

HHCAHPS Coordination Team Quarterly Review

July 2022

Welcome to the July 2022 issue of the Home Health Care CAHPS (HHCAHPS) Coordination Team Quarterly Review! Archived newsletters are at <https://homehealthcahps.org> under the General Information tab.

Reminders for HHCAHPS Vendors

- The data submission deadline for CY2022,Q1 data is **July 21, 2022**. Vendors should check their Vendor Authorization Report to confirm they have an active authorization for each client.
- CMS encourages all mail vendors to start using the new HHCAHPS Survey cover letters as soon as possible.
- Reminders for submitting Discrepancy Notification Reports (DNRs):
 - Please do not add new CCNs to a DNR that has already been reviewed by the Coordination Team; please submit a new DNR. Updates to existing DNRs should only be for CCNs that were originally reported.
 - The accompanying MS Excel worksheet has all fields required for DNR consideration. Vendors may use the spreadsheet even if they are submitting for just one CCN.

Updates from the HHCAHPS Mode Experiment

Production updates:

- Data collection launched on April 13, 2022.
- Data collection complete for two of the three sample months (February and March 2022) and now fielding April 2022.
- Data collection concludes July 2022.





















What happens next?

- Data processing and analysis, including review of mode effects.
- Preparation and distribution of summary reports to participating agencies and vendors.

For questions about the mode experiment, please contact the HHCAHPS mode experiment team at 866-662-8174 or hcahpsmode@rti.org.

Your HHCAHPS Trend Data

Curious how your agency has performed over time? Visit the HHCAHPS Survey website to see your publicly reported survey data back to 2012. You can review data at the agency, state, and national levels. Visit <https://homehealthcahps.org>, go to the General Information tab, and choose the "Archived Publicly Reported Data" link.

Archived Publicly Reported Data				
	State and National Averages	HHA-level Data	Star Ratings Cut points	Linearized Adjustment Factors
October 2020 - September 2021				
July 2020 - June 2021				
January 2019 - December 2019				
October 2018 - September 2019				
July 2018 - June 2019				

Contact Us. Reach us at hcahps@rti.org or 1-866-354-0985. An HHCAHPS Survey Coordination Team member will reply between 8:30 AM and 5:00 PM Eastern Time Monday through Friday.