

# HHCAHPS Coordination Team Quarterly Review

April 2018

## Message from the HHCAHPS Team

Welcome to the April 2018 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 about the items mentioned in this newsletter: <https://homehealthcahps.org>.

**This issue is geared toward home health agencies, as HHCAHPS begins a new annual payment update (APU) period.**

### How Your Agency Can Add Value

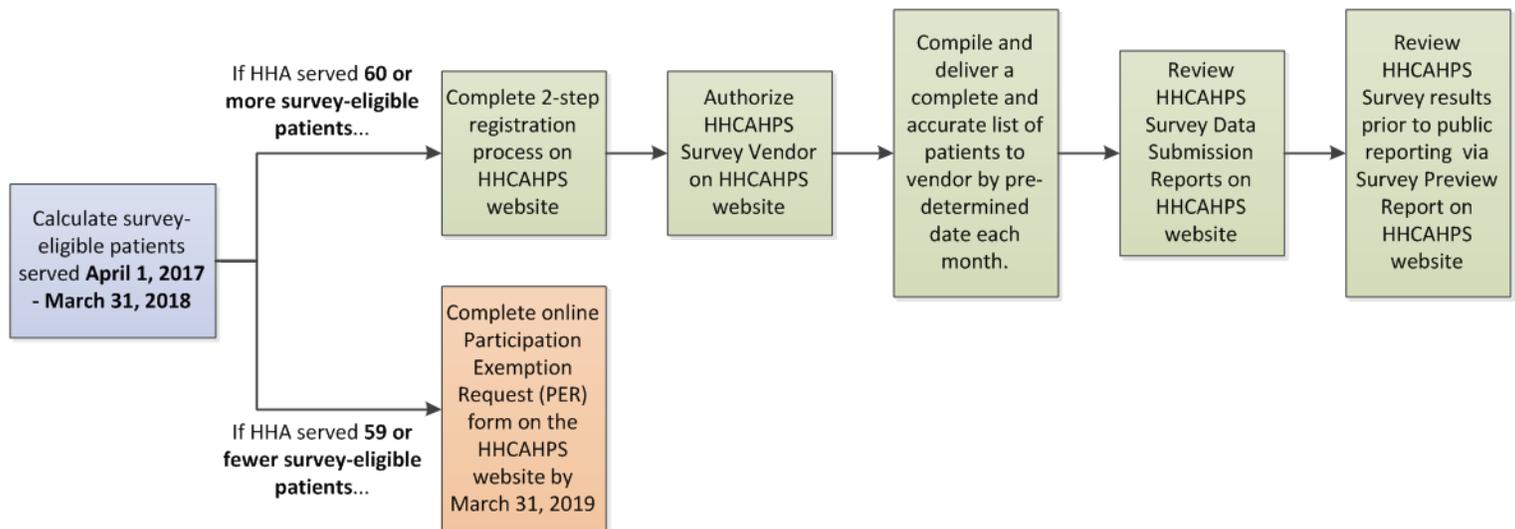
- ✚ The HHCAHPS Survey is the only national, standardized tool for collecting information about the patient's experiences of their home health care. When you participate, your patients' voices are heard.
- ✚ Your participation in the HHCAHPS Survey strengthens the publicly reported data to permit objective and meaningful comparisons between agencies.
- ✚ Your participation promotes transparency about the quality of care that agencies provide, allowing consumers to make informed decisions about home health care.
- ✚ Your HHCAHPS Survey results are posted and updated quarterly on the Home Health Compare site (on Medicare.gov) after 12 consecutive months of participation.

### Calendar Year (CY) 2020 APU Period

- ✚ April 1, 2018, marked the start of the new CY2020 APU period for the HHCAHPS Survey. The CY2020 APU participation period runs from April 1, 2018, through March 31, 2019.
- ✚ For information on how to start your participation in the HHCAHPS Survey, including determining eligibility, FAQs, and key dates for participation, please review the following documents available on the HHCAHPS website:
  - [HHA Responsibilities](#)
  - [HHCAHPS Participation Periods](#)

## HHCAHPS Participation Overview for CY2020 APU Period

The flowchart below displays the process Medicare-certified home health agencies should follow to determine their eligibility to participate in the HHCAHPS Survey (in green) or file an exemption from participation (in orange). If you need assistance locating any of the HHCAHPS website documents and forms referenced in the flowchart, please contact the HHCAHPS Survey Coordination Team.



## Contact Us

The HHCAHPS Survey Coordination Team can be reached by e-mail ([hhcahps@rti.org](mailto: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.