

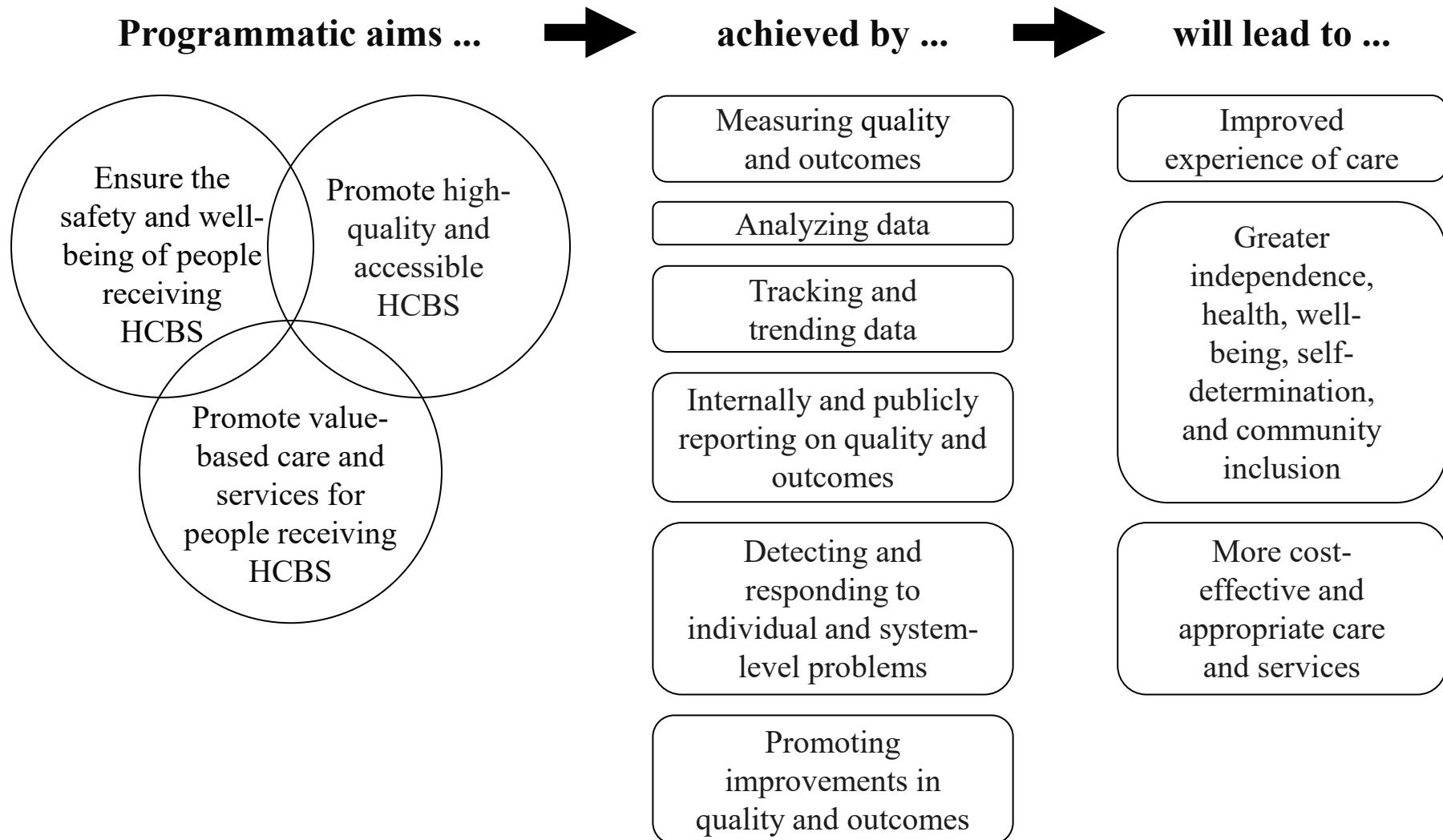
Looking Forward: HCBS Quality Measures Alignment and HCBS CAHPS[®] Survey

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HCBS Quality Framework



CMS HCBS Quality Strategy Elements

1. Promote development and use of standardized, validated, and meaningful quality measures
2. Align, coordinate, and address gaps in federal and state measurement, reporting, and monitoring requirements, activities, and systems
3. Develop, implement, and support use and availability of a comprehensive set of quality improvement, quality assurance, and technical assistance strategies, activities, and tools
4. Improve oversight and enforcement, address gaps in regulations and oversight/enforcement, and better support states to comply with federal regulations, policies, and guidance
5. Support development, testing, and implementation of value-based purchasing and alternative payment models

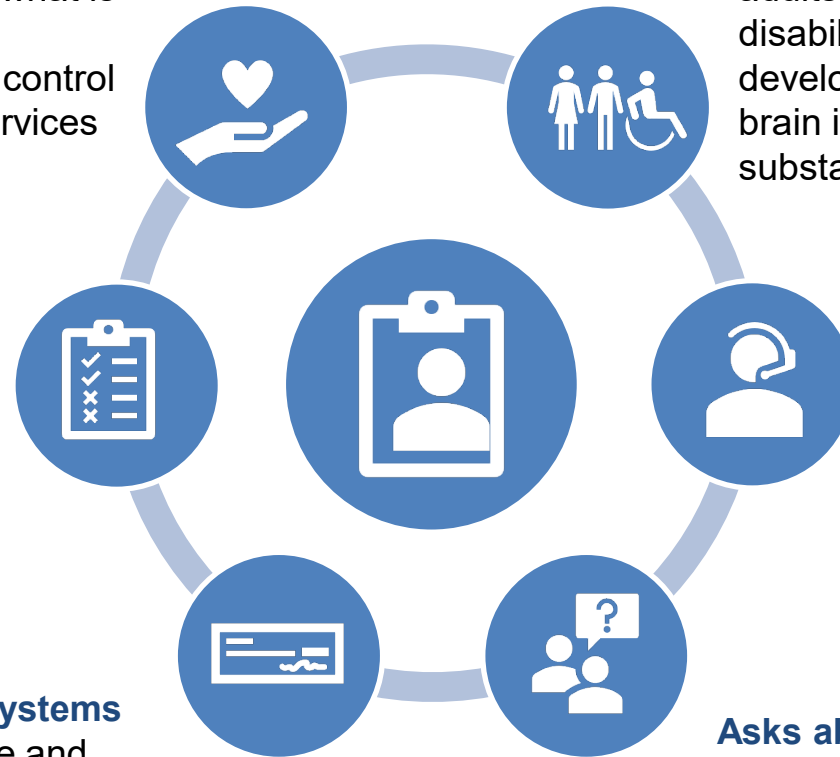
HCBS CAHPS Survey

Focuses on the Person

Assesses whether services are person-centered, prioritize what is important to participants, if participants can direct and control their own plan, and how services are delivered

Applies across Populations

Target populations include older adults and persons with physical disabilities, intellectual or developmental disabilities, acquired brain injury, or mental health or substance use disorders



Includes the Option for Telephone, In-Person, and Videoconference

Fielded by interview conducted either over phone, video, or in-person. Several states also using computer-assisted telephone interviewing (CATI).

Includes Reliable and Valid Survey Measures

Developed with input from a range of stakeholders and tested through the CMS Testing Experience and Functional Tools (TEFT) Demonstration

Applies across Delivery Systems

Used in both fee-for-service and managed care programs, allowing for comparison of all programs operating within a state

Asks about 69 Core Items

Contains a maximum of 69 core items, depending on the types of services used

Key Features of HCBS CAHPS Survey

1. Person-centered
2. Cross-disability
3. Development aligned with CAHPS
4. Frequency of use determined by survey sponsor
5. Publicly available for voluntary use in HCBS programs as part of quality assurance and improvement activities and public reporting
6. Applicable in both fee-for-service and managed long-term services and supports environments
7. Provision of technical assistance by CMS to support all users

Sample Design

- Unit of Analysis: the unit for which survey results (scores) will be produced
- Accountable Entity: the operating entity responsible for managing and overseeing a specific HCBS program within a given state
- Unit of analysis can vary
 - State Medicaid agencies
 - County or other non-state governmental entities
 - Managed care plans under managed long-term services and supports programs

Other Important Considerations

- Nineteen composite measures derived from HCBS CAHPS are endorsed by a Consensus-Based Entity, consisting of:
 - Seven composite measures
 - Three global ratings
 - Three recommendation measures
 - Six single-item measures (on unmet needs and physical safety)
- AHRQ, along with its contractor Westat, manages the HCBS CAHPS Database, which offers free access to aggregated results for analysis and use
- The Lewin Group provides technical assistance to states, managed care plans, and groups using or interested in implementing the HCBS CAHPS Survey

HCBS Quality Measure Set

- In July 2022, CMS released the first-ever HCBS Quality Measure Set through State Medicaid Director Letter (SMDL) # 22-003
 - Intended to promote more common and consistent use within and across states of nationally standardized quality measures in HCBS programs
 - Implementation of the HCBS Quality Measure Set creates opportunities for CMS, states, and territories to promote health equity and reduce disparities in health outcomes among people receiving HCBS
- In April 2024, CMS released a Center for Medicaid & CHIP Services (CMCS) Informational Bulletin describing the specific HCBS Quality Measure Set reporting requirements for MFP grant recipients, and a CMCS Informational Bulletin updating the HCBS Quality Measure Set
- Also in April 2024, the *Ensuring Access to Medicaid Services* final rule issued HCBS Quality Measure Set requirements for all states to start reporting in 2028

HCBS CAHPS Measures in the HCBS Quality Measure Set

- The following HCBS CAHPS measures are included in the HCBS Quality Measure set:
 - scale measures;
 - unmet needs measures; and
 - personal safety measure.
- HCBS CAHPS results facilitate comparison within and across state Medicaid programs