

# HHCAHPS Coordination Team Quarterly Review

April 2024

Welcome to the April 2024 issue of the Home Health Care CAHPS (HHCAHPS) Coordination Team Quarterly Review! Archived newsletters are at <https://homehealthcahps.org> under the General Information tab.

## CY2026 Annual Payment Update (APU) Participation Period Begins!

April 1, 2024, marks the start of the next calendar year (CY) 2026 APU participation period, which runs from April 1, 2024, through March 31, 2025.

➤ **New to HHCAHPS?** Check out the HHCAHPS website:

- [HHA Responsibilities and FAQs](#)
- [HHCAHPS Participation Periods](#)

➤ **Think your agency is exempt?** Fill out the [Participation Exemption Request form](#). NOTE: To determine CY2026 APU exemption eligibility, count unique patients served April 1, 2023, through March 31, 2024.

➤ April 18, 2024, is the deadline to submit Q4, 2023 data. *Remember to check your data submission reports to confirm successful submission from your vendor!*

## Common Questions the Coordination Team Receives from Agencies

We always appreciate your questions – keep them coming! The questions below focus on publicly reported HHCAHPS Survey data, available on CMS' Care Compare tool ([Medicare.gov/care-compare](https://www.cms.gov/care-compare)) and via agency Preview Reports on the HHCAHPS website (<https://homehealthcahps.org/>).

**Where can I find my agency's HHCAHPS Survey Preview Report?**

- Once logged into the HHCAHPS website, click on the "Preview Report" link under the "For HHAs" menu.
- Preview Reports are posted on the HHCAHPS website quarterly (December, March, June, and September) for agencies to review. An announcement will be posted when refreshed.

**Why aren't my survey results showing?**

- Agencies must have 12 consecutive months of data for agency scores to appear on [Care Compare](#) and in the agency's [Preview Report](#).
- HHCAHPS Survey data are updated on Care Compare quarterly (January, April, July and October). The schedule for HHCAHPS can be found in **Table 13.2** of the *HHCAHPS Survey Protocols and Guidelines Manual, Version 16.0*.

**Why don't I have star ratings?**

- To receive HHCAHPS star ratings, agencies must have at least 40 completed HHCAHPS Surveys over the publicly reported 4-quarter period.

**My HHA's services listed on Care Compare need corrections.**

- To change provider name, demographic information, or services provided on the Care Compare website, please go to the [HHA QRP webpage](#).
- For questions about this process, contact the iQIES help desk by email at [iQIES@cms.hhs.gov](mailto:iQIES@cms.hhs.gov) or by phone at (800) 339-9313.