

HHCAHPS Coordination Team Quarterly Review

July 2015

Message from the HHCAHPS Team

Welcome to the July 2015 issue of the Home Health Care CAHPS (HHCAHPS) Coordination Team Quarterly Review (CTQR)! CTQR newsletters are posted on the HHCAHPS website under the General Information tab. Please visit the HHCAHPS website for more information on the items mentioned in this newsletter: <https://homehealthcahps.org/Home.aspx>.

What's New

- On May 7, 2015, CMS held an Open Door Forum for the Patient Survey (HHCAHPS) Star Ratings. CMS's Open Door Forum materials can be found [here](#).
- The 2017 annual payment update (APU) Discrepancy Notification Report (DNR) Excel template is now available. It covers the sample months of January 2015 through March 2016.
- The Coordination Team has updated the DNR page on the HHCAHPS website to provide vendors with additional information regarding their submitted DNRs, including the CCN(s) referenced in the DNR and whether a spreadsheet was submitted separately.

Contact Us

The HHCAHPS Coordination Team can be reached by e-mail (hhcahps@rti.org) or by telephone (1-866-354-0985). A member of the team will respond to your message between the hours of 8:30 AM and 5:00 PM Eastern Time (ET) Monday through Friday.

Important Dates to Remember

- Preview Reports for the period Quarter 1, 2014 through Quarter 4, 2014 will be available on the HHCAHPS website on **July 2, 2015**.
- Next survey vendor data submission deadline, for CY15, Q1 data: **July 16, 2015**.

Noteworthy Question of the Quarter

Q: We have an existing client that is switching from the Telephone methodology to the Mail Methodology. Do they need to update the Vendor Authorization on the HHCAHPS website? Is there anything we as the vendor need to do?

A: Neither you nor this agency need to take any further action in regard to switching data collection modes from telephone to mail with your organization. In addition, please note that your organization will still be able to submit data for this CCN for any month in which you are the authorized vendor, as long as you are approved to conduct the particular mode.

HHCAHPS State-Level Participation Rates in the CY2017 APU Period

The map below shows HHCAHPS state-level participation rates for the CY2017 APU period to-date. Participation is defined as either registering for credentials on the HHCAHPS website or submitting a Participation Exemption Request for low patient count.

