



January 23, 2020 - Dialysis Facility Compare National Provider Call

Questions and Answers

The questions below were received during the January 23 Dialysis Facility Compare National Provider Call. Questions were submitted to the Centers for Medicare & Medicaid Services (CMS) via the chat box and answered either over the phone during the webinar or subsequent to the webinar by CMS subject matter experts, as part of the question and answer commitment for the remaining submitted questions not answered during the webinar.

Question: For exclusions, what about patients who have already been evaluated but denied transplant?

Response: For the transplant measures, all patients that don't meet the specified exclusion criteria are included in the measure. That is not one of the specified exclusion criteria.

Question: Is there any consideration in decreasing the frequency of satisfaction survey? Our patients have commented on being asked to complete a survey twice a year. They often don't participate on the second survey.

Response: That is an issue that we'll be talking about at our TEP meeting this summer: how often to administer the survey.

Question: Will we see the star ratings reset in the October 2020 release?

Response: The October 2020 release will not include the reset. The October 2021 release will include this reset and will be previewed in the July update for facilities to preview.

Question: Is there any consideration for those facilities and patients who are distant from a transplant facility (i.e.: >120 miles)?

Response: There currently is not an adjustment for distance from the facility in those measures.

Question: Are patients that are in skilled nursing facilities excluded from transplant criteria?

Response: Patients that are in a skilled nursing facility are both excluded from the PPPW and the XWR measure.

Question: Where is the HD adequacy interface module in CROWNWeb? Which DFR do we use for calculations?

Response: We are going to refer you to the CROWNWeb helpdesk to answer that question. The helpdesk is reachable by phone number at (866) 288-8912 or on the web at <http://help.mycrownweb.org/>.

Question: What year will the new baseline be?

Response: We haven't made that determination yet. The new baseline year has not been finalized.



Question: When will the new measures manual be released and reflect the new five-star weighting?

Response: The new measures manual will be available when the DFC measures are available for facility preview.

Question: Are there any new measures under consideration?

Response: At this time, no new measures are under consideration for the ICH CAHPS Survey.

Question: Could you define “reset?” Does that mean the weighting of measures will be adjusted up or down?

Response: A “reset” means that we’ll be defining new baseline scoring cutoffs for facilities to be rated. So, the cutoffs for each score will be changed to the 10-20-40-20-10 distribution that we mentioned in the presentation. Also, we will be adjusting the weights of domain 3 and all of the other domains.

Question: There is a significant number of patients who have taken the survey repeatedly. It is the same survey with the same questions. They are considering not doing it anymore. Can't the survey be shortened?

Response: That is one of the options we’re considering with reducing survey burden – reducing the number of questions on the survey itself.

Question: How will the domain 3 reset affect the weights of the other domains?

Response: In the original distribution with three domains, each of the domains accounted for 33.3% of the total, or one-third, with a 50% reduction in domain 3. Domains 1 and 2 will each account for 40% of the total score and domain 3 will account for 20% of the total score, effecting that reduction that was discussed at the top.

Question: Are patients actively receiving treatment for cancer excluded from the PPPW measure?

Response: Patients receiving cancer treatment are not excluded from the PPPW measure. Only patients that are in hospice are excluded from that measure.

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