

# HHCAHPS Coordination Team Quarterly Review

April 2022

Welcome to the April 2022 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) 2024 HHCAHPS APU Begins Now!

- April 1, 2022, marks the start of the new CY2024 annual payment update (APU) participation period, which runs from April 1, 2022, through March 31, 2023.
- For information on how to start your participation in the HHCAHPS Survey, 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 CY2024 APU exemption eligibility reflects the period April 1, **2021**, through March 31, **2022**.

## The HHCAHPS Mode Experiment is LIVE!

As the 2022 mode experiment begins, we have provided responses to some of our most recent questions about the data collection design.

**Q: Are SMS text message invitations and reminders being considered for web mode?**

**A:** SMS/text messaging is not being tested in the HHCAHPS Survey mode experiment due to potential burden on sample members. Depending on the results of this mode experiment, CMS may consider testing SMS/text messaging in the future.

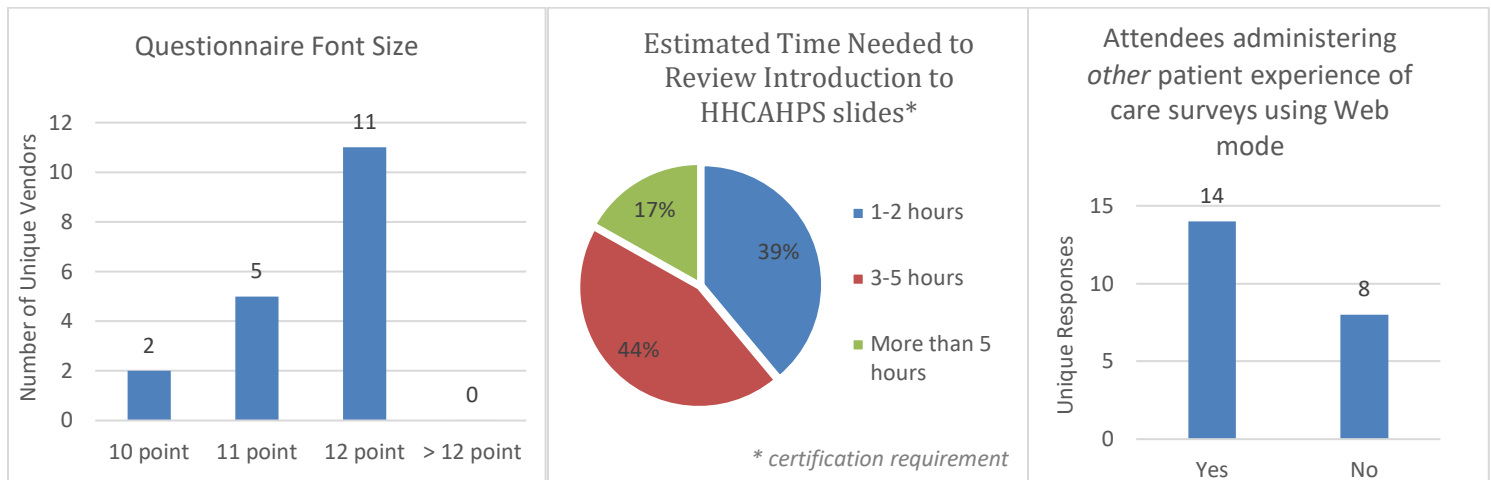
**Q: Will there be a Web with Phone follow-up mode?**

**A:** The most used mode of administration for the HHCAHPS Survey is mail, which is why it was selected to follow the initial invitation to do the survey by web in the mode experiment.

*If you have questions about the mode experiment, please reach out to the HHCAHPS mode experiment team at 866-662-8174 or [hhcahpsmode@rti.org](mailto:hhcahpsmode@rti.org).*

## Insights from Instant Polls During the January 2022 HHCAHPS Survey Update Training

A total of 130 individuals attended the Update Training, representing 35 unique vendor and subcontractor organizations and 6 home health or other agencies. Webinar participants report:



**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.