

HHCAHPS Coordination Team Quarterly Review

January 2026

Welcome to the January 2026 issue of the Home Health Care CAHPS (HHCAHPS) Coordination Team Quarterly Review! Archived newsletters are on the [HHCAHPS website](#) under the General Information tab.

Important Dates and Reminders for HHAs

- ❖ HHA Preview Reports for Q3,CY2024–Q2,CY2025 are now available on the HHCAHPS website. These data are scheduled to be refreshed on [CMS's compare tool](#) in January 2026.
- ❖ Next data submission deadline for Q3,CY2025 data: **January 15, 2026**. To keep track of your annual payment update (APU) compliance, remember to check your Data Submission Reports to confirm your vendor successfully submitted your data!
- ❖ If your agency qualifies for an exemption from participating in HHCAHPS for the CY 2027 APU period, complete the CY 2027 HHCAHPS [Participation Exemption Request form](#) by **March 31, 2026**.

Annual HHCAHPS Trainings

- The **live Update Webinar Training** will be held **January 28, 2026**, 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 19, 2026.
- Fill out and submit the [HHCAHPS Training Registration Form](#) to sign up.

How Can Your HHA Help Improve HHCAHPS Survey Response Rates?

Collaborate with your HHCAHPS Survey vendor for their insights on maximizing response rates.

Disseminate the [HHCAHPS Fact Sheet](#) to educate all patients served about the survey.

Consider the preferred language(s) of your patient population. The HHCAHPS Survey is available in English, Spanish, Chinese (Simplified and Traditional), Russian, Vietnamese, and Armenian.

Provide your HHCAHPS Survey vendor with complete and accurate contact information for patients.

Limit the use of supplemental questions and/or additional surveys to avoid respondent fatigue.

Provide your HHCAHPS Survey vendor with your agency's name and logo *recognizable to patients*. For example, use your agency's "doing business as" name instead of the legal name.