Welcome to the July 2020 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](https://homehealthcahps.org).

**COVID-19 Reminder**

CMS granted an exception to the Quality Reporting Program (QRP) reporting requirements for all HHAs, Hospices, IRFs, LTCHs and SNFs, due to the COVID-19 pandemic. Providers were exempted from the reporting of data on measures, Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys, and standardized patient assessment data required under these programs for calendar years (CYs) 2019 and 2020 for the following quarters:

- **HHAs–Home Health QRP**
  - October 1, 2019–December 31, 2019 (Q4 2019)
  - January 1, 2020–March 31, 2020 (Q1 2020)
  - April 1, 2020–June 30, 2020 (Q2 2020)

Read the full memo, published by CMS on March 27, 2020.

**Optional Quarters in the CY21 and CY22 APU Periods**

Publicly reported data will only be displayed if the HHA has 12 months of data.

**Optional Quarters:**

- **CY19, Qtr 4**
  - Sample months: October, November, December
  - **Data Submission Deadline:** April 16, 2020

- **CY20, Qtr 1**
  - Sample months: January, February, March
  - **Data Submission Deadline:** July 16, 2020

- **CY20, Qtr 2**
  - Sample months: April, May, June
  - **Data Submission Deadline:** October 15, 2020

**Contact Us**

The HHCAHPS Survey Coordination Team can be reached by e-mail ([hhcahps@rti.org](mailto: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.

**Additional Resources**

- To keep up with the important work the Coronavirus Task Force is doing in response to COVID-19, visit [www.coronavirus.gov](http://www.coronavirus.gov).
- For a complete list of CMS actions, and other information specific to CMS, please visit the [Current Emergencies Website](http://www.cms.gov).
- Also available on CMS.gov:
  - Information on blanket waivers for health care providers.