

# HHCAHPS Coordination Team Quarterly Review

October 2021

Welcome to the October 2021 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>

## For Survey Vendors & Home Health Agencies...

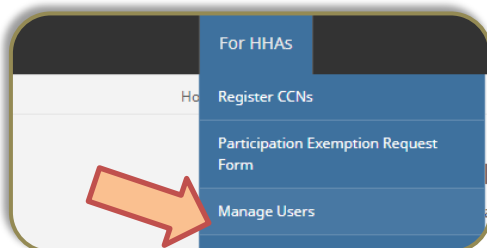
- Survey vendors, please send the HHCAHPS Survey Coordination Team any suggestions you have for Update training topics.
  - Training dates will be posted on November 1, 2021
  - Registration for training will open December 1, 2021
- CMS submitted materials to OMB for the proposed HHCAHPS Web Mode Experiment, using an improved HHCAHPS Survey for the field test. *Keep an eye out for updates in the next quarterly newsletter.*
- Home Health Agencies, please be sure to check that your vendor has successfully submitted your CY 2021, Q2 data files by the October 21, 2021 data submission deadline!

## Publicly Reported Data to be Refreshed in January 2022

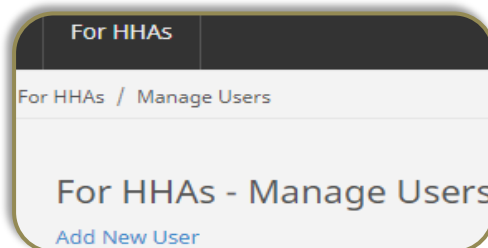
- CMS's public reporting websites will be refreshed on January 19, 2022, with HHCAHPS Survey data collected from July 2020-June 2021 (CY 2020, Q3-CY 2021, Q2).
- HHCAHPS Survey Preview Reports for this period will be available on the HHCAHPS website in mid-December 2021.

## Managing User Accounts on the HHCAHPS Website

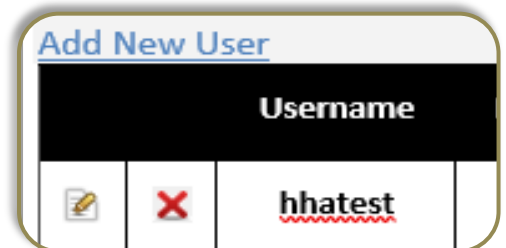
*Authorizing a back-up HHCAHPS Survey Administrator (SA)—or two—is helpful!* HHAs should add a backup SA for times when the primary SA is unavailable to perform key HHCAHPS Survey tasks (like authorize or switch a vendor). Non-administrative users can also be added. These users cannot change vendor authorizations or manage other users but will gain access to important reports, such as the Preview or Data Submission reports.





To add a new administrative user, the primary SA should select the "Manage Users" link under the "For HHAs" tab, once logged in.



Once on the Manage Users page, click the hyperlinked text "Add New User" to link a user's existing credentials to your agency. Otherwise, credentials will be issued if the user is new to the site.



In the table displaying all currently linked users, the primary SA can:

- click the  icon to edit the details of a user's records, or
- click the red  icon to remove users no longer with your organization.