**QPP Pre-submissions Experience Survey**

**Survey Guide**

Note – All users will not encounter *all* of these questions. This survey is written to account for various scenarios for which a user may visit the site and some questions will only be served to users that meet specified criteria. Expected burden: 10 minutes.

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 0938-1399 (Expiration date: 08/31/2024). 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 to: CMS, 7500 Security Boulevard, Attn: PRA Reports Clearance Officer, Mail Stop C4-26-05, Baltimore, Maryland 21244-1850. \*\*\*\*CMS Disclosure\*\*\*\* Please do not send applications, claims, payments, medical records or any documents containing sensitive information to the PRA Reports Clearance Office. Please note that any correspondence not pertaining to the information collection burden approved under the associated OMB control number listed on this form will not be reviewed, forwarded, or retained. If you have questions or concerns regarding where to submit your documents, please contact QPP at [qpp@cms.hhs.gov](mailto:qpp@cms.hhs.gov)

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| **Screener (All Users)** | |
| **Q1. Frequency of visiting the QPP website**  *Screen Out those who have never visited QPP*  [Single Select] | How **often** do you visit the QPP website? (https://qpp.cms.gov/)   * Daily * Weekly * Monthly * Several times throughout the year * Once or twice a year * I never visit the QPP website. [Screen out] |
| **Q2. Recency of using QPP website**  *Screen Out those who have not visited QPP in 4 months or longer*  [Single Select] | When was the **last time** you visited the **QPP website**?   * Within this past week * Within the past month * 1-3 months ago * 4-6 months ago [Screen out] * 7 to 11 months ago [Screen out] * It’s been 1 or more years since I visited the QPP website. [Screen out] |
| **Q3. Reporting Pathway**  [Multi-select]  *Screen Out those we’ve not participated/participation is unknown* | Which **Reporting Framework** did your organization participate in for PY2021 (Performance Year 2021)? Select all that apply.   * Traditional MIPS * APP (APM Performance Pathway) * Advanced APM * We didn’t participate in the Quality Payment Program for PY2021 [Screen Out] [mark exclusive] * I don’t know [mark exclusive] [Screen out] |
| **Q4. Familiarity with QPP**  [Single select] | In your opinion, how **familiar** are you with the Quality Payment Program (reporting options, requirements, etc).   * Not at all familiar * Somewhat familiar * Familiar * Very familiar * Extremely familiar |
| **Q5. Starting on QPP**  [Single select] | In what Performance Year did you ***personally*** (not your organization) **start** working on the Quality Payment Program (QPP)?   * PY 2022 is my first year * I started between PY2020-PY2021 * I started between PY2017-PY2019 * I was involved with reporting data to CMS prior to PY2017 |
| **Q6. Usage**  [Multi Select]  *Note : when programming the survey, break this into 2-3 blocks instead of one.* | When visiting the QPP website (<https://qpp.cms.gov/>) during the past 3 months, **which of the following activities did you do**? Select all that apply.   1. [*Display only if reports Trad MIPS]* Looked for information related to **Traditional MIPS.** (e.g. requirements, measures, etc ) 2. [*Display only if reports APP]* Looked for information on **APP or MIPS APM** (e.g. requirements, measures, etc.) 3. [*Display only if reports Advanced APMs]* Looked for information related to **Advanced APMs** (e.g. participation criteria, determination periods, info on QPs/qualified participants, etc). 4. Looked up general **QPP participation options** (e.g. for a group, individual, APM entity, etc). 5. Looked for information and/or requirements for **MVPs** 6. Looked up information on **Special Status** 7. Looked up information about and/or applied for an **Exception** 8. Visited the **Resource Library** 9. Visited the **Webinar Library** 10. Checked **eligibility/participation status** 11. **Connected** to an Organization 12. Contacted **Help Desk** / get technical support 13. **Submitted data** 14. Signed into the QPP Portal to **download a report** for my group/TIN. 15. Reviewed **Performance Feedback** for PY2021. 16. [*Display only if reports Trad MIPS or APP]* Reviewed **Payment adjustment information** for **Traditional MIPS or APP.** 17. [*Display only if reports Advanced APMs]* Reviewed **Payment incentive information.** 18. **Downloaded Quality Benchmarks** 19. Other [\_\_\_] 20. None of the above [Screen Out] |
