

HHCAHPS Coordination Team Quarterly Review

April 2021

Welcome to the April 2021 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>.

Participation for Calendar Year (CY) 2023 HHCAHPS APU Begins Now!

- ✚ April 1, 2021, marks the start of the new CY2023 annual payment update (APU) participation period, which runs from April 1, 2021, through March 31, 2022.
- ✚ 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](#)
- ✚ Think your agency is exempt? Fill out the [Participation Exemption Request form](#) to confirm and submit. Reminder that your count of patients served for determining CY2023 APU exemption eligibility reflects the period April 1, 2020 through March 31, 2021.

We're Recruiting Home Health Agencies!

We are recruiting HHAs to participate in the HHCAHPS Web Mode Experiment, slated to begin later this year.

- **Gain early insights** into how your patients respond to a shorter survey instrument and web-based survey administration.
- **CMS will cover the costs of data collection** and analysis.
- **Receive a summary report with your results** compared to aggregated results of other participating HHAs.

If your agency is interested in participating, please sign up! You can click the link to complete the [Participation Interest Form](#) .

Some Things We Learned from the 2021 Annual Vendor Update Training Session...

When asked what they enjoy most about working with client home health agencies, vendors reported....

"Helping them use the data to improve patient satisfaction"

"Hearing how the data are being used"

"Supporting them with answers to their questions"

"Hearing how we [vendors] can serve them better"

"Doing short training sessions with new clients"

"Reviewing survey results with them and talking about how COVID has impacted their patients"



90% of vendors reported no change in the number of agencies participating in HHCAHPS, despite the public reporting freeze in 2021.



82% of vendors reported that they would be likely to apply to administer a web option if CMS approves this mode.



61% of training attendees had looked at CMS' new Medicare Care Compare website.



85% of vendors have at least some staff working remotely due to COVID.

Contact Us

The HHCAHPS Survey 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.