

**Important Notice**  
**Home Health Care CAHPS Participation Requirements for the**  
**Calendar Year 2027 Annual Payment Update**

To receive the annual payment update (APU) for calendar year (CY) 2027, all Medicare-certified home health agencies (HHAs) that served 60 or more patients between April 1, 2024, and March 31, 2025, who meet Home Health Care CAHPS (HHCAHPS) Survey eligibility criteria, must contract with an approved HHCAHPS Survey vendor and have that vendor administer the HHCAHPS Survey on a continuous monthly basis from April 2025 through March 2026. This rule was included in the Home Health Prospective Payment System (HH PPS) Update Final Rule for CY 2025, which was published in the *Federal Register* on November 7, 2024. The [HH PPS for CY 2025](https://www.govinfo.gov/content/pkg/FR-2024-11-07/pdf/2024-25441.pdf) is available at <https://www.govinfo.gov/content/pkg/FR-2024-11-07/pdf/2024-25441.pdf>.

All Medicare-certified HHAs should note the following:

- Medicare-certified home health agencies are eligible for an exemption from participating in the HHCAHPS Survey for the CY 2027 APU if they served **59 or fewer** survey-eligible patients between April 1, 2024, and March 31, 2025. To be exempted from participating in the HHCAHPS Survey for the CY 2027 APU, HHAs must count the number of home health patients they served between April 1, 2024, and March 31, 2025, who meet HHCAHPS survey eligibility criteria and then report that count on the Participation Exemption Request Form for the CY 2027 APU, which will be available on the [HHCAHPS website](https://homehealthcahps.org) [↗](https://homehealthcahps.org) (<https://homehealthcahps.org>) beginning April 1, 2025.
- All Medicare-certified HHAs that submitted a Participation Exemption Request for the **CY 2026 APU** are advised that the exemption from participation in HHCAHPS will expire on March 31, 2025. Unless HHAs qualify for an exemption from participation in HHCAHPS for the CY 2027 APU, they must start their HHCAHPS participation beginning with the April 2025 sample month.
- Medicare-certified HHAs that do not qualify for the exemption described above and have not yet begun their participation in the HHCAHPS Survey are strongly advised to go to the [HHCAHPS website](https://homehealthcahps.org) [↗](https://homehealthcahps.org) at <https://homehealthcahps.org>, register for HHCAHPS Survey Administrator credentials, and review the list of approved HHCAHPS vendors so that they may begin their vendor selection process and authorize a survey vendor as soon as possible. More information about [how to participate in HHCAHPS](#) [↗](#) is available at the following link: [https://homehealthcahps.org/Portals/0/Docs/HHAResponsibilities\\_and\\_FAQs\\_List.pdf](https://homehealthcahps.org/Portals/0/Docs/HHAResponsibilities_and_FAQs_List.pdf).

If you have any questions, please contact the HHCAHPS Coordination Team via email at [hhcahps@rti.org](mailto:hhcahps@rti.org) or by phone at (866) 354-0985.