

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.

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 Screener (All Users) 	
<p>Q1. Frequency of visiting the QPP website</p> <p><i>Screen Out those who have never visited QPP</i></p> <p>[Single Select]</p>	<p>How often do you visit the QPP website? (https://qpp.cms.gov/)</p> <ul style="list-style-type: none"> <input type="radio"/> Daily <input type="radio"/> Weekly <input type="radio"/> Monthly <input type="radio"/> Several times throughout the year <input type="radio"/> Once or twice a year <input type="radio"/> I never visit the QPP website. [Screen out]
<p>Q2. Recency of using QPP website</p> <p><i>Screen Out those who have not visited QPP in 4 months or longer</i></p> <p>[Single Select]</p>	<p>When was the last time you visited the QPP website?</p> <ul style="list-style-type: none"> <input type="radio"/> Within this past week <input type="radio"/> Within the past month <input type="radio"/> 1-3 months ago <input type="radio"/> 4-6 months ago [Screen out] <input type="radio"/> 7 to 11 months ago [Screen out] <input type="radio"/> It's been 1 or more years since I visited the QPP website. [Screen out]

<p>Q3. Reporting Pathway</p> <p>[Multi-select]</p> <p><i>Screen Out those we've not participated/participation is unknown</i></p>	<p>Which Reporting Framework did your organization participate in for PY2021 (Performance Year 2021)? Select all that apply.</p> <ul style="list-style-type: none"> ● 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]
<p>Q4. Familiarity with QPP</p> <p>[Single select]</p>	<p>In your opinion, how familiar are you with the Quality Payment Program (reporting options, requirements, etc).</p> <ul style="list-style-type: none"> ● Not at all familiar ● Somewhat familiar ● Familiar ● Very familiar ● Extremely familiar
<p>Q5. Starting on QPP</p> <p>[Single select]</p>	<p>In what Performance Year did you personally (not your organization) start working on the Quality Payment Program (QPP)?</p> <ul style="list-style-type: none"> ● 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
<p>Q6. Usage</p> <p>[Multi Select]</p> <p><i>Note : when programming the survey, break this into 2-3 blocks instead of one.</i></p>	<p>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.</p> <ol style="list-style-type: none"> 1. <i>[Display only if reports Trad MIPS]</i> Looked for information related to Traditional MIPS. (e.g. requirements, measures, etc) 2. <i>[Display only if reports APP]</i> Looked for information on APP or MIPS APM (e.g. requirements, measures, etc.) 3. <i>[Display only if reports Advanced APMs]</i> 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

	<p>a group, individual, APM entity, etc).</p> <ol style="list-style-type: none"> 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. <i>[Display only if reports Trad MIPS or APP]</i> Reviewed Payment adjustment information for Traditional MIPS or APP. 17. <i>[Display only if reports Advanced APMs]</i> Reviewed Payment incentive information. 18. Downloaded Quality Benchmarks 19. Other [___] 20. None of the above [Screen Out]
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FE Experience - Overall

<p>Q7. Experience ratings</p> <p>[Maxtrix; randomize order of responses]</p>	<p>Take a moment to think about your experiences using the QPP website in the past 3 months.</p> <p>Use the rating to select how you disagree or agree with each of the following statements. (1=Strongly Disagree . . . 5= Strongly agree)</p> <ul style="list-style-type: none"> ● 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 <p>1= Strongly Disagree 2 3 4 5 = Strongly Agree</p>
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FE Experience - Follow Up Questions - Usage - Traditional MIPS

