

Quality Payment PROGRAM



2024 Registration Guide for the CAHPS for MIPS Survey

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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 2024 performance period.

Please review the [2024 CAHPS for MIPS Survey Overview Fact Sheet \(PDF, 631KB\)](#) 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 1, 2024, at 10 a.m. ET and closes on Monday, July 1, 2024, 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 CAHPS for MIPS Survey 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 2024 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.

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 through the [APM Performance Pathway \(APP\)](#) so they're **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 through 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 July 1, 2024, 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)

- If the CAHPS for MIPS Survey is available within your selected MVP, it can be reported as 1 of the 4 required quality measures.
 - The CAHPS for MIPS Survey is available in the following [3 MVPs](#) for the 2024 performance year:
 - ◆ Adopting Best Practices and Promoting Patient Safety within Emergency Medicine MVP
 - ◆ Advancing Cancer Care MVP
 - ◆ Value in Primary Care MVP
- Interested groups, subgroups* and APM Entities can follow the registration directions in this resource; they must register by July 1, 2024, at 8 p.m. ET.

***Subgroups.** Subgroups interested in administering the CAHPS for MIPS Survey as 1 of their 4 required quality measures will need to complete their MVP registration prior to registering for the CAHPS for MIPS Survey. After completing their MVP registration, they will follow the registration steps outlined in this resource for the CAHPS for MIPS Survey.

For more information about MVP registration, please review the [Learn about MVP Registration webpage](#) or [2024 MVP Registration User Guide \(PDF\)](#).

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.

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 the minimum patient sampling requirements to administer the 2024 CAHPS for MIPS Survey.

If an organization doesn't meet the minimum patient sampling requirements for the CAHPS for MIPS Survey, we'll notify those organizations to let them know they won't be able to administer the CAHPS for MIPS Survey. We anticipate sending notifications in the fall 2024.

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

NEW: Beginning in the 2024 performance period, groups, virtual groups, subgroups, and APM Entities (including Shared Savings Program ACOs) are required to contract with a CAHPS for MIPS Survey vendor to administer the survey in English and Spanish, using the Spanish translation provided by CMS.

We also recommend that groups, virtual groups, subgroups, and APM Entities (including Shared Savings Program ACOs) administer the other translations of the CAHPS for MIPS Survey provided by CMS (Cantonese, Korean, Mandarin, Portuguese, Russian, and Vietnamese) based on the language needs of their patients.

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'll 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 \(ZIP, 3MB\)](#) 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, subgroup, or APM Entity to administer the CAHPS for MIPS Survey, please [contact QPP](#) and provide the group's TIN, the virtual group identifier, the subgroup 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 **July 1, 2024, 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 1, 2024 (10 a.m. ET) and July 1, 2024 (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, subgroup, or APM Entity.

- **Reminder:** Subgroups can only follow this process to register for the CAHPS for MIPS Survey after completing their [MVP registration](#).

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

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 shows two side-by-side screenshots from the Quality Payment Program (QPP) website. The left screenshot is the 'Sign in to QPP' page. It features a 'User ID' field and a 'Password' field, both highlighted with a red rectangular border. Below these fields is a blue 'Sign In' button, also highlighted with a red border. A red arrow points from the 'Sign In' button to the right screenshot. The right screenshot is a modal titled 'Agree to This Statement of Truth to Sign In'. It contains a statement of truth and a 'Privacy and security statement'. At the bottom of the modal are two buttons: 'Cancel' and 'Yes, I agree'.

Sign in to QPP

User ID
User ID

Password
Password

[Forgot user ID or password](#)

If you are a representative of a Shared Savings Program ACO and can access the ACO Management System (ACO-MS), then you can sign in to QPP using the same User ID and Password.

Sign In

OR

Register for QPP

Agree to This Statement of Truth to Sign In

I certify to the best of my knowledge that all of the information that will be submitted will be true, accurate, and complete. If I become aware that any submitted information is not true, accurate, and complete, I will correct such information promptly. I understand that the knowing omission, misrepresentation, or falsification of any submitted information may be punished by criminal, civil, or administrative penalties, including fines, civil damages, and/or imprisonment.

Privacy and security statement:

This warning banner provides privacy and security notices consistent with applicable federal laws, directives, and other federal guidance for accessing this Government system, which includes (1) this computer network, (2) all computers connected to this network, and (3) all devices and storage media attached to this network or to a computer on this.

