

HHCAHPS Coordination Team Quarterly Review

January 2020

Welcome to the January 2020 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>

What's New

- ✚ The upcoming Introduction to the HHCAHPS Survey Training will be self-paced this year instead of a live webinar.
 - This training is intended for organizations interested in becoming approved HHCAHPS Survey Vendors.
 - To register, complete the [Training Registration Form](#).
 - Training materials will be available January 21, 2020.
 - Registrants will receive an evaluation form requesting feedback about the training format and content. The feedback is important to us and helpful for future trainings.
 - Details about HHCAHPS vendor application requirements can be found in the announcement posted [November 1, 2019](#).
 - Approved survey vendors are not required to complete the Introductory Training; however, it may be beneficial to new staff.

Important Dates to Remember

- HHA Preview Reports for the period Q3, 2018–Q2, 2019 are now available on the HHCAHPS website.
- Next data submission deadline: **January 16, 2020**.
- Update Training Session: **January 31, 2020**, 12:00–2:00 pm ET. Approved vendors are required to attend this live webinar.
- If your agency qualifies for an exemption from participating in HHCAHPS for the CY 2021 APU, please complete the CY 2021 HHCAHPS [Participation Exemption Request form](#) by **March 31, 2020**.

Importance of Designating a Back-Up HHCAHPS Survey Administrator



HHCAHPS Survey Administrators (SAs):

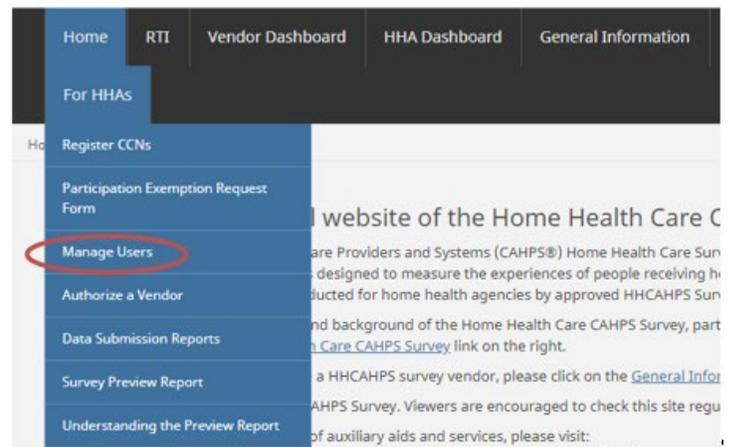
- ✚ We strongly suggest that HHA SAs add a backup administrative user.
- ✚ It is important for SAs to designate a back-up to:
 - access the login-secure portions of the homehealthcahps.org website, and
 - be authorized to work with the HHCAHPS Survey Coordination Team if the primary SA is unavailable.
- ✚ To assign a back-up administrator for your agency, the primary SA will first need to login to the HHCAHPS website.
- ✚ Then, select the “Manage Users” console link, under the “For HHAs” tab, and follow the directions there.

Vendors:

- ✚ Consider reminding your client agencies to review who has user account access, to ensure (only) relevant staff are credentialed on the HHCAHPS website.

Home Health Care CAHPS Survey

The official website for news and information about the HHCAHPS Survey



Contact Us

The HHCAHPS Coordination Team can be reached by e-mail (hcahps@rti.org) or by telephone (1-866-354-0985).