

HHCAHPS COORDINATION TEAM QUARTERLY REVIEW

July 2026

THANK YOU TO ALL VENDORS

We appreciate each vendor's commitment towards getting ready for and kicking off implementation of the revised survey roll-out with the April 2026 sample month.



THE NEXT DATA SUBMISSION DEADLINE IS JULY 16

Thank you to those vendors who have already submitted their data for Q1, 2026. If you have not submitted any data for Quarter 1, we encourage you to begin submitting your files as soon as possible. Please note that this data submission is the final submission of data from the prior HHCAHPS Survey. Data submission tools will be offline from July 17 through July 26 to allow for the transition for the revised survey data submission.

Please review our July 2 announcement for specific reminders and instructions regarding the upcoming data submission.

REMOVE SEED MAIL RECIPIENTS FROM CALLING QUEUES AND DATA FILES

If you have not already done so, please remember to remove the RTI seed mailing recipients from your CATI calling queues and data submission files. As a reminder, no seed mail recipients will return a completed paper survey, and we do not expect phone and mixed mode vendors to conduct calls with seed mail recipients. Vendors should remove all seed mail recipients from their data files prior to submitting Q2, 2026 data in October 2026.

WHAT'S NEXT FOR THE REVISED SURVEY?

The HHCAHPS Survey Coordination Team will continue to conduct oversight activities with approved vendors focused on assessing the administration of the revised survey. These activities include virtual site visits and may also include additional seed mailing and interviewer monitoring sessions, upon request.

Vendors should continue to closely monitor their implementation of the survey and conduct additional quality assurance steps as needed throughout the field period.

CONTACT US via email (hhcahps@rti.org) or telephone (1-866-354-0985)

UPCOMING KEY DATES AND DEADLINES

July 3 – RTI will be closed in observance of the Independence Day holiday

July 15 – Public reporting data for Q1, 2025 through Q4, 2025 scheduled to refresh on Care Compare

July 16 – Q1, 2026 Data Submission Deadline

July 17 to July 26 – Data submission tools will be unavailable during change over

July 27 to August 10 – Revised survey data submission testing window

September 7 – RTI closed for the Labor Day holiday

October 15 – Q2, 2026 data submission deadline; Note: This is the first data submission using the revised HHCAHPS Survey instrument.

REVISED SURVEY DATA SUBMISSION TOOLS AND XML TESTING

Vendors should begin preparing to test their updated XML files for the revised survey data. The testing window will open for vendors on Monday, July 27 and remain open until Monday, August 10. **All approved vendors expecting to submit data in October must submit test files using dummy data during the testing window.** This is the opportunity for vendors to ask questions and fine-tune their internal submission processes for the revised survey data. All test files submitted will be deleted after the test window closes.

Vendors must have at least one authorization to be able to submit test data. Vendors who do not have client agencies but would still like to submit a test file should reach out to the HHCAHPS Survey Coordination Team to let us know. We will be happy to set up a dummy vendor authorization to allow vendors without clients to test this process. Please reach out by no later than Friday, July 17 with this request.

The data submission portal will be available for live submissions beginning on Monday, August 31. The first data submission for the revised survey data is due on Thursday, October 15. We strongly recommend that vendors begin their data submission process earlier than normal to confirm there are no problems and that they can submit all data by the deadline. More information will be emailed to vendors later this summer.

