

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 MVP Registration Feedback Survey

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

A. Background

The Quality Payment Program registration for MIPS Value Pathways (MVP) is open from April 1, 2024 to December 2, 2024. The QPP Human Centered Design team seeks to gain feedback from the program's users during this time period 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.

Beginning in 2023, clinicians now have the option to submit data using an MVP. MVP offers clinicians a subset of measures and activities relevant to a specialty or medical condition. Participants that have selected the MVP registration option will be asked about their overall satisfaction with the program as well as any pain points they have encountered during the registration process. 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 registration process for participants that selected MVP participation. When a participant has finished the registration process, a popup will prompt the user with the option to complete the survey.

The survey will be hosted in Hotjar. The survey will be activated following approval through December 2, 2024 or until response limit is reached. The survey will target 100% of MVP registration participants. Completing the survey is optional and will not have any impact on their MIPS participation. This information will allow the research team to identify themes within the MVP journey.

Survey participants will remain anonymous. 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 1,000 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, 1,626 hours of this allotment have been approved for other surveys. We are requesting a total deduction of 83 hours from the approved burden ceiling (1,000 participants x 0.0833 hours = 83 hours).

Title	Respondents	Responses	Time per response	Burden Hours
-------	-------------	-----------	-------------------	--------------

2024 QPP MVP Registration Survey	1000	1000	0.0833	83
-------------------------------------	------	------	--------	----

E. Timeline

QPP seeks to solicit responses between April 1, 2024 to December 2, 2024.

The following attachment is provided for this information collection:

- QPP MVP Registration Survey Instrument