

HHCAHPS Coordination Team Quarterly Review

April 2019

Welcome to the April 2019 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>

Update on Efforts to Evaluate the HHCAHPS Survey Questions

- ✚ CMS is testing revisions to some of the HHCAHPS Survey questions! Current and near-future activities include:
 - **Cognitive interviews** – the HHCAHPS Coordination Team has completed 9 interviews to-date (5 in Raleigh/Durham, NC and 4 in Chicago, IL). We will conduct 9 more in May 2019; and
 - **Technical Expert Panel (TEP) review** – we are soliciting feedback on the results of the interviews and potential survey revisions from our TEP. The TEP includes home health agencies, patient advocates, policy analysts, clinical quality specialists, and hospital discharge planning staff.

What's New

- ✚ Revised Spanish surveys are available on the HHCAHPS website, under "Survey Materials."
- ✚ Reminder that the new supplemental questions data element should be submitted as part of the Patient Administrative Data Record. See [announcement](#). XML file templates on the website will be updated after the April 2019 data submission deadline.
 - **NOTE:** The "Consent to Share Responses" question is a supplemental question and should be counted for this new data element.
- ✚ The data submission tool will be unavailable briefly after the April 18, 2019 data submission deadline (for CY18,Q4 data) to make the XML file change noted above. We will notify vendors of this planned downtime via an email.

HHCAHPS Participation Overview for Calendar Year (CY) 2021 APU Period

April 2019						
SU	MO	TU	WE	TH	FR	SA
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

- ✚ April 1, 2019, marks the start of the new CY2021 APU participation period for the HHCAHPS Survey. The CY2021 APU participation period runs from April 1, 2019, through March 31, 2020.
- ✚ 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](#)

REMINDER: It is important for agencies that previously filed for an exemption from participation in HHCAHPS to re-evaluate their eligibility for an exemption every year. HHAs that qualify for an exemption must submit a Participation Exemption Request (PER) form for the CY2021 APU period, available on the HHCAHPS website. Use the table below to figure out if you need to submit a PER!

Annual Payment Update (APU) Calendar Year	Did you serve 60 or more survey-eligible patients during the 12-month period specified below?	If you served 60 or more survey-eligible patients during April 1, 2018–March 31, 2019, you must administer the survey and submit a data file for each month in the period noted below.	If you served 59 or fewer survey-eligible patients during April 1, 2018–March 31, 2019, you are eligible for an exemption from participating in the HHCAHPS Survey. To receive an exemption, you must submit a Participation Exemption Request Form by the date noted below.
2021	April 1, 2018–March 31, 2019	April 2019–March 2020	March 31, 2020

Contact Us

The HHCAHPS Survey Coordination Team can be reached by e-mail (hcahps@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.