

HHCAHPS Coordination Team Quarterly Review

January 2023

Welcome to the January 2023 issue of the Home Health Care CAHPS (HHCAHPS) Coordination Team Quarterly Review! Archived newsletters are at <https://homehealthcahps.org> under the General Information tab.

Important Dates

- ✚ HHA Preview Reports for the period CY2021, Q3–CY2022, Q2 are now available on the HHCAHPS website. These data will be refreshed on CMS's Care Compare website (<https://www.medicare.gov/care-compare/>) the week of January 16, 2023.
- ✚ Next data submission deadline: **January 19, 2023**. Remember to check your data submission reports to confirm that your vendor successfully submitted your data!
- ✚ If your agency qualifies for an exemption from participating in HHCAHPS for the CY 2024 APU, please complete the CY 2024 HHCAHPS [Participation Exemption Request form](#) by **March 31, 2023**.

Update Training Session

- **January 31, 2023**, 12:00–2:00 pm ET.
- Approved vendors are *required* to attend this live webinar.
- Please have new staff review the **Introduction to HHCAHPS Survey** training slides, to be posted the week of January 23, 2023.
- Please click on [this link](#) to register.

Who should your HHAs contact for questions about their Medicare Care Compare Star Ratings?

Quality rating:



Quality Rating – OASIS data

- HHAs with questions/concerns about their Quality Rating stars should contact: homehealthqualityquestions@cms.hhs.gov

Patient survey rating:



Patient Survey Rating - HHCAHPS Survey data

- HHAs with questions/concerns about their Patient Survey stars should contact: hhcahps@rti.org