

HHCAHPS Coordination Team Quarterly Review

October 2022

Welcome to the October 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.

Mail Survey Cover Letters: less text, more engaging!

Sample Cover Letter for First Questionnaire Mailing
Home Health Care CAHPS Survey
To be Printed on Home Health Agency or Vendor Letterhead

«FirstName» «LastName» «MailDate»
«Address1» «Address2»
«City_Name», «State_Code» «Zip_Zip4»

Dear «FirstName» «LastName»:

This is an important survey from Medicare for people who get home health care. Please take a few minutes to share your experiences with «HHA» and return the survey in the enclosed postage-paid envelope. Your feedback helps Medicare improve the overall quality of home health care, and helps others choose a home health agency.

Your voice matters. We want your answers to reflect your own views and not anyone from the agency named above. If you need help with the survey, please ask a family member or a friend.

Participation is voluntary, and your information is kept private by law. No one can connect your name to your answers.

If you have any questions about this survey, please call VENDOR NAME, (toll-free) at 1-XXX-XXX-XXXX.

Thank you for helping to improve home health care.

Sincerely,

Name
Home Health Agency Administrator

[PRINT SAMPLE ID HERE]



Questionnaire Update: Reordered Race Responses

Beginning with the **July 2023 sample month** data collection, the Q31 response options will be reordered alphabetically, as shown below. Revised survey instruments will be posted on the HHCAHPS website prior to the January 2023 Update training.

31. What is your race? Please select one or more.
- American Indian or Alaska Native
 - Asian
 - Black or African American
 - Native Hawaiian or other Pacific Islander
 - White

Response options are currently ordered by population size, as reported by the US Census Bureau.

General Reminders

- ✚ **Survey vendors**, make sure that you start