| **FE Experience - Overall** | |
| **Q7. Experience ratings**  [Maxtrix; randomize order of responses] | Take a moment to think about your experiences using the QPP website in the past 3 months.  Use the rating to select how you disagree or agree with each of the following statements. (1=Strongly Disagree . . . 5= Strongly agree)   * The QPP website is **easy to use** * It is **easy to navigate** within the QPP website * The information on the QPP website is **credible** * The information on the QPP website is **trustworthy** * I find the QPP website to be **attractive** * The QPP website has a clean and **simple presentation**   1= Strongly Disagree 2 3 4 5 = Strongly Agree |
| **FE Experience - Follow Up Questions - Usage - Traditional MIPS** | |
| **Q8. Follow-Up - Trad. MIPS - Tasks**  *Show only if selected #1 for usage*  [Multi select] | Thinking only of Traditional MIPS, which of the following **tasks** did you do on the QPP website? Select all that apply.   1. Looked up general **requirements/information** (e.g how to submit data, Quality requirements, collection types, etc). 2. Searched for / downloaded **measure specifications** 3. Other [\_\_] |
| **Q9. Follow-Up - Trad. MIPS - Info**  *Show only if selected #1 for usage - A for tasks*  [Likert] | Rate how **difficult or easy** it was to **find** **information** on general requirements for **Traditional MIPS.**  1= Very difficult 2 3 4 5 = Very Easy  Rate how **difficult or easy** it was to **understand the information** about the **general requirements** for **Traditional MIPS.**  1= Very difficult 2 3 4 5 = Very Easy  x I could not find this information [mutually exclusive] |
| **Q10. Follow-Up - Trad. MIPS - Measures**  *Show only if selected #1 for usage - B for tasks*  [Likert] | Rate how **difficult or easy** it was tofind the measure specifications you wanted.  1= Very difficult 2 3 4 5 = Very Easy  Rate how **difficult or easy** it was to **understand** the measure specs.  1= Very difficult 2 3 4 5 = Very Easy  x I could not find the measure specs [mutually exclusive] |
| **FE Experience - Follow Up Questions - Usage - APP** | |
| **Q11. Follow-Up - APP - Tasks**  *Show only if selected #2 for usage*  [Single select] | Thinking only about APM Performance Pathway (APP), which of the following tasks did you do on the QPP website? Select all that apply.   1. Look up **general requirements** (e.g how to submit data, Quality requirements, collection types, etc). 2. Search for / downloaded **measure specifications** 3. Other [\_\_] |
| **Q12. Follow-Up - APP - Info**  *Show only if selected #2 for usage - B for tasks*  [Likert] | Rate how **difficult or easy** it was tofind general requirements for APP.  1= Very difficult 2 3 4 5 = Very Easy  Rate how **difficult or easy** it was to **understand the general requirements** for APP  1= Very difficult 2 3 4 5 = Very Easy  x I could not find this information [mutually exclusive] |
| **Q13. Follow-Up - APP - Measures**  *Show only if selected #2 for usage - B for tasks*  [Likert] | Rate how **difficult or easy** it was tofind the **measure specs** you wanted for APP.  1= Very difficult 2 3 4 5 = Very Easy  Rate how **difficult or easy** it was to **understand** those measure specs.  1= Very difficult 2 3 4 5 = Very Easy  x I could not find the measure specs [mutually exclusive] |
| **FE Experience - Follow Up Questions - All Other Categories** | |
| **Q14. Follow-Up - Benchmarks**  *Show only if selected #18 for usage*  [Likert] | Rate how **difficult or easy** it was tofind the Quality benchmarks you wanted.  1= Very difficult 2 3 4 5 = Very Easy  Rate how **difficult or easy** it was to **understand** the Quality Benchmarks  1= Very difficult 2 3 4 5 = Very Easy  x I could not find the Quality benchmarks [mutually exclusive] |
