

Collecting and Reporting the CAHPS® Survey as Required Under the Children’s Health Insurance Program Reauthorization Act (CHIPRA)

The Children’s Health Insurance Program Reauthorization Act (CHIPRA) requires Title XXI (CHIP) programs to include in their annual reports “data regarding access to primary and specialty services, access to networks of care, and care coordination provided under the state child health plan, using quality care and consumer satisfaction measures included in the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey” [Section 402(a)(2)].¹ States are required to report CAHPS results for their Title XXI programs by December 2013.² This fact sheet provides clarification to states on meeting the CAHPS requirement under CHIPRA, including the type of programs subject to the requirement and the data that need to be collected. Table 1 summarizes the CAHPS data requirements as outlined in CHIPRA.

Which programs are subject to the CAHPS requirement under CHIPRA? The CAHPS requirement applies to all Title XXI (CHIP) programs. States must submit data that are

representative of all children covered by their **entire** Title XXI program (CHIP Medicaid Expansion Program, Separate CHIP Program, or Combination CHIP Program) beginning in December 2013.

What should a state do if it is interested in conducting CAHPS for children in both Medicaid and CHIP? If a state chooses to collect CAHPS for children in both Medicaid and CHIP, the state must separately sample children enrolled in the Title XXI CHIP programs and those enrolled in the Title XIX Medicaid programs, and must report separate data for children enrolled in Medicaid and CHIP when submitting data to the Centers for Medicare & Medicaid Services (CMS). States that use more than one delivery system for CHIP (e.g., managed care, primary care case management, or fee-for-service) must submit survey data that are representative of **all** children enrolled in CHIP, regardless of the delivery system in which they are served.

Table 1. CHIPRA-CAHPS Data Requirements

Type of Program	Data Requirements
Title XXI (CHIP) Programs 1. CHIP Medicaid Expansion Programs 2. Separate CHIP Programs 3. Combination CHIP Programs	The CHIPRA requirement applies to all types of Title XXI (CHIP) programs. The agency must obtain CAHPS survey results specifically for CHIP enrollees. If a state would like to provide data on both Medicaid and CHIP enrollees, the agency must sample Title XIX (Medicaid) and Title XXI (CHIP) programs separately and submit separate results to CMS to fulfill the CHIPRA requirement. CHIPRA does not specify which CAHPS survey must be used. CMS encourages states to collect CAHPS 5.0H with or without the Children with Chronic Conditions (CCC) Supplemental Items; ³ however, this is the decision of the state.
Title XIX (Medicaid) Programs	Title XIX (Medicaid) programs that do not meet the CHIP program structures noted in 1–3 above can choose to collect CAHPS and report it to CMS. CMS encourages Title XIX (Medicaid) programs to collect the CAHPS 5.0H survey either with or without CCC Supplemental Items; ³ however, this is the decision of the state.

¹ <https://www.cms.gov/Regulations-and-Guidance/Health-Insurance-Reform/HealthInsReformforConsume/downloads/CHIPRA.pdf>, pages 82 and 83.

² State Health Official letter released February 14, 2011. <http://downloads.cms.gov/cmsgov/archived-downloads/SMDL/downloads/SHO11001.pdf>.

³ CMS encourages states to collect CAHPS 5.0H with or without CCC Supplemental Items in order to align with voluntary reporting of the CAHPS survey in the Initial Core Set of Children’s Health Care Quality Measures.

What data need to be collected? As specified in CHIPRA, states must collect quality and consumer satisfaction measures included in the CAHPS survey. CHIPRA does not specify which CAHPS survey tool must be used. To align with the CAHPS measure in the Initial Core Set of Children’s Health Care Quality Measures (Initial Core Set),⁴ CMS encourages states to collect the CAHPS 5.0H Survey either with or without the Children with Chronic Conditions (CCC) Supplemental Items. However, states may decide which CAHPS tool to use.

For Further Information

A technical assistance brief, *Guidance for Conducting the Consumer Assessment of Healthcare Providers and Systems*

⁴Reporting on the Initial Core Set of Children’s Health Care Quality Measures is voluntary for state Medicaid and CHIP programs. The Initial Core Set includes 24 health care quality measures, including the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey 5.0H and Supplemental Items for Children with Chronic Conditions.

(CAHPS®) 5.0H Child Survey is available at <http://www.medicicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Quality-of-Care/Downloads/CAHPSBrief.pdf>.

Information about the CAHPS family of surveys and the CAHPS Database is available at <http://www.cahps.ahrq.gov/>. Information about the National Committee for Quality Assurance’s HEDIS Survey Vendor Certification program can be found at <http://www.ncqa.org/tabid/170/Default.aspx>. Information on “HEDIS 2012 Volume 3: Specifications for Survey Measures”⁵ is available at <http://www.ncqa.org/tabid/78/Default.aspx>.

For technical assistance with collecting CAHPS data, contact CHIPRAQualityTA@cms.hhs.gov.

⁵National Committee for Quality Assurance. “HEDIS 2013 Volume 3: Specifications for Survey Measures.” Washington, DC: National Committee for Quality Assurance, 2012.