Message from the HHCAHPS Team

Welcome to the April 2017 issue of the Home Health Care CAHPS (HHCAHPS) Coordination Team Quarterly Review! These newsletters are posted on the HHCAHPS website under the General Information tab. Please visit the HHCAHPS website for more information on the items mentioned in this newsletter: https://homehealthcahps.org.

What’s New

- April 1, 2017, marks the start of a new annual payment update (APU) period for the HHCAHPS Survey: Calendar Year (CY) 2019 APU.
- For information on how to get started participating in the HHCAHPS Survey, including determining eligibility, FAQs, and key dates for participation, please visit the HHA Responsibilities document.
- Preview Reports for the period Quarter 4, 2015, through Quarter 3, 2016, are now available on the HHCAHPS website.

2017 HHCAHPS Training Sessions

- The 2017 HHCAHPS Introduction Training sessions were held on January 31 and February 1, 2017, and the Update Training session was held on February 3, 2017.
- Training materials, including the agendas and training slides, are available on the HHCAHPS website, under the “Training” tab.
- Vendors can contact the Coordination Team to request the RAT-STATS demonstration that was used during the training.
- In the post-training evaluation survey, participants reported that the following translations would be most useful to them: Polish, Portuguese, Armenian, and Creole. Do you have a preference for a new translation? If so, let us know.

Important Dates to Remember


Contact Us

The HHCAHPS Coordination Team can be reached by e-mail (hhcahps@rti.org) or by telephone (1-866-354-0985). A member of the team will respond to your message between 8:30 AM and 5:00 PM Eastern Time Monday through Friday.

Updated HHCAHPS Survey Vendor Authorization Report

The image below displays the new default sort available on the HHCAHPS Survey Vendor Authorization Report on the HHCAHPS website. All inactive HHAs (denoted with an asterisk) now appear at the bottom of the report.