

HHCAHPS Coordination Team Quarterly Review

January 2021

Welcome to the January 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>.



Mark Your Calendars!

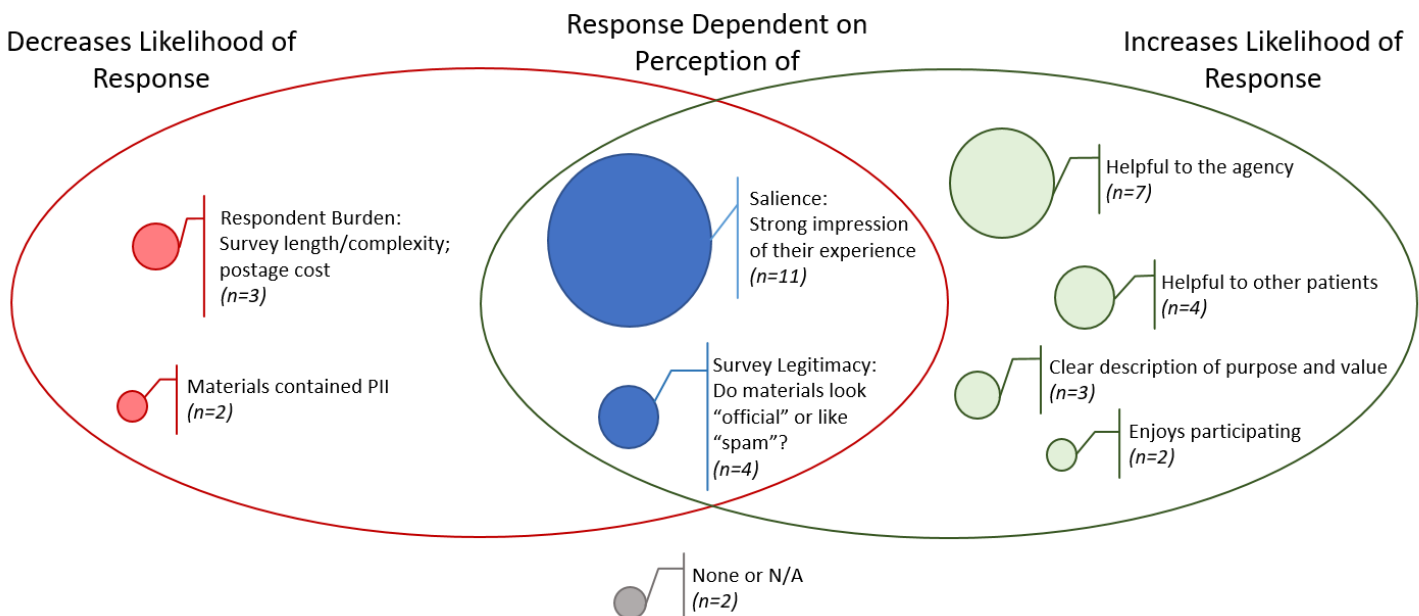
Next data submission deadline (CY20,Q3): **January 21, 2021.**

- Next annual HHCAHPS Survey trainings:
 - Introduction to the HHCAHPS Survey self-paced training materials available on **January 19, 2021.**
 - Live Update Webinar Training Session: **January 29, 2021, 12:00–2:00 pm ET.**
 - Complete Training Registration Form to register for desired training session(s).
- If your agency qualifies for an exemption from participating in HHCAHPS for the CY 2022 APU, please complete the CY 2022 HHCAHPS [Participation Exemption Request form](#) by **March 31, 2021.**
 - Additional information about how to determine exemption eligibility can be found at <https://homehealthcahps.org/Portals/0/ExemptInfoCY2022APU.pdf>.

Looking Ahead for HHCAHPS

- The Centers for Medicare & Medicaid Services is in the planning stages of designing a mode experiment to test both a revised version of the HHCAHPS Survey and potential Web administration.
- The Coordination Team will work with participating agencies' HHCAHPS Survey vendors to receive "leftover" patients after the HHCAHPS Survey sample has been selected.
- Anticipated timeline: late 2021.
- Monitor the HHCAHPS website for more information.
- Questions about this future effort? Contact the Coordination Team via email at hhcahpsmode@rti.org.

Cognitive Interview Responses to the Question: What are some things that might make you more or less likely to fill out a survey like the HHCAHPS Survey, not including a check or incentive payment?



Contact Us

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