<p>Q8. Follow-Up - Trad. MIPS -</p>	<p>Thinking only of Traditional MIPS, which of the following tasks did you do on the QPP website? Select all that apply.</p>
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<p>Tasks</p> <p><i>Show only if selected #1 for usage</i></p> <p>[Multi select]</p>	<p>A. Looked up general requirements/information (e.g how to submit data, Quality requirements, collection types, etc).</p> <p>B. Searched for / downloaded measure specifications</p> <p>C. Other [__]</p>
<p>Q9. Follow-Up - Trad. MIPS - Info</p> <p><i>Show only if selected #1 for usage - A for tasks</i></p> <p>[Likert]</p>	<p>Rate how difficult or easy it was to find information on general requirements for Traditional MIPS.</p> <p>1= Very difficult 2 3 4 5 = Very Easy</p> <p>Rate how difficult or easy it was to understand the information about the general requirements for Traditional MIPS.</p> <p>1= Very difficult 2 3 4 5 = Very Easy x I could not find this information [mutually exclusive]</p>
<p>Q10. Follow-Up - Trad. MIPS - Measures</p> <p><i>Show only if selected #1 for usage - B for tasks</i></p> <p>[Likert]</p>	<p>Rate how difficult or easy it was to find the measure specifications you wanted.</p> <p>1= Very difficult 2 3 4 5 = Very Easy</p> <p>Rate how difficult or easy it was to understand the measure specs.</p> <p>1= Very difficult 2 3 4 5 = Very Easy x I could not find the measure specs [mutually exclusive]</p>
<p>FE Experience - Follow Up Questions - Usage - APP</p>	
<p>Q11. Follow-Up - APP - Tasks</p> <p><i>Show only if selected #2 for usage</i></p> <p>[Single select]</p>	<p>Thinking only about APM Performance Pathway (APP), which of the following tasks did you do on the QPP website? Select all that apply.</p> <p>A. Look up general requirements (e.g how to submit data, Quality requirements, collection types, etc).</p> <p>B. Search for / downloaded measure specifications</p> <p>C. Other [__]</p>
<p>Q12. Follow-</p>	<p>Rate how difficult or easy it was to find general requirements</p>

<p>Up - APP - Info</p> <p><i>Show only if selected #2 for usage - B for tasks</i></p> <p>[Likert]</p>	<p>for APP.</p> <p>1= Very difficult 2 3 4 5 = Very Easy</p> <p>Rate how difficult or easy it was to understand the general requirements for APP</p> <p>1= Very difficult 2 3 4 5 = Very Easy x I could not find this information [mutually exclusive]</p>
<p>Q13. Follow-Up - APP - Measures</p> <p><i>Show only if selected #2 for usage - B for tasks</i></p> <p>[Likert]</p>	<p>Rate how difficult or easy it was to find the measure specs you wanted for APP.</p> <p>1= Very difficult 2 3 4 5 = Very Easy</p> <p>Rate how difficult or easy it was to understand those measure specs.</p> <p>1= Very difficult 2 3 4 5 = Very Easy x I could not find the measure specs [mutually exclusive]</p>
<p>FE Experience - Follow Up Questions - All Other Categories</p>	
<p>Q14. Follow-Up - Benchmarks</p> <p><i>Show only if selected #18 for usage</i></p> <p>[Likert]</p>	<p>Rate how difficult or easy it was to find the Quality benchmarks you wanted.</p> <p>1= Very difficult 2 3 4 5 = Very Easy</p> <p>Rate how difficult or easy it was to understand the Quality Benchmarks</p> <p>1= Very difficult 2 3 4 5 = Very Easy x I could not find the Quality benchmarks [mutually exclusive]</p>
<p>Q15. Follow-Up - Advanced APMS</p> <p><i>Show only if selected #3 for usage</i></p> <p>[Likert]</p>	<p>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).</p> <p>1= Very difficult 2 3 4 5 = Very Easy</p> <p>Rate how difficult or easy it was to understand that information on the QPP website about Advanced APMS</p>

	<p>1= Very difficult 2 3 4 5 = Very Easy x I could not find this information [mutually exclusive]</p>
<p>Q16. Follow-Up - Participation options</p> <p><i>Show only if selected #4 for usage</i></p> <p>[Likert]</p>	<p>Rate how difficult or easy it was to find information about the options available for participating in QPP.</p> <p>1= Very difficult 2 3 4 5 = Very Easy</p> <p>Rate how difficult or easy it was to understand information about the options available for participating in QPP</p> <p>1= Very difficult 2 3 4 5 = Very Easy x I could not find this information [mutually exclusive]</p>
<p>Q17. Follow-Up - MVPs</p> <p><i>Show only if selected #5 for usage</i></p> <p>[Likert]</p>	<p>Rate how difficult or easy it was to find information and/or requirements for MVPS</p> <p>1= Very difficult 2 3 4 5 = Very Easy</p> <p>Rate how difficult or easy it was to understand the information and/or requirements for MVPS</p> <p>1= Very difficult 2 3 4 5 = Very Easy x I could not find this information [mutually exclusive]</p>
<p>Q18. Follow-Up - Special Status</p> <p><i>Show only if selected #6 for usage</i></p> <p>[Likert]</p>	<p>Rate how difficult or easy it was to find information about the Special Statuses.</p> <p>1= Very difficult 2 3 4 5 = Very Easy</p> <p>Rate how difficult or easy it was to understand information about Special Statuses.</p> <p>1= Very difficult 2 3 4 5 = Very Easy x I could not find this information [mutually exclusive]</p>
<p>Q19. Follow-Up - Exceptions</p> <p><i>Show only if selected #7 for usage</i></p>	<p>Rate how difficult or easy it was to find information about Exceptions.</p> <p>1= Very difficult 2 3 4 5 = Very Easy</p> <p>Rate how difficult or easy it was to understand the information about exceptions.</p>