Cancel **Yes, I agree**

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 want 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](#)

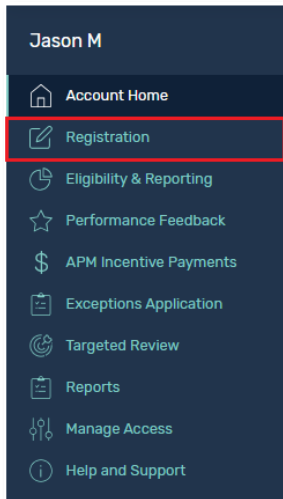
ENTER CODE

ex:123456

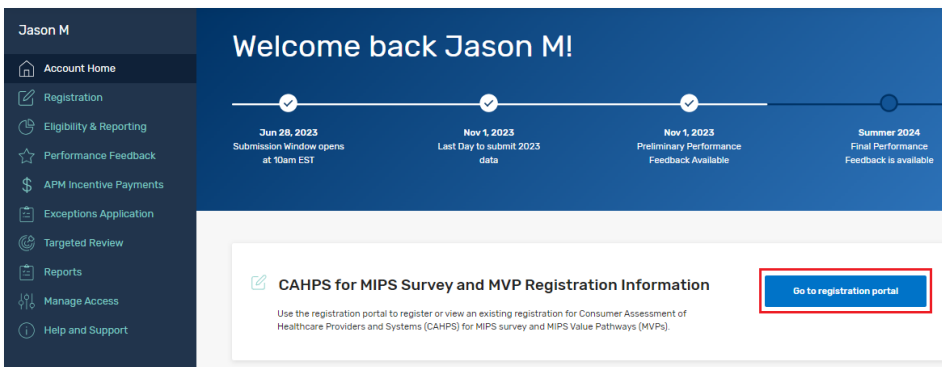
[Verify >](#)

[Change verification settings](#)

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



Alternatively, you can select **Go to Registration Portal** from the home screen.



6. From the Registration screen, select **Register or 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.

MVPs

Register to Report a MIPS Value Pathway (MVP)

You can register to report an MVP January 1, 2024 - December 31, 2024 for the 2024 performance year. Once you register, you can make changes to your MVP registration until December 31, 2024. No changes will be accepted after that date.

[Register or edit an MVP registration](#)

CAHPS

Register for the CAHPS for MIPS Survey

You can register to administer the CAHPS for MIPS Survey from January 1, 2024 - December 29, 2024. No changes will be accepted after December 29, 2024.

[Register or edit CAHPS registration](#)

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

CAHPS for MIPS Survey Registration

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 7 of 7 Practices

ITScoring-53
TIN: 000043553 | 842 Marisa Terrace
Suite 7960, Ricardochester, PA
216324809655845
✓ MIPS ELIGIBLE

Register group for CAHPS

Subgroups
Registered for CAHPS: 0

View subgroups

In this example, the user’s account is associated with 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’ve registered for MVP reporting and registered a subgroup, you can also access any subgroups for the practice.

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 \(ZIP, 3MB\)](#) for information about obtaining the correct Security Official role.

8. At the top of the Register for CAHPS page, you'll find your unique Registration ID and the 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](#)

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're 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 \(ZIP, 3MB\)](#) 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 (Optional) Phone extension
for example - 00000000

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**

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.

ITScoring-53
TIN: 000043553 | 842 Marisa Terrace Suite 7960, Ricardochester, PA
216324809655845

Edit group CAHPS registration

Group Registration ID: CR-00000422
CAHPS Registration Status: ✓ Complete ⓘ
Group Contacts: 1
[Download Group CAHPS Registration Summary](#)
✓ MIPS ELIGIBLE