| **Q15. Follow-Up - Advanced APMs**  *Show only if selected #3 for usage*  [Likert] | Rate how **difficult or easy** it was to **find** **information** on the QPP website about **Advanced APMS** (e.g. participation criteria, determination periods, info on QPs/qualified participants, etc).  1= Very difficult 2 3 4 5 = Very Easy  Rate how **difficult or easy** it was to **understand that information** on the QPP website about **Advanced APMS**  1= Very difficult 2 3 4 5 = Very Easy  x I could not find this information [mutually exclusive] |
| **Q16. Follow-Up - Participation options**  *Show only if selected #4 for usage*  [Likert] | Rate how **difficult or easy** it was to **find** information about the options available for participating in QPP.  1= Very difficult 2 3 4 5 = Very Easy  Rate how **difficult or easy it was to understand** information about the options available for participating in QPP  1= Very difficult 2 3 4 5 = Very Easy  x I could not find this information [mutually exclusive] |
| **Q17. Follow-Up - MVPs**  *Show only if selected #5 for usage*  [Likert] | Rate how **difficult or easy** it was to **find** **information** and/or requirements for **MVPS**  1= Very difficult 2 3 4 5 = Very Easy  Rate how **difficult or easy** it was to **understand the information** and/or requirements for **MVPS**  1= Very difficult 2 3 4 5 = Very Easy  x I could not find this information [mutually exclusive] |
| **Q18. Follow-Up - Special Status**  *Show only if selected #6 for usage*  [Likert] | Rate how **difficult or easy** it was to **find** information about the Special Statuses.  1= Very difficult 2 3 4 5 = Very Easy  Rate how **difficult or easy it was to understand** information about Special Statuses.  1= Very difficult 2 3 4 5 = Very Easy  x I could not find this information [mutually exclusive] |
| **Q19. Follow-Up - Exceptions**  *Show only if selected #7 for usage*  [Likert] | Rate how **difficult or easy** it was to **find** **information** about Exceptions.  1= Very difficult 2 3 4 5 = Very Easy  Rate how **difficult or easy** it was to **understand** the information about exceptions.  1= Very difficult 2 3 4 5 = Very Easy  x I could not find this information [mutually exclusive]  Rate how **difficult or easy** it was to **apply** for an exception.  1= Very difficult 2 3 4 5 = Very Easy  x I did not apply for an exception [mutually exclusive] |
| **Q20. Follow-Up - Resource Library**  *Show only if selected #8 for usage*  [Likert] | Rate how **difficult or easy** it was to **find** what you were looking for in the **Resource Library.**  1= Very difficult 2 3 4 5 = Very Easy  Rate how **difficult or easy** it was to **understand the content** in the **Resource Library.**  1= Very difficult 2 3 4 5 = Very Easy  x I could not find this information [mutually exclusive]  Rate how **useful the content** in the **Resource Library was.**  1= Not at all useful 2 3 4 5 = Very Useful  x I could not find this information [mutually exclusive] |
| **Q21. Follow-Up - Webinar Library**  *Show only if selected #9 for usage*  [Likert] | Rate how **difficult or easy** it was to **find** what you were looking for in the **Webinar Library.**  1= Very difficult 2 3 4 5 = Very Easy  Rate how **difficult or easy** it was to **understand the content** in the **Webinar Library.**  1= Very difficult 2 3 4 5 = Very Easy  x I could not find this information [mutually exclusive]  Rate how **useful the content** in the **Webinar Library was.**  1= Not at all useful 2 3 4 5 = Very Useful  x I could not find this information [mutually exclusive] |
| **Q22. Follow-Up - eligibility**  *Show only if selected #10 for usage*  [Likert] | Rate how **difficult or easy** it was tocheck someone’s **eligibility/participation** status.  1= Very difficult 2 3 4 5 = Very Easy  Rate how **difficult or easy** it was to **understand** someone’s **eligibility/participation** status.  1= Very difficult 2 3 4 5 = Very Easy |
| **Q23. Follow-Up - Connect to Org**  *Show only if selected #11 for usage*  [Likert] | Rate how **difficult or easy** it was to **Connect to an Organization.**  1= Very difficult 2 3 4 5 = Very Easy  Rate how **confident** you were that the **process to connect to an organization** was successful.  1= Not at all confident 2 3 4 5 = Very confident |