<p>[Likert]</p>	<p>1= Very difficult 2 3 4 5 = Very Easy x I could not find this information [mutually exclusive]</p> <p>Rate how difficult or easy it was to apply for an exception.</p> <p>1= Very difficult 2 3 4 5 = Very Easy x I did not apply for an exception [mutually exclusive]</p>
<p>Q20. Follow-Up - Resource Library</p> <p><i>Show only if selected #8 for usage</i></p> <p>[Likert]</p>	<p>Rate how difficult or easy it was to find what you were looking for in the Resource Library.</p> <p>1= Very difficult 2 3 4 5 = Very Easy</p> <p>Rate how difficult or easy it was to understand the content in the Resource Library.</p> <p>1= Very difficult 2 3 4 5 = Very Easy x I could not find this information [mutually exclusive]</p> <p>Rate how useful the content in the Resource Library was.</p> <p>1= Not at all useful 2 3 4 5 = Very Useful x I could not find this information [mutually exclusive]</p>
<p>Q21. Follow-Up - Webinar Library</p> <p><i>Show only if selected #9 for usage</i></p> <p>[Likert]</p>	<p>Rate how difficult or easy it was to find what you were looking for in the Webinar Library.</p> <p>1= Very difficult 2 3 4 5 = Very Easy</p> <p>Rate how difficult or easy it was to understand the content in the Webinar Library.</p> <p>1= Very difficult 2 3 4 5 = Very Easy x I could not find this information [mutually exclusive]</p> <p>Rate how useful the content in the Webinar Library was.</p> <p>1= Not at all useful 2 3 4 5 = Very Useful x I could not find this information [mutually exclusive]</p>
<p>Q22. Follow-Up - eligibility</p>	<p>Rate how difficult or easy it was to check someone's eligibility/participation status.</p>

<p><i>Show only if selected #10 for usage</i></p> <p>[Likert]</p>	<p>1= Very difficult 2 3 4 5 = Very Easy</p> <p>Rate how difficult or easy it was to understand someone's eligibility/participation status.</p> <p>1= Very difficult 2 3 4 5 = Very Easy</p>
<p>Q23. Follow-Up - Connect to Org</p> <p><i>Show only if selected #11 for usage</i></p> <p>[Likert]</p>	<p>Rate how difficult or easy it was to Connect to an Organization.</p> <p>1= Very difficult 2 3 4 5 = Very Easy</p> <p>Rate how confident you were that the process to connect to an organization was successful.</p> <p>1= Not at all confident 2 3 4 5 = Very confident</p>
<p>Q24. Final comments -</p> <p><i>Show to all-</i></p> <p>[Single Select]</p> <p>[Open Ended - optional]</p>	<p>Was there any information you were looking for or a particular task you wanted to do but could not on the QPP website?</p> <ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No <p>[If answered Yes] - What was it you were looking for, or wanting to do? Please take a moment to elaborate.</p>
<p>Q25. Suggestions for Improvement</p> <p><i>Show to all- Optional</i></p> <p>[Open Ended]</p>	<p>What suggestions for improvement do you have regarding looking for and/or reading/understanding information on the QPP website?</p>
<p>Submissions / Feedback Experience Questions</p>	
<p>Q26. Follow-Up - Submitted Data</p>	<p>A. How did you personally submit data for PY2021? (Please answer for just PY2021). Select all that apply</p> <ul style="list-style-type: none"> <input type="radio"/> Signed-in and submitted data on behalf of an individual. <input type="radio"/> Signed-in and submitted data on behalf of a Virtual

