

Consumer Assessment of Healthcare Providers and Systems (CAHPS)  
Survey for the Merit-Based Incentive Payment System (MIPS) Survey  
Instructions and CATI Script  
CY 2019 Final versus CY 2021 Final

**Burden impact:** The changes to this CAHPS for MIPS survey reflect policies in the CY2021 Physician Fee Schedule (PFS) Final Rule for the Quality Payment Program (QPP) and result in an estimated increase of 0.2 minutes per beneficiary to complete the one additional question added to the survey.

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**Change #1**

**Location:**

Item Q4 Intro

**Reason for change:**

Instruct patients to include telehealth visits due to the increasing use of telehealth during the public health emergency.

**2019 CATI script:**

These next questions ask about your own health care. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits

**2021 CATI script:**

These next questions ask about your own health care during visits that were in-person, by phone or by video call. Do not include care you got when you stayed overnight in a hospital. Do not include the times you went for dental care visits.

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**Change #2**

**Location:**

Item Q4

**Reason for change:**

Instruct patients to include telehealth visits due to the increasing use of telehealth during the public health emergency.

**2019 CATI script:** N/A

**2021 CATI script:** (*IF NEEDED:* "Please include all your care from [PROVIDER NAME] in the last six months, whether in-person, by video, or by phone, as you answer these questions.")

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**Change #3**

**Location:**

Item Q22

**Reason for change:**

Instruct patients to include telehealth visits due to the increasing use of telehealth during the public health emergency.

**2019 CATI script:** N/A

**2021 CATI script:** (*IF NEEDED*: “Please include all your care from [PROVIDER NAME] in the last six months, whether in-person, by video, or by phone, as you answer these questions.”)  
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**Change #4**

**Location:**

Item Q26

**Reason for change:**

Instruct patients to include telehealth visits due to the increasing use of telehealth during the public health emergency.

**2019 CATI script:** N/A

**2021 CATI script:** (*IF NEEDED*: “Please include all your care from specialists in the last six months, whether in-person, by video, or by phone, as you answer these questions.”)

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**Change #5**

**Location:**

Item Q36

**Reason for change:**

Instruct patients to include telehealth visits due to the increasing use of telehealth during the public health emergency.

**2019 CATI script:** N/A

**2021 CATI script:** (*IF NEEDED*: “Please include all your care from doctors or other health providers in the last 12 months, whether in-person, by video, or by phone, as you answer these questions.”)

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**Change #6**

**Location:**

Item Q40a

**Reason for change:**

New survey item added to capture information on use of telehealth compared to in-person visits.

**2019 CATI script:** N/A

**2021 CATI script:** In the last 6 months, were any of your visits for your own health care in-person? (*READ ANSWER CHOICES ONLY IF NEEDED*)

- 1 YES
- 2 NO
- 98 <DON'T KNOW>
- 99 <REFUSED>
- M [MISSING]

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**Change #7**

**Location:**

Item Q40b

**Reason for change:**

New survey item added to capture information on use of telehealth compared to in-person visits.

**2019 CATI script:** N/A

**2021 CATI script:** In the last 6 months, were any of your visits for your own health care by phone? (*READ ANSWER CHOICES ONLY IF NEEDED*)

- 1 YES
- 2 NO
- 98 <DON'T KNOW>
- 99 <REFUSED>
- M [MISSING]

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**Change #8**

**Location:** Item Q40c

**Reason for change:**

New survey item added to capture information on use of telehealth compared to in-person visits.

**2019 CATI script:** N/A

**2021 CATI script:** In the last 6 months, were any of your visits for your own health care by video call? (*READ ANSWER CHOICES ONLY IF NEEDED*)

- 1 YES
- 2 NO
- 98 <DON'T KNOW>
- 99 <REFUSED>
- M [MISSING]