

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

Quality Payment Program Annual Performance Feedback Survey

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

A. Background

The Quality Payment Program releases data regarding participant performance in the program through an authenticated portal each year. These scores reflect a participant's performance which translate to adjustments in the participant's payment for Medicare claims. The QPP Human Centered Design team seeks to gain feedback from the program's users during this time period and on annual experience reports provided to gauge their satisfaction and identify opportunities for improvement. Quantitative data will allow program leadership to assess customer satisfaction and identify targeted opportunities for improvements to enhance program participant experience. The collection of the data in this survey will allow the program to anticipate the needs of participants and better provide information users need to improve future performance and quality of care as the program progresses and introduces new policies.

In 2023, the option to report and submit as an MVP (MIPS Value Pathway) was added. MVP offers clinicians a subset of measures and activities relevant to a specialty or medical condition. Participants that have submitted as an MVP will be asked about their overall satisfaction with the program as well as any pain points they have encountered during the three feedback phases. The information collected will allow the program to get insights and inform possible design changes for future years.

B. Description of Information Collection

The survey will collect data primarily in the format of Likert scale questions requesting respondents to rate their experience on various topics on a scale of 1 through 5. These questions will focus on the three phases of feedback that occur throughout the summer as additional information is released to the QPP Portal. Using screener questions to understand when users accessed the portal and their QPP participation pathway, the survey will use logic to present users with questions that address their experience. Most questions address customer satisfaction when navigating the QPP portal and customer comprehension of the information presented.

The survey will be distributed via email through the QPP Listserv which includes more than 275,000 contacts and the QPP Human-Centered Design Research Panel which includes more than 5,000 contacts that have signed up to be notified of feedback opportunities. The survey may also be available through a link accessible from the QPP authenticated portal. The survey will be hosted using Qualtrics, a FedRAMP approved platform that collects customer feedback data.

Survey participants will remain anonymous, though, they will be asked for general information about their role and organization so researchers can better contextualize responses. This information will allow the research team to identify themes within the program's audience and allow the team to compare responses across organization types and size. Information requested will not reveal the identity of the respondent or the organization.

C. Deviations from Generic Request

No deviations are requested.

D. Burden Hour Deduction

We anticipate up to 750 responses for 2024. The total approved burden ceiling of the generic ICR for HCD User Satisfaction/Product Usage/Benchmarking Surveys is 7,500 hours. Up until now, 1,188 hours of this allotment have been approved for other surveys. We are requesting a

total deduction of 188 hours from the approved burden ceiling (750 participants x 0.25 hours = 188 hours).

Title	Respondents	Responses	Time per response	Burden Hours
2024 QPP Submissions Survey	750	750	0.25	188

E. Timeline

QPP seeks to solicit responses in August/September 2024

The following attachment is provided for this information collection:

- QPP Feedback Survey instrument