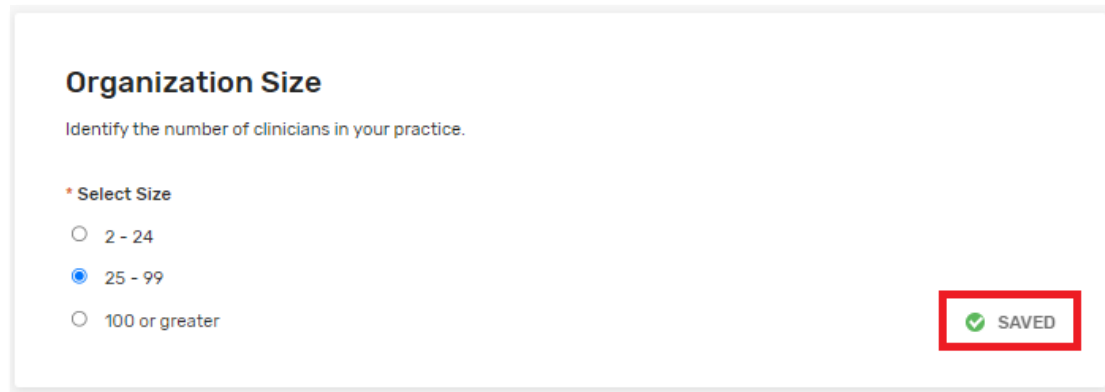
IMPORTANT: A Summary of the Group's CAHPS Registration will be available to download once registration is complete, but a confirmation email **won't** be provided.

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 1, 2024, at 10 a.m. ET** and Monday, **July 1, 2024, 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.

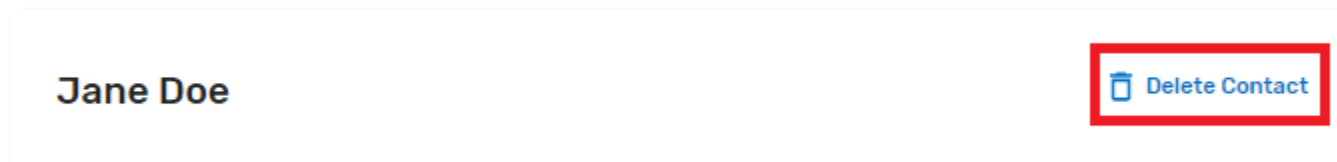


The screenshot shows a form titled "Organization Size" with the instruction "Identify the number of clinicians in your practice." Below this, there is a section labeled "* Select Size" with three radio button options: "2 - 24", "25 - 99" (which is selected), and "100 or greater". A red box highlights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

Add, Update or Remove Contact Information

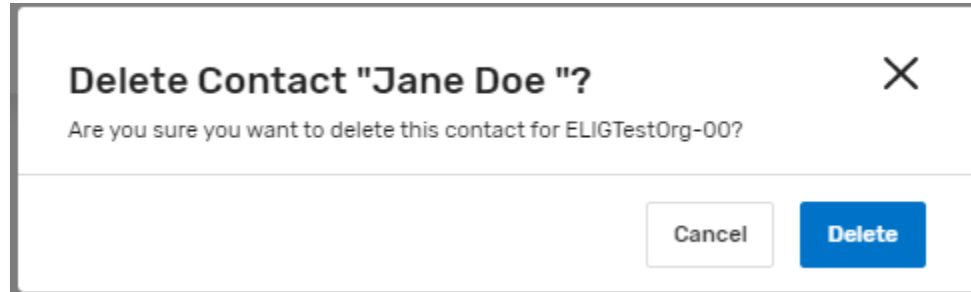
To add, update or remove contact information from your completed registration, choose to edit your group's CAHPS registration and make the necessary changes. The system requires **at least one** contact for a registration. If your organization has one contact identified and the contact needs to be changed,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



The screenshot shows a contact name "Jane Doe" in a light blue box. To the right of the name, there is a red box containing a trash can icon and the text "Delete Contact".

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



A confirmation dialog box titled "Delete Contact 'Jane Doe'?" with a close button (X) in the top right corner. Below the title, it asks "Are you sure you want to delete this contact for ELIGTestOrg-00?". At the bottom, there are two buttons: "Cancel" and "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'll 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.

A **green checkmark** indicates there's a complete registration.

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

No status information indicates no registration has been started.