<p><i>Show only if selected #13 for usage</i></p> <p>[A. Multi select]</p> <p>[B. Multi select]</p> <p>[B. Likert]</p>	<p>Group.</p> <ul style="list-style-type: none"> ● 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 [___] <p>B. When have you submitted performance year data to QPP? [Select all the apply].</p> <ul style="list-style-type: none"> ● I will submit for PY2022 ● PY2021 ● PY2020 ● PY2019 ● PY2018 ● PY21017 <p>C. For PY2021, rate how difficult or easy it was to submit data to QPP/CMS for PY2021.</p> <p>1= Very difficult 2 3 4 5 = Very Easy</p>
<p>Q27. Follow-Up - Downloaded a report</p> <p><i>Show only if selected #14 for usage</i></p> <p>[A. Multi Select]</p> <p>[B/C/D Likert]</p>	<p>A. What reports/data did you download? Select all that you downloaded.</p> <ol style="list-style-type: none"> a. Submission data b. Connected Clinicians c. Payment adjustment and/or Payment incentive d. Eligibility reports e. Cost Measure Field Test Reports f. CAHPS for MIPS Survey Reports g. CMS Web Interface Archived Reports h. Other ___ <p>B. Rate how difficult or easy it was to find the reports you wanted to download</p> <p>1= Very difficult 2 3 4 5 = Very Easy</p> <p>C. Overall, how difficult or easy was it to understand the data and information in the reports?</p> <p>1= Very difficult 2 3 4 5 = Very Easy</p> <p>D. Rate how useful the report(s) were that you downloaded.</p>

	1= Not at all useful 2 3 4 5 = Very useful
<p>Q28. Follow-Up - Performance Feedback</p> <p><i>Show only if selected #15 for usage</i></p> <p>[Likert]</p>	<p>Rate how difficult or easy it was to find your Performance Feedback for PY2021.</p> <p>1= Very difficult 2 3 4 5 = Very easy</p> <p>Rate how difficult or easy it was to understand the scoring information you received for Performance Feedback.</p> <p>1= Very difficult 2 3 4 5 = Very easy</p> <p>Rate how the feedback scores received did or did not meet what you expected to receive.</p> <p>1= Did not meet my expectations 2 3 4 5 = Met my expectations</p>
<p>Q29. Follow-Up - Performance Feedback - Feedback Periods</p> <p><i>Show only if selected Trad. MIPS (#1) or APP (#2) AND #15 for usage</i></p> <p>[A. Likert]</p> <p>[B. Matrix]</p>	<p>Beginning in 2022 (for PY2021) three different Performance Feedback periods are displayed:</p> <ul style="list-style-type: none"> - 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 <p>A. Thinking back to your experience looking at the Performance Feedback for PY2021. . . rate how unclear or clear this information was.</p> <p>1= Not at all clear 2 3 4 5 = Very Clear</p> <p>B. How important is the information for each of the following Feedback experiences? (Preliminary Feedback View, Final Score Preview, Final Score with Payment Adjustment).</p> <ul style="list-style-type: none"> - Preliminary Score Not at all important = 1 2 3 4 5 = Very Important - Final Score Preview

	<p>Not at all important = 1 2 3 4 5 = Very Important</p> <p>- Final Score with Payment Adjustment</p> <p>Not at all important = 1 2 3 4 5 = Very Important</p>
<p>Q30. Follow-Up - Payment adjustment</p> <p><i>Show only if selected #16 for usage</i></p> <p>[Likert]</p>	<p>Rate how difficult or easy it was to find the information about your payment adjustment.</p> <p>1= Very difficult 2 3 4 5 = Very easy</p> <p>Rate how difficult or easy it was to understand the payment adjustment information.</p> <p>1= Very difficult 2 3 4 5 = Very easy</p> <p>Rate how the payment adjustment did or did not meet expectations.</p> <p>1= Did not meet my expectations 2 3 4 5 = Met my expectations</p>
<p>Q31. Follow-Up - Payment incentive</p> <p><i>Show only if selected #17 for usage</i></p> <p>[Likert]</p>	<p>Rate how difficult or easy it was to find the information about your payment incentive.</p> <p>1= Very difficult 2 3 4 5 = Very easy</p> <p>Rate how difficult or easy it was to understand the payment incentive information.</p> <p>1= Very difficult 2 3 4 5 = Very easy</p> <p>Rate how the payment incentive did or did not meet expectations.</p> <p>1= Did not meet my expectations 2 3 4 5 = Met my expectations</p>
<p>Q32. Suggestions for Improvement</p> <p><i>Show to all-Optional</i></p>	<p>What suggestions do you have to improve your experience using the QPP website?</p>

[Open Ended]	
Help Desk	
<p>Q33. Follow-Up - Help Desk</p> <p><i>Show only if selected #12 for usage</i></p> <p>[A. Single Select]</p> <p>B. [Multiselect]</p> <p>[C. Likert]</p> <p>[D. optional open-end]</p>	<p>A. In the past 3 months, how often did you contact Help Desk/reach out to CMS/QPP for support?</p> <ul style="list-style-type: none"> ● Once or twice time ● 3-5 times ● 6 or more times <p>B. Why did you contact Help Desk/reach out to CMS/QPP for technical support? [Select all that apply]</p> <ul style="list-style-type: none"> ● 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 [__] <p>C. Overall, how effective was the Help Desk at resolving your case. 1= Not at all effective 2 3 4 5 = Very effective</p> <p>D. What other comments/feedback do you have about contacting Help Desk/support?</p>
Final Follow-Ups	
<p>Q34. Program requirements - Trad. MIPS</p> <p><i>Show only if Pathway is Trad. MIPS (Q3)</i></p> <p>[Likert]</p>	<p>Thinking ahead, rate your level of confidence with understanding the program requirements for reporting Traditional MIPS for PY2022.</p> <p>1 = Not at all confident 2 3 4 5 = Very confident</p>

<p>Q35. Program requirements - APP</p> <p>Show only if Pathway is APP (Q3)</p> <p>[Likert]</p>	<p>Thinking ahead, rate your level of confidence with understanding the program requirements for APP (APM Performance Pathway) for PY2022.</p> <p>1 = Not at all confident 2 3 4 5 = Very confident</p>
<p>Q36. Program requirements - MVP</p> <p>Show only if looked for info on MVPS (Q6 #5)</p> <p>[Likert]</p>	<p>Rate your level of confidence with understanding the program requirements for MVPs.</p> <p>1 = Not at all confident 2 3 4 5 = Very confident</p>
<p>Demographic Follow-Ups</p>	
<p>Q37. Size of Org (no. of NPIs reporting for)</p> <p>[Single Select]</p>	<p>About how many clinicians/providers total participate in QPP through your organization.</p> <ul style="list-style-type: none"> ● 1-5 providers ● 6-15 ● 16-24 ● 25 - 49 ● 50 -99 ● 100 - 999 ● 1,000 - 4,999 ● 5,000 or more
<p>Q38. No. of TINS reporting for</p> <p>[Single Select]</p>	<p>About how many TINS participate in QPP through your organization.</p> <ul style="list-style-type: none"> ● 1 TIN ● 2-15 ● 16 - 24 ● 25-49 ● 50 -99 ● 100 or more TINs

<p>Q39. APM Model</p> <p><i>Show if selected APP or Advanced APM is selected (Q3)</i></p> <p>[Single Select]</p>	<p>What APM model do you participate in?</p> <ul style="list-style-type: none"> ● CPC+ ● Medicare Shared Savings Program (MSSP) ● Primary Care First (PCF) ● Other [__]
<p>Q40. Organization</p> <p>[Single select]</p>	<p>What type of organization do you work for?</p> <ul style="list-style-type: none"> ● Primary Care ● Specialty ● Multi-Specialty ● CAH ● Hospital ● Healthcare System ● ACO ● QCDR/Qualified Registry ● Professional Society ● EHR / EMR ● IT vendor ● Other [__]
<p>Q41. Duties in the Org</p> <p>[Multi select]</p>	<p>Thinking of the Quality Payment Program, which of the following duties do you perform? Select all that apply.</p> <ul style="list-style-type: none"> ● 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 [__]