

HHCAHPS Coordination Team Quarterly Review

July 2018

Message from the HHCAHPS Team

Welcome to the July 2018 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>.

What's New

- The CY 2020 annual payment update (APU) Discrepancy Notification Report (DNR) Excel template is available within the online DNR form. It covers the sample months of January 2018–March 2019. We encourage you to use it!
- HHA Preview Reports for the period Quarter 1, 2017 through Quarter 4, 2017 are now available on the HHCAHPS website.

Reminders

- Vendors must seek CMS approval (via an Exceptions Request) to display an HHA's name or logo on outgoing mail survey envelopes. Please make sure your Exceptions Request includes language indicating that:
 - you have discussed HIPAA risks with the HHA, and
 - the HHA has given its approval to display its name/logo.
- The data submission deadline, for CY18, Q1 data is **July 19, 2018**. Prior to this deadline, vendors should check their Vendor Authorization Report to confirm they have an active authorization for each client.

Coming Soon!

- A new, approved HHCAHPS mail survey translation!

Can you identify the language?

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(Answer is at the bottom of the newsletter.)

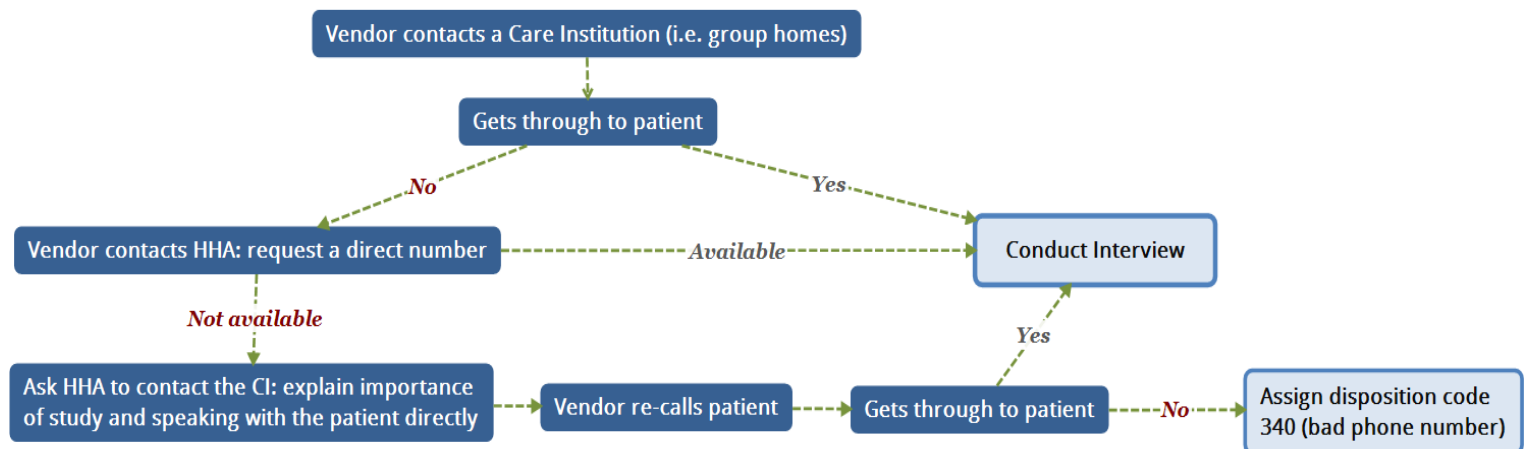
- An announcement will be posted on the HHCAHPS website when the new mail survey is available.

Contact Us

The HHCAHPS Survey Coordination Team can be reached by e-mail (hcahps@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.

Guidance for Handling Hard-To-Reach Patients Living in Care Institutions

The flowchart below displays the process telephone vendors should use when contacting patients living in care institutions.



ANSWER: Armenian.