ITScoring-53

Edit group CAHPS registration

TIN: 000043553 | 842 Marisa Terrace Suite 7960, Ricardochester, PA 216324809655845

Group Registration ID: CR-00000422
CAHPS Registration Status: ✓ Complete ⓘ
Group Contacts: 1
[Download Group CAHPS Registration Summary](#)
✓ MIPS ELIGIBLE

CAHPS Registration Status: ✓ Complete

CAHPS Registration Status: ✗ Incomplete

Rutherford, Wehner and Beier

Register group for CAHPS

TIN: 000007947 | 65373 Corwin Mountains Apt. 195, West Tristonchester, MD 232726177
✓ MIPS ELIGIBLE

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

CAHPS for MIPS Survey Registration

and

The screenshot shows the 'Practices' tab selected in the 'Virtual Groups' and 'Practices' navigation bar. Below the tab, the heading 'Practices' is followed by the instruction 'Select one of the Practices below to register for the CAHPS for MIPS Survey.' A red box highlights a search and filter area. On the left, a 'Filter' dropdown menu is open, showing options: 'All', 'Completed registration' (highlighted), 'Incomplete registration', and 'Not registered'. On the right, a 'Search' box contains the placeholder text 'Search by Practice Name' and a magnifying glass icon.

Important

- Groups, subgroups, virtual groups, and APM Entities (including Shared Savings Program ACOs) will receive instructions from CMS on how to authorize a CMS-approved vendor after the registration period closes.
- CMS will produce your patient sample and send it to the vendor you authorize.
- Once you authorize a survey vendor, we'll proceed with data collection, and you'll be accountable for the costs associated with administering the survey.
- This also applies to MVP participants who register for CAHPS as part of their MVP reporting, even if you update or cancel your MVP registration after July 1, 2024.

VII. Delete Your 2024 Registration for the CAHPS for MIPS Survey

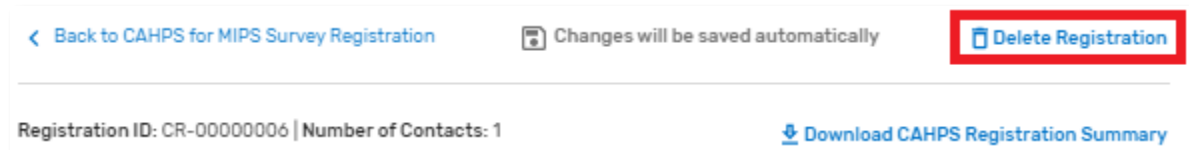
If your organization wants to delete your completed CAHPS for MIPS Survey registration, you can log in and delete your registration any time before the registration period closes on **July 1, 2024, at 8 p.m. ET**.

If you want to re-register the organization during the 2024 registration period after deleting your registration, please refer to [Section IV: Submit a New Registration for the CAHPS for MIPS Survey](#) of this guide.

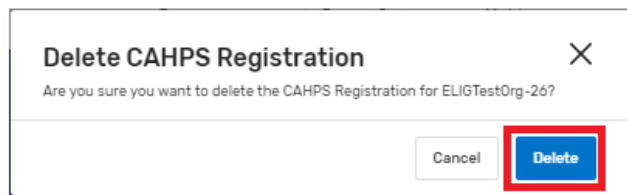
Delete Registration

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

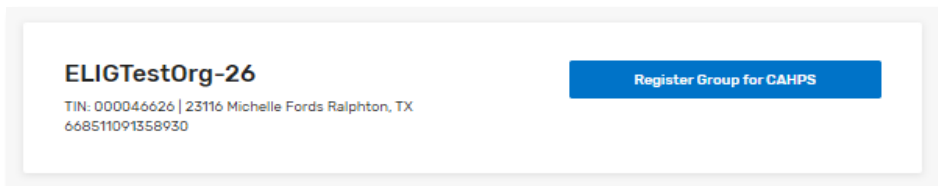
Select **Delete Registration** for the appropriate registration you want to delete.



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 for the CAHPS for MIPS Survey](#) of this guide to re-register your organization before the 2024 registration period closes on July 1, 2024, at 8 p.m. ET.

VIII. For More Information

Where Can You Go for Help?

Contact the Quality Payment Program Service Center by email at QPP@cms.hhs.gov, by creating a [QPP Service Center ticket](#), or by phone at 1-866-288-8292 (Monday through Friday, 8 a.m. – 8 p.m. ET). To receive assistance more quickly, please consider calling during non-peak hours – before 10 a.m. and after 2 p.m. ET.

- People who are deaf or hard of hearing can dial 711 to be connected to a TRS Communications Assistant.

Visit the [Quality Payment Program website](#) for other [help and support](#) information, to learn more about [MIPS](#), and to check out the resources available on the [Quality Payment Program Resource Library](#).

IX. Version History

Date	Change Description
10/15/2024	Updated link to the QPP Access User Guide on pages 6, 11, and 13.
04/01/2024	Original version

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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