

Application to Use Burden/Hours from Generic PRA Clearance:
Quality Payment Program/Merit-Based Incentive Payment System (MIPS) Surveys and
Feedback Collections (CMS-10695, OMB 0938-1399)

Quality Payment Program Annual Submissions Experience Survey

Quality Payment Program (QPP)
Centers for Medicare & Medicaid Services (CMS)

A. Background

The Quality Payment Program's annual submission window opens at the beginning of January and closes around the end of March. During this period, data collected throughout the preceding performance year is submitted to CMS to be scored. This data may be submitted through the QPP website or the QPP API. The data may be submitted by staff from participating TINs or through the support of a hired third-party intermediary organization.

The data these groups submit was collected throughout the year to meet the participation requirements of three performance categories: Quality, Promoting Interoperability, and Improvement Activities. Each category's requirements may be met through the collection and submission of data that meets the specification for selected measures. For participants submitting manually, the data collected must be bundled and uploaded through the QPP website.

B. Description of Information Collection

To establish an annual baseline for participant satisfaction and to identify challenges and pain-points experienced by QPP users, the Human-Centered Design team seeks to begin circulating an annual survey upon the closing of the Submissions Window. The survey will be sent to addresses signed up for the QPP Listserv after the Submissions Window is closed. As of March 3, 2022, the QPP Listserv includes 275,434 subscribers. Participation in the survey is optional and will not affect a practice or clinician's QPP score.

The primary research goals include:

- How easy or difficult is it to submit data to QPP?
- Do participants understand the program requirements for their reported pathway?
- Primary measures
 - o Ease of use
 - o Trust
 - o Look & Feel
 - o Comprehension

Survey participants will remain anonymous, though, will be asked basic demographic information to track the participant to questions appropriate for their experience. The demographic questions will reduce participant burden by removing irrelevant questions from the survey.

Demographic information collected is designed to support the research team's understanding of a user's experience with the submissions process. Each attribute has shown through qualitative interviews to contribute to a difference in how a user experiences the program. The size and complexity of the program as represented by the number of clinicians and the number of TINs will allow the researchers to identify trends. Participation method is integral to understanding the path a user followed to participate. The type of organization a user works for is important as there are many types of organizations that interact with the QPP submissions experience, each with different needs and resources.

The survey will be distributed after the close of the submissions window. This data is collected in conjunction with user satisfaction data through this survey identify trends in user experience. This demographic data cannot be collected during the submissions experience on the QPP website because it could not then be cross referenced with satisfaction responses.in order to

C. Deviations from Generic Request

No deviations are requested.

D. Burden Hour Deduction

We anticipate up to 1,500 responses for 2022. No incentives will be offered to participants. The total approved burden ceiling of the generic ICR for HCD User Satisfaction/Product Usage/Benchmarking Surveys is 7,500 hours. We are requesting a total deduction of 375 hours from the approved burden ceiling (1,500participants x 0.25 hours = 375 hours).

E. Timeline

QPP seeks to solicit responses in Spring 2022

The following attachment is provided for this information collection:

- QPP Submissions Experience Survey