

HHCAHPS Coordination Team Quarterly Review

July 2016

Message From the HHCAHPS Team

Welcome to the July 2016 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 on the items mentioned in this newsletter: <https://homehealthcahps.org>.

What's New

- ✦ HHCAHPS Survey results are publicly reported for 2 global items and 3 composites (as described in **Chapter XIII** of the *Protocols and Guidelines Manual*). Steps for calculating global ratings and composite scores for the HHCAHPS Survey are now available on the [HHCAHPS website](#).
- ✦ The CY 2018 annual payment update (APU) Discrepancy Notification Report (DNR) Excel template is now available. It covers the sample months of January 2016–March 2017.
- ✦ Preview Reports for the period Quarter 1, 2015 through Quarter 4, 2015 are now available on the website.

Important Date to Remember

- ✦ Next survey vendor data submission deadline, for CY16, Q1 data: **July 21, 2016**.

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 8:30 AM and 5:00 PM Eastern Time Monday through Friday.

Where Are My Star Ratings?

- ✦ HHAs must be eligible for public reporting on the Home Health Compare website to receive Star Ratings. In addition, participating agencies must have 40 or more completed surveys over the four-quarter reporting period to receive Star Ratings for that reporting period.
- ✦ Each quarter, a Preview Report with Star Ratings is posted on the HHCAHPS website, approximately 1 month prior to the data being available on Home Health Compare.
- ✦ Your agency's Star Ratings can be viewed on the Medicare.gov [Home Health Compare website](#).

Protocol Reminder—For Vendors

In an effort to ensure that patients' confidentiality and right to privacy are protected, all HHCAHPS survey vendors can report aggregated responses to the “About You” questions to their client agencies only if there are at least **11 responses** for every response option for each of the “About You” questions. More information about this protocol is available at the [HHCAHPS website](#).

Where are the HHCAHPS Survey Vendors Located?

The map below shows the locations of the HHCAHPS approved survey vendors as of June 2016. A list of the HHCAHPS approved vendors can be found at the [HHCAHPS website](#). All HHCAHPS survey vendors serve clients nationwide and in the U.S. Territories.

