

Application to Use Burden/Hours from Generic PRA Clearance:
Quality Payment Program/Merit-Based Incentive Payment System (MIPS) Surveys and
Feedback Collections (CMS-10807, OMB 0938-1399)

Quality Payment Program User Panel Registration Form

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

A. Background

The Quality Payment Program Human-Centered Design (HCD) Team conducts direct research with QPP participants and affiliated organizations throughout the year in support of the teams responsible for maintaining and enhancing the program's digital experience. The HCD Team maintains a list of individuals that have volunteered interest in sharing feedback on their experience with the program. The HCD Team seeks to expand the list by offering a more streamlined sign-up form to join the QPP User Research Panel.

B. Description of Information Collection

The QPP User Research Panel Sign Up form will include fields to identify the individual interested in providing feedback. This includes name, organization, contact information, and experience participating in QPP. This form will be available through the QPP website, QPP Listserv, and will be made available to the public through other externally facing HCD Team engagements, such as, the Quality Conference.

The Quality Payment Program (QPP) HCD research team maintains a user panel of all QPP users who have expressed interest in participating in HCD user research sessions with the QPP HCD Research team. In order to ensure participants meet the criteria for the target audience for a given research study the HCD team needs to know certain characteristics of the participant such as practice size, type, etc. The goal of the User Panel Registration form is to collect this information upon sign-up to be part of the User Panel. Collecting this information upfront not only helps the HCD team ensure they are reaching out to the correct target audience but also reduces the burden of panel participants receiving email solicitations for research studies that they would not meet the audience criteria to participate.

While the Submissions and Post Submissions surveys do collect similar information these surveys are distributed to a broader population of members of the QPP Listserv during defined collection timeframes and are not part of the process for signing up to participate in targeted research studies/interviews.

To maintain confidentiality among survey participants, results from the submissions and post-submissions experience surveys will be made anonymous so no single individual, group, or entity will be identifiable. Responses to the user panel registration form--which will not be linked to the submissions or post-submissions feedback surveys in any way--will be securely maintained with respondents' contact information for future research participation outreach only. By conducting these surveys as distinct collections, our goal is to add an additional layer of anonymity and confidentiality protections for QPP participants who share feedback about the program.

C. Deviations from Generic Request

No deviations are requested.

D. Burden Hour Deduction

We anticipate up to 20,000 responses for 2022. No incentives will be offered to participants. The total approved burden ceiling of the generic ICR for HCD User Testing Volunteer Sign Up

Survey is 50,000 hours. We are requesting a total deduction of 1,660 hours from the approved burden ceiling (20,000 participants x 0.083 hours = 1,660 hours).

E. Timeline

QPP seeks to implement the survey tool in Spring 2022. Data collection will be persistent throughout 2022.

The following attachment is provided for this information collection:

- QPP User Panel Registration