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August 31, 2026. Now in Production for Blues: Hospital Quality Measures (HQM) & HCAHPS in Quality Measures

For Blues customers, we've expanded the Quality Measures section to include Hospital Quality Measures (HQM) and HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) Patient Experience data, giving members a fuller picture of hospital quality right on the profile page.

What's New

- **Hospital Quality Measures (HQM):** Members can see how a hospital performs on national clinical safety and quality benchmarks, including infection rates and outcomes for specific conditions, shown as a simple comparison to the national benchmark (Meets Expectations, Below Expectations, Above Expectations).

  Measures Included

  - Cesarean Birth
  - Risk Adjusted Severe Obstetric Complications (All)
  - Risk Adjusted Severe Obstetric Complications (excluding blood-transfusion-only cases)
  - 30-Day Risk Adjusted Mortality for AMI
  - Acute Myocardial Infarction (AMI) 30-Day Readmission Rate
  - Total Performance and Improvement for HCAHPS, Process, and Outcome Domains
  - Total Performance for Outcomes of Care

    - Patient Safety Score (including Hospital Acquired Infections)

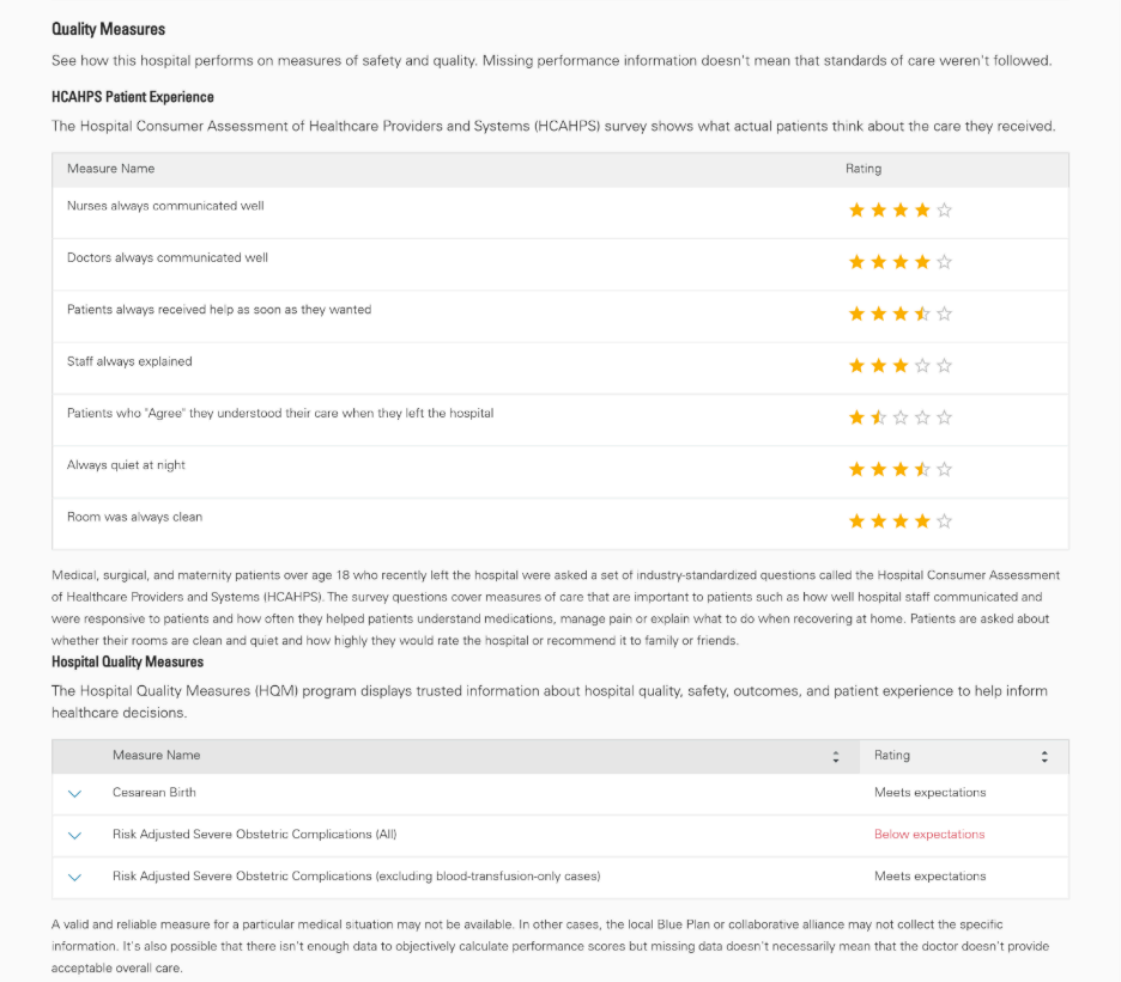
- **HCAHPS Patient Experience:** Members can now see real patient feedback on communication, cleanliness, and overall hospital experience, shown as an easy-to-read star rating.

  Measures Included

    - Overall Patient Rating
    - Total Value Based Performance for the HCAHPS Domain
    - Nurses always communicated well
    - Doctors always communicated well
    - Patients always received help as soon as they wanted
    - Staff always explained
    - Patients who "Agree" they understood their care when they left the hospital
    - Always quiet at night
    - Room was always clean

- **One Combined View:** HQM and HCAHPS both display within the Quality Measures section at the bottom of a profile page, so members see clinical quality data and real patient feedback together in one place.

Profile Page Showing the Quality Measures Section with HQM and HCAHPS Displayed Together



Quality Measures

See how this hospital performs on measures of safety and quality. Missing performance information doesn't mean that standards of care weren't followed.

HCAHPS Patient Experience

The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey shows what actual patients think about the care they received.

Measure Name	Rating
Nurses always communicated well	★★★★☆
Doctors always communicated well	★★★★☆
Patients always received help as soon as they wanted	★★★½☆
Staff always explained	★★★☆☆
Patients who "Agree" they understood their care when they left the hospital	★½☆☆☆
Always quiet at night	★★★½☆
Room was always clean	★★★★☆

Medical, surgical, and maternity patients over age 18 who recently left the hospital were asked a set of industry-standardized questions called the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS). The survey questions cover measures of care that are important to patients such as how well hospital staff communicated and were responsive to patients and how often they helped patients understand medications, manage pain or explain what to do when recovering at home. Patients are asked about whether their rooms are clean and quiet and how highly they would rate the hospital or recommend it to family or friends.

Hospital Quality Measures

The Hospital Quality Measures (HQM) program displays trusted information about hospital quality, safety, outcomes, and patient experience to help inform healthcare decisions.

Measure Name	Rating
Cesarean Birth	Meets expectations
Risk Adjusted Severe Obstetric Complications (All)	Below expectations
Risk Adjusted Severe Obstetric Complications (excluding blood-transfusion-only cases)	Meets expectations

A valid and reliable measure for a particular medical situation may not be available. In other cases, the local Blue Plan or collaborative alliance may not collect the specific information. It's also possible that there isn't enough data to objectively calculate performance scores but missing data doesn't necessarily mean that the doctor doesn't provide acceptable overall care.

Before this update, members had limited visibility into hospital quality and no access to real patient experience data. With HQM and HCAHPS now included, members get trusted, nationally-benchmarked information alongside authentic patient feedback, helping them choose care with more confidence.

Not every hospital will display every measure listed above. HQM and HCAHPS measures only display when we receive data for that specific measure at that hospital, so the measures shown will vary by hospital.

Impacted Customers

This update applies to **all Blues customers** and is **auto-on in production now.**

/ Compliance

September 8, 2026. CMS Opens MPF Provider Directory Preview Tool Early

CMS has opened its Medicare Plan Finder (MPF) Provider Directory preview tool in HPMS, letting MA organizations verify their directory data before it goes live on Medicare Plan Finder.

- **Earlier than planned:** CMS **originally targeted September 18** for this preview window. It **will go live September 8, 2026,** and will stay available on an ongoing basis.
- **What it checks:** Users search by Contract ID, Plan ID, Segment ID, zip code, and/or NPI number(s) to confirm that provider and facility results (name, specialty, locations, etc.) match what will display on MPF. Results can be exported to CSV.
- **Data source:** The preview pulls directly from each organization's MPF Provider Directory URL, the machine-readable JSON/FHIR feed already submitted. It does not reflect new data entry, only what's already on file. See Entering MPF Provider Directory URLs in HPMS: Client Instructions & RevSpring Client Responsibilities for setup details.
- **If something looks wrong:** Check your JSON/FHIR feed formatting first. If the issue persists, submit feedback through CMS's survey link.
- **Access needed:** HPMS production access with the "MPF Benefits Preview (0031)" permission tied to your contract numbers.

Before this, organizations had no way to confirm their directory data would display correctly until CMS's public-facing Plan Finder went live for CY2027. This preview window gives you a compliance and QA checkpoint to catch discrepancies ahead of time.

We recommend using this tool starting **September 8** to review your directory listings before the public launch.

/ Reminder: CMS Medicare Plan Finder Information Sessions

Join our upcoming information session on **Wednesday, September 9, 2026**, where we'll go deeper into the technical requirements and compliance steps your team needs before the **Production cutover on Friday, September 18, 2026**.

Next Session Details

- **Date:** Wednesday, September 9th
- **Time:** 12:00 PM PST | 3:00 PM EST
- **Topic:** Phase II CMS Medicare Plan Finder Info Session
- 🔗 **Sign Up for the Session** - Register for the upcoming session.
- 📼 **Access Previous Recordings** - Catch up on anything you missed.

/ Extending CMS Info Sessions — Now Weekly Through October 7

We're extending the CMS Info Sessions cadence to **weekly**, running through **Wednesday, October 7.**

Upcoming schedule

- **This Wednesday, September 9:** Webinar session. [Register here]
- **The following week, September 16:** Customer Roundtable, with a focus on **Medicare Plan Finder** (CY2027 Phase II updates and compliance readiness). [Register here]
- **The weeks after that, September 23, September 30, and October 7:** Final three webinar sessions in this series. [Register here]

/ September Roundtable

Join our product and customer success experts on **Wednesday, September 16th at 12:00 PM PST | 3:00 PM EST** for our monthly Health Plan Roundtable to hear about upcoming enhancements, roadmap highlights, and opportunities.

Register for the September Roundtable

Looking forward to seeing you there! The recording will be distributed here.

For more product updates, visit the Release Notes section of the Kyruus Health Help Center.

Support is available Monday to Friday from 9 AM - 9 PM (Eastern)

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