



3040 E. Cornwallis Road • PO Box 12194 • Research Triangle Park, NC 27709-2194 • USA  
Telephone +1.919.541.6000 • Fax +1.919.541.5985 • [www.rti.org](http://www.rti.org)

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OAS CAHPS Survey Vendors,

In response to feedback from hospitals and ambulatory surgery centers, CMS plans to test the feasibility of administering the OAS CAHPS survey via the Web (see 82 FR 59216). As part of the investigation, CMS and RTI International, are planning to conduct a mode experiment to assess the impact of adding Web-based survey administration. We anticipate that the experiment will take place in the Spring of 2019 over 3 consecutive months and will test five modes of administration: mail-only, telephone-only, Web- only, Web with mail follow-up and Web with telephone follow-up. Participating facilities would upload an electronic file containing patient records, via our secure web portal, for each of the 3 months. The patient data needed are:

Name, address, telephone number, email address;

Date of birth, gender;

Date the surgery or procedure was performed;

Level I CPT Surgery Codes (10021–69990) or the following G-codes (G0104, G0105, G0121, G0260).

We are still in the planning stages but expect to officially start recruiting participants in the coming weeks. However, we are reaching out because we anticipate that some of your clients may be part of our sample. Please be aware that CMS will allow facilities to participate in both the mode experiment and voluntary implementation, if sample sizes permit. We plan to post an announcement with more details about the Web mode experiment in the coming weeks.

Thank you,

A handwritten signature in black ink that reads 'Marjorie Hinsdale'.

Marjorie Hinsdale  
RTI Project Director