| **Q24. Final comments -**  *Show to all-*  [Single Select]  [Open Ended - *optional*] | Was there any **information you were looking** for or a particular **task** you wanted to do but could not on the QPP website?   * Yes * No   [If answered Yes] - What was it you were looking for, or wanting to do? Please take a moment to elaborate. |
| **Q25. Suggestions for Improvement**  *Show to all- Optional*  [Open Ended] | What **suggestions for improvement** do you have regarding looking for and/or reading/understanding information on the QPP website? |
| **Submissions / Feedback Experience Questions** | |
| **Q26. Follow-Up - Submitted Data**  *Show only if selected #13 for usage*  [A. Multi select]  [B. Multi select]  [B. Likert] | 1. How did you **personally submit data** for PY2021? (Please answer for just PY2021). Select all that apply  * Signed-in and submitted data on behalf of an **individual.** * Signed-in and submitted data on behalf of a **Virtual Group.** * Signed-in and submitted data on behalf of a **group/TIN.** * Submit via **CMS Web Interface (WI).** * Used the **API** * Upload via the **Registry Dashboard**. * Other [\_\_\_]  1. When have you submitted performance year data to QPP? [Select all the apply].  * I will submit for PY2022 * PY2021 * PY2020 * PY2019 * PY2018 * PY21017  1. For PY2021, rate how **difficult or easy** it was to **submit data** to QPP/CMS for PY2021.   1= Very difficult 2 3 4 5 = Very Easy |
| **Q27. Follow-Up - Downloaded a report**  *Show only if selected #14 for usage*  [A. Multi Select]  [B/C/D Likert] | 1. What reports/data did you download? Select all that you downloaded.    1. Submission data    2. Connected Clinicians    3. Payment adjustment and/or Payment incentive    4. Eligibility reports    5. Cost Measure Field Test Reports    6. CAHPS for MIPS Survey Reports    7. CMS Web Interface Archived Reports    8. Other \_\_\_ 2. Rate how **difficult or easy** it was to find the reports you wanted to download   1= Very difficult 2 3 4 5 = Very Easy   1. Overall, how **difficult or easy** was it to understand the data and information in the reports?   1= Very difficult 2 3 4 5 = Very Easy   1. Rate how **useful** the report(s) were that you downloaded.   1= Not at all useful 2 3 4 5 = Very useful |
| **Q28. Follow-Up - Performance Feedback**  *Show only if selected #15 for usage*  [Likert] | Rate how **difficult or easy** it was to **find** your Performance Feedback for PY2021.  1= Very difficult 2 3 4 5 = Very easy  Rate how **difficult or easy** it was to **understand** the scoring information you received for Performance Feedback.  1= Very difficult 2 3 4 5 = Very easy  Rate how the feedback **scores** received did or did not **meet what you expected to receive.**  1= Did not meet my expectations 2 3 4 5 = Met my expectations |
| **Q29. Follow-Up - Performance Feedback - Feedback Periods**  *Show only if selected*  *Trad. MIPS (#1) or APP (#2) AND #15 for usage*  [A. Likert]  [B. Matrix] | Beginning in 2022 (for PY2021) three different Performance Feedback periods are displayed:   * **Preliminary Feedback View**, where you see only the preliminary score for the data you submitted * **Final Score Preview,** where you see the highest final score, but no payment adjustment * **Final Score with Payment**, where you see the highest final score with payment adjustment  1. Thinking back to your experience looking at the Performance Feedback for PY2021. . . rate how **unclear or clear this information** was.   1= Not at all clear 2 3 4 5 = Very Clear   1. How **important** is the information for each of the following Feedback experiences? (Preliminary Feedback View, Final Score Preview, Final Score with Payment Adjustment).  * **Preliminary Score**   Not at all important = 1 2 3 4 5 = Very Important   * **Final Score Preview**   Not at all important = 1 2 3 4 5 = Very Important   * **Final Score with Payment Adjustment**   Not at all important = 1 2 3 4 5 = Very Important |
| **Q30. Follow-Up - Payment adjustment**  *Show only if selected #16 for usage*  [Likert] | Rate how **difficult or easy** it was to findthe information about your **payment adjustment.**  1= Very difficult 2 3 4 5 = Very easy  Rate how **difficult or easy** it was to understand the payment adjustment information**.**  1= Very difficult 2 3 4 5 = Very easy  Rate howthe **payment adjustment** did or did not **meet expectations.**  1= Did not meet my expectations 2 3 4 5 = Met my expectations |
| **Q31. Follow-Up - Payment incentive**  *Show only if selected #17 for usage*  [Likert] | Rate how **difficult or easy** it was to findthe information about your **payment incentive.**  1= Very difficult 2 3 4 5 = Very easy  Rate how **difficult or easy** it was to understand the payment incentive information**.**  1= Very difficult 2 3 4 5 = Very easy  Rate howthe **payment incentive** did or did not **meet expectations.**  1= Did not meet my expectations 2 3 4 5 = Met my expectations |
| **Q32. Suggestions for Improvement**  *Show to all- Optional*  [Open Ended] | What **suggestions** do you have to improve your experience using the QPP website? |
| **Help Desk** | |
| **Q33. Follow-Up - Help Desk**  *Show only if selected #12 for usage*  [A. Single Select]  B. [Multiselect]  [C. Likert]  [D. *optional* open-end] | 1. In the past 3 months, **how often** did you contact Help Desk/reach out to CMS/QPP for support?  * Once or twice time * 3-5 times * 6 or more times  1. **Why** did you contact Help Desk/reach out to CMS/QPP for technical support? [Select all that apply]  * Login issue * Question/issue related to a reporting framework (e.g. Traditional MIPS, APP, MVPs) * Question/issue related to measure specifications * Question/issue about performance scoring * Question/issue related to Payment adjustment or Payment incentive * Couldn’t find the information I was looking for on the QPP website * Other [\_\_\_]  1. Overall, how **effective** was the Help Desk at resolving your case. 1= Not at all effective 2 3 4 5 = Very effective 2. What other **comments/feedback** do you have about contacting Help Desk/support? |
| **Final Follow-Ups** | |
| **Q34. Program requirements - Trad. MIPS**  Show only if *Pathway is Trad. MIPS (Q3)*  [Likert] | Thinking ahead, rate your level of **confidence** with understanding the program **requirements for reporting Traditional MIPS** for PY2022.  1 = Not at all confident 2 3 4 5 = Very confident |
| **Q35. Program requirements - APP**  Show only if *Pathway is APP (Q3)*  [Likert] | Thinking ahead, rate your level of **confidence** with understanding the program **requirements for APP** (APM Performance Pathway) for PY2022.  1 = Not at all confident 2 3 4 5 = Very confident |
| **Q36. Program requirements - MVP**  Show only if looked for info on MVPS (Q6 #5)  [Likert] | Rate your level of **confidence** with understanding the program **requirements for MVPs**.  1 = Not at all confident 2 3 4 5 = Very confident |
| **Demographic Follow-Ups** | |
| **Q37. Size of Org (no. of NPIs reporting for)**  [Single Select] | About how many **clinicians/providers total** participate in QPP through your organization.   * 1-5 providers * 6-15 * 16-24 * 25 - 49 * 50 -99 * 100 - 999 * 1,000 - 4,999 * 5,000 or more |
| **Q38. No. of TINS reporting for**  [Single Select] | About **how many TINS** participate in QPP through your organization.   * 1 TIN * 2-15 * 16 - 24 * 25-49 * 50 -99 * 100 or more TINs |
| **Q39. APM Model**  *Show if selected APP or Advanced APM is selected (Q3)*  [Single Select] | What **APM model** do you participate in?   * CPC+ * Medicare Shared Savings Program (MSSP) * Primary Care First (PCF) * Other [\_\_] |
| **Q40. Organization**  [Single select] | What **type of organization** do you work for?   * Primary Care * Specialty * Multi-Specialty * CAH * Hospital * Healthcare System * ACO * QCDR/Qualified Registry * Professional Society * EHR / EMR * IT vendor * Other [\_\_\_] |
| **Q41. Duties in the Org**  [Multi select] | Thinking of the Quality Payment Program, which of the following duties do you perform? Select all that apply.   * I **manage** the team that does the reporting * I **track down** missing patient records * I **train** staff and/or clinicians on the Quality Payment Program (e.g. on reporting, data collection, etc). * I **choose** what measures to report * I **audit/troubleshoot** data in my organization’s EHR/EMR * I **abstract data** for submission * I **enter and/or upload** the **data** in QPP for reporting * I serve as my team’s **point of contact** for **CMS / QPP** * Other [\_\_\_] |