ID: CR-00000068', 'CAHPS Registration Status: ✓ Complete' (highlighted with a red box), and 'Group Contacts: 2'. A 'Download Group CAHPS Registration Summary' link with a download icon is at the bottom.

V. Modify Information for an Existing Registration

You may modify information for your existing CAHPS for MIPS Survey registration at any time during the registration period between Monday, **April 3, 2022, at 10 a.m. ET** and Friday, **June 30, 2023, at 8 p.m. ET**.

Update Organization Size

To edit the size of your organization, select **the appropriate size** option from the list. The application will automatically save the changes made.

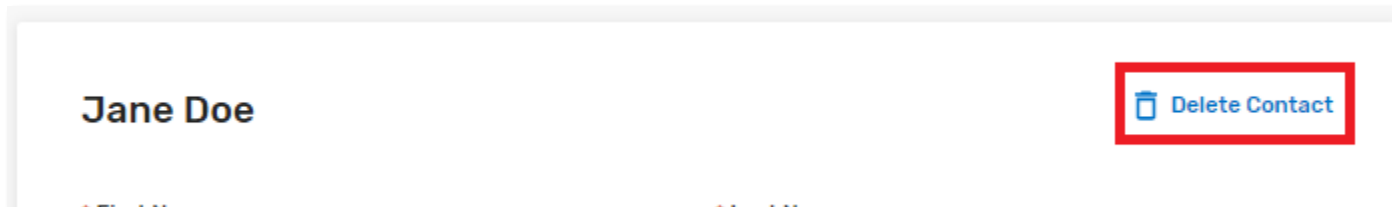


The screenshot shows a web form titled "Organization Size" with the instruction "Identify the number of clinicians in your practice." Below this is a section labeled "* Select Size" containing three radio button options: "2 - 24", "25 - 99" (which is selected), and "100 or greater". In the bottom right corner of the form, there is a red-bordered box containing a green checkmark icon and the word "SAVED".

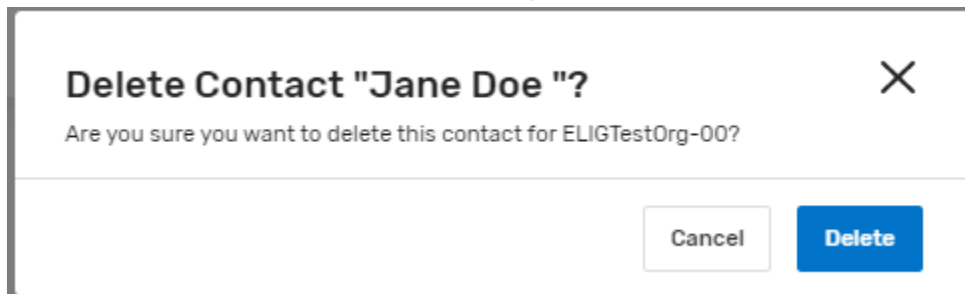
Add, Update or Remove Contact Information

To add, update or remove contact information from your completed registration, choose to edit your group's CAHPS registration and make the necessary changes. The system requires **at least one** contact for a registration. If your organization has one contact identified and the contact needs to be changed, you'll need to edit the existing contact, or you may add a new contact and delete the previous contact.

To delete a contact, select **Delete Contact**.



You will be asked to confirm the deletion, please select **Delete**.



Add New Contact

You can add additional contacts by using the **+ Add another contact** at the bottom of the screen. As more contacts are added, the number of contacts will update in the Registration header.

Registration ID: CR-00000068 **Number of Contacts: 2**

VI. View your CAHPS for MIPS Survey Registration Summary

You will have access to view information about the CAHPS for MIPS Survey registrations for all organizations for which you have a Security Official role.

A summary of the CAHPS Registration is available to be downloaded once registration is marked as complete. Select **Download Group CAHPS Registration Summary** from the Registration page under the organization.

ELIGTestOrg-00
TIN: 000046600 | 9606 Tonya Falls Apt. 436 Archerville, AK
777316263521334

Edit Group CAHPS Registration

Group Registration ID: CR-00000068
CAHPS Registration Status: ✓ Complete
Group Contacts: 2

Download Group CAHPS Registration Summary

A **green checkmark** indicates there is a complete registration.

CAHPS Registration Status: ✓ Complete

A **red x** indicates the registration is incomplete.

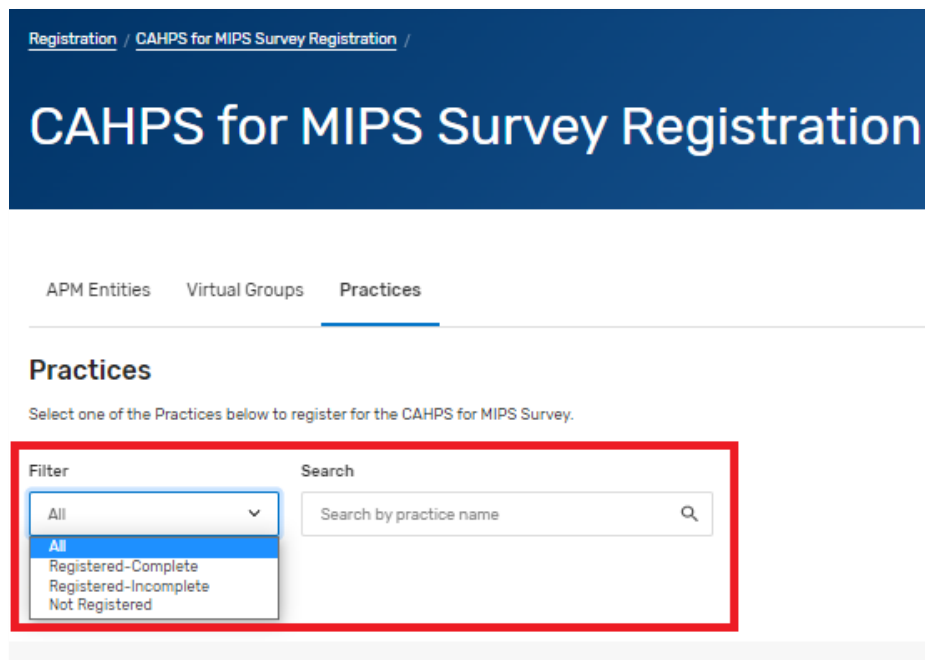
CAHPS Registration Status: ✗ Incomplete

No status information indicates no registration has been started.

ELIGTestOrg-09
TIN: 000046609 | 768 Wilson Valleys Port Davidhaven, MA
039095932655132

Register Group for CAHPS

On the CAHPS for MIPS Survey Registration page, you can filter and search by the registration status to find the status of connected organizations registrations.



The screenshot shows the 'CAHPS for MIPS Survey Registration' page. At the top, there is a blue header with the title. Below the header, there are three tabs: 'APM Entities', 'Virtual Groups', and 'Practices'. The 'Practices' tab is selected. Below the tabs, there is a section titled 'Practices' with a sub-header 'Select one of the Practices below to register for the CAHPS for MIPS Survey.' Below this, there is a search and filter section. The 'Filter' dropdown menu is open, showing options: 'All', 'Registered-Complete', 'Registered-Incomplete', and 'Not Registered'. The 'All' option is selected. To the right of the filter, there is a search box with the placeholder text 'Search by practice name' and a magnifying glass icon.

VII. Delete Your 2023 Registration for the CAHPS for MIPS Survey

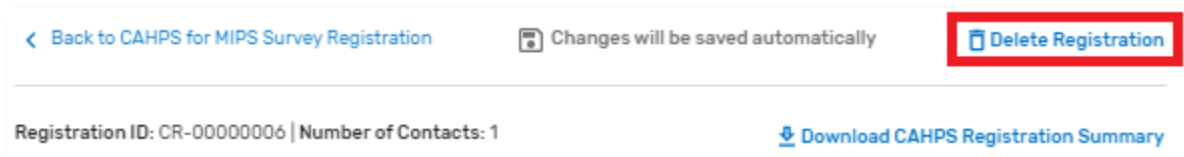
If your organization wishes to delete your completed CAHPS for MIPS Survey registration, you can log in and delete your registration any time before the registration period closes on **June 30, 2023, at 8 p.m. ET**.

If you want to re-register the organization during the 2023 registration period after deleting your registration, please refer to [Section IV: Submit a New Registration](#) of this guide.

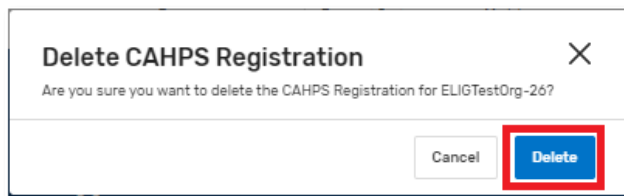
Delete Registration

1. Complete the steps in [Section III: Access the Registration System](#) of this guide to access your CAHPS for MIPS Survey registration.

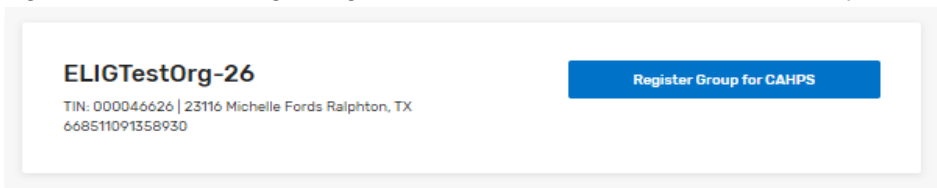
Select **Delete Registration** for the appropriate registration you wish to delete.



2. Once you select **Delete Registration**, you'll be required to confirm your decision by selecting **Delete** to successfully delete your registration.



When you return to the list of Connected Organizations, you should see that the organization is no longer registered for the CAHPS for MIPS Survey.



Note: If you didn't intend to delete the organization's registration, please follow the guidance in [Section IV: Submit a New Registration](#) of this guide to re-register your organization before the 2023 registration period closes on June 30, 2023, at 8 p.m. ET.

VIII. For More Information

Have questions? Contact the Quality Payment Program on Monday through Friday between 8 a.m. and 8 p.m. ET:

- **Phone:** 1-866-288-8292 (Customers who are hearing impaired can dial 711 to be connected to a TRS Communications Assistant)
- **Email:** QPP@cms.hhs.gov

IX. Version History

Date	Comment
06/29/2023	Corrected OMB Control Number on Page 21.
04/03/2023	Original Posting.

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0938-1222. The time required to complete this information collection is estimated to average 0.25 hours per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850.

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