

HHCAHPS Coordination Team Quarterly Review

April 2025

Welcome to the April 2025 issue of the Home Health Care CAHPS (HHCAHPS) Coordination Team Quarterly Review! [Archived CTQR newsletters](https://homehealthcahps.org/General-Information/CTQR-Newsletters) are at <https://homehealthcahps.org/General-Information/CTQR-Newsletters>.

A New Annual Payment Update (APU) Participation Period Begins!

April 1, 2025, marks the start of the next calendar year (CY) 2027 HHCAHPS APU participation period, which runs from April 1, 2025, through March 31, 2026.

- **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 CY2027 APU exemption eligibility, count unique patients served April 1, 2024, through March 31, 2025.

2025 HHCAHPS Update Training Poll Highlights

We have summarized responses to a few instant polls from webinar attendees:

- **87%** of poll respondents said that a standalone, all-encompassing FAQ document on the HHCAHPS website would be helpful for vendors and/or HHAs.
- **74%** of phone vendors reported they currently use a caller ID with a special identifying phrase or area code tailored to sample members.
- **63%** of phone vendors reported that most breakoffs occur before or during the HHCAHPS Survey introduction script.

HHCAHPS Website Resources for HHAs and Vendors

In response to frequently asked questions by newly participating HHAs or new vendor and HHA staff, we have mapped below the resources that are available on the HHCAHPS website.

Where can I find XML [Data Submission Resources](#)? (File layouts and schemas)

<https://homehealthcahps.org/Data-Submission/Data-Submission-Resources>

When are the quarterly files due to the HHCAHPS Data Center? (Vendor quarterly [data submission deadlines](#))

<https://homehealthcahps.org/Data-Submission/Data-Submission-Deadlines>

What are patient-mix adjustment factors?

The list of patient-mix coefficients is posted every quarter. The link can be found in the Information for HHAs box on the home page of the website. The [most recent \(January 2025\) patient-mix adjustment factors](#) are located at: <https://homehealthcahps.org/Portals/0/PublicReporting/PMAandHHCAHPSresultsCY23Q3toCY24Q2.pdf>

How do I [authorize my agency's HHCAHPS Survey vendor](#)?

https://homehealthcahps.org/Portals/0/HHAs_Vendor_Auth_instructions.pdf

What are the timeframes associated with [HHCAHPS Participation periods](#)?

https://homehealthcahps.org/Portals/0/Docs/HHCAHPS_Participation_Periods.pdf

Contact Us: email (hhcahps@rti.org) or telephone (1-866-354-0985)