

How to Perform HHA HHCAHPS Survey Vendor Authorization Functions

The online Vendor Authorization Form performs the following four functions.

- Authorize a vendor for an HHA for which a vendor has never been authorized.
- Change the start or end date for the current vendor.
- Change/switch to a different HHCAHPS Survey vendor.
- View the current authorization status.

A brief description and the steps in each of these functions are provided below. Note that an automatic e-mail will be sent to the HHA's HHCAHPS Survey Administrator confirming that the vendor authorization has been completed immediately after that authorization has been submitted.

1. To Authorize a Vendor for an HHA for the First Time

HHAs should select this function for one or more HHAs for which an HHCAHPS Survey vendor has never been authorized. To authorize a vendor for one or more HHAs for the first time, carry out the steps below:

- Select your vendor from the drop-down list.
- Select the "Start Date," which is the first day of the first quarter for which the vendor is being authorized to submit HHCAHPS Survey data.
- Leave the End Date field blank, unless you know that you will be switching to a different vendor at that time.
- Select the home health agency/agencies to which this vendor authorization applies.
- Click the "Submit" button.

2. To Change the Date of an Existing HHCAHPS Vendor Authorization

To carry out this function, follow the steps below:

- Select the new Start or End date for your existing vendor authorization.
- Select the home health agency/agencies to which this authorization applies.
- Click the "Submit" button.

3. To Switch/Change to a Different HHCAHPS Vendor

To change your authorized vendor, follow these steps:

- Select the "Change the start/end date for an existing vendor authorization" from the "Select Actions" drop down list.
- Select the correct "End Date" for your current authorized vendor. **NOTE: This end date cannot overlap with the "start date" of the new vendor you are switching to.**
- Click on the "Submit" button.
- Next, select the "Change/switch to a different vendor" from the "Select Actions" drop down list.
- Select your new authorized vendor from the vendor drop down list.

- Select the correct Start Date and if applicable End Date for your new vendor.
- Select the home health agency/agencies to which the authorization applies.
- Click the “Submit” button

4. View current authorization status

You can use this function to check all of your current vendor authorizations, including Start and End dates, for all of the HHAs for which you serve as the HHCAHPS Survey Administrator (SA) or Backup SA.

To carry out this function, simply choose the “View Current Authorizations” from the “Select Actions” drop down list.