

HHCAHPS Coordination Team Quarterly Review

January 2022

Welcome to the January 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>

For Survey Vendors & Home Health Agencies...

- ✦ The Office of Management and Budget (OMB) approved the proposed HHCAHPS web mode experiment, which uses a shortened HHCAHPS Survey.
- ✦ Selected home health agencies (HHAs) were notified about their participation in the Mode Experiment sample.
- ✦ Approved vendors were also alerted if any of their client HHAs were among those selected for participation. The Survey Coordination Team will work with vendors to review test files, in preparation for the mode experiment.
- ✦ The mode experiment will use a randomly selected sample of home health patients nationwide who received care in February, March, and April 2022, from the participating HHAs.
- ✦ Additional information is available on the HHCAHPS mode experiment website (<https://hhcahpsmode.rti.org/>).
- ✦ Please send questions about the mode experiment to hhcahpsmode@rti.org.

Update Training Session

- **January 28, 2022**, 12:00–2:00 pm ET.
- Approved vendors are required to attend this live webinar.

Important Dates to Remember

- HHA Preview Reports for the period Q3, 2020–Q2, 2021 are now available on the HHCAHPS website.
- Next data submission deadline: **January 20, 2022**.
- If your agency qualifies for an exemption from participating in HHCAHPS for the CY 2023 APU, please complete the CY 2023 HHCAHPS [Participation Exemption Request form](#) by **March 31, 2022**.

How People Use HHCAHPS Data on Care Compare (<https://www.medicare.gov/care-compare/>)

Individuals and their families use Care Compare to make informed decisions about home health. By searching for HHAs in their City, State or Zip Code, users can review results for local agencies offering the specific home health services needed (such as nursing care, physical or occupational therapy, social or speech-language pathology services).

There are two types of star ratings for each agency—a Quality star rating and a Patient Survey star rating. The Patient Survey star rating uses a 5-star scale to make it easier to compare home health agencies. The Patient Survey star ratings come from the HHCAHPS survey.

People are encouraged to use a checklist to help choose a home health agency that best meets their needs.

[Home Health Agency Checklist](#)

Additional resources: [Medicare & Home Health Care](#) | [Learn about Medicare coverage of home health services](#)

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