

HHCAHPS Coordination Team Quarterly Review

July 2025

Welcome to the July 2025 issue of the Home Health Care AHPS (HHCAHPS) Coordination Team Quarterly Review! [Archived CTQR newsletters](https://homehealthcahps.org/General-Information/CTQR-Newsletters) are at <https://homehealthcahps.org/General-Information/CTQR-Newsletters>.

Reminders for HHCAHPS Vendors

- ✚ Data submission deadline for CY2025,Q1 data is **July 17, 2025**. Vendors should check their Vendor Authorization Report to confirm each active client has an authorization.
- ✚ [The Discrepancy Notification Report \(DNR\) Excel Template](#) is available on the HHCAHPS website—this template covers sample months Q2,2025–Q1,2026. The DNR template has 3 tabs; vendors are asked to use it to report late fieldings, missing sample months, and all “other” discrepancies.

Vendors Should Monitor the HHCAHPS Website for...

- ✚ Information and registration for a mandatory late summer Update Webinar training focused on proposed updates to the HHCAHPS Survey.
- ✚ Revised draft HHCAHPS Survey materials posted prior to the aforementioned Update Webinar training.
- ✚ An announcement about the publication of the Calendar Year (CY) 2026 Home Health Prospective Payment System (HH PPS) proposed Rule, which includes proposed updates to the HHCAHPS Survey.

The HHCAHPS Survey Coordination Team Monitors Implementation of the HHCAHPS Survey

The boxes below show some of the activities the Coordination Team conducts to help CMS oversee the implementation of the HHCAHPS Survey by all approved survey vendors.

Quarterly Reviews of Submitted Data to Identify Anomalies <ul style="list-style-type: none">• Review of submitted data by survey mode• Review of percentages of missing patient administrative data• Review of disposition code assignment• Communication back to vendors about any issues found so that corrections can be made	Site Visits to Confirm Correct Survey Implementation <ul style="list-style-type: none">• Vendors replicate/review sampling process following HHCAHPS protocols for site visit team observation• Site visit team reviews interim data and audits final disposition code assignments• Site visit team monitors telephone interviewers and compares hard copy surveys received to submitted data
Review of Vendor Quality Assurance Plans <ul style="list-style-type: none">• Annual reviews of vendor descriptions of HHCAHPS implementation, including survey instruments• Review of vendor staffing and quality control processes• Review of approved Exceptions Requests• Review of staffing and subcontractor roles	Examples of Additional Oversight Activities (Implemented As Needed) <ul style="list-style-type: none">• Reviewing vendor reports on low-performing CCNs• Extra monitoring of telephone interviewers to assist with improving interviewer performance• Brainstorming with vendors steps to take to improve response rates