

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 Pre-Submissions Experience Survey**

Quality Payment Program  
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, however, much of the QPP participant's work takes place during the preceding months when they prepare for submission. Participants must determine clinician eligibility, select measures for data collection, understand impact of special statuses and apply for exceptions that apply. The QPP public website and authenticated portal provide users the information they require to complete these tasks through web content, downloadable resources, and access to webinars.

## **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 ahead of the opening of the Submissions Window. The goal of the pre-submissions survey is to measure the quality of the user experience as it pertains to a user's goal or purpose behind their interactions with the public website and authenticated portal.

The survey will be sent to addresses signed up for the QPP Listserv before the opening of Submissions Window. 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 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. identify trends in user 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 (1,500 participants x 0.25 hours = 375 hours).

**E. Timeline**

QPP seeks to solicit responses in Fall 2022

The following attachment is provided for this information collection:

- QPP Pre-submissions Experience Survey