

# HHCAHPS Coordination Team Quarterly Review

October 2020

Welcome to the October 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>.

## NEW CMS Websites

On September 3, 2020, CMS launched two new websites, replacing the “Compare” tools:

### Provider Data Catalog (PDC) site

<https://data.cms.gov/provider-data/>

Provides downloadable datasets for various home health services quality measures, including HHCAHPS Survey results.

### Care Choice Experience (CCXP) site

<https://www.medicare.gov/care-compare/>

Provides a user-friendly interface for consumers to search and compare home health agencies on quality measures, including HHCAHPS patient survey results.

Look for the new Home health services icon on these sites to navigate to information about the HHCAHPS Survey and HHCAHPS Survey results:



For more information, see [CMS's press release](#).

## In Other News...

### Update for Mail Vendors:

#### New OMB Expiration Date!

- OMB renewed the HHCAHPS approved data collection, 0938-1066, as approved with no change.
- OMB Control Number 0938-1066 has an expiration date of **August 31, 2023**.
- Approved HHCAHPS Survey Vendors should use the new expiration date of August 31, 2023, in their materials for survey implementation.
- If vendors have many printed materials with an OMB expiration date of January 31, 2021, it is fine to use the materials now through January 2021. Please note it is preferable to use the new expiration number wherever it is feasible to do so now. If you are about to print a new set of cover letters and questionnaires, please use the new date of August 31, 2023, on those materials.
- Questionnaires, Cover Letters, and OMB Disclosure Notices in all languages, will be updated on the HHCAHPS website with the new expiration date of August 31, 2023.

### Publicly Reported Data Refresh Schedule

- CMS's public reporting websites will be refreshed on October 30, 2020, with HHCAHPS Survey data collected from January-December 2019 (CY19,Q1-Q4).
- CMS will not be publicly reporting data collected from January through June 2020 (excepted due to COVID-19). HHCAHPS Survey results will therefore not be refreshed again until January 2022.
- HHCAHPS Survey Preview Reports will also not be updated on the HHCAHPS website until January 2022. At that time, data reported will cover the period CY20,Q3 – CY21,Q2.
- For more information on the refresh schedule, view [CMS's HH Quality Reporting Program Tip Sheet](#).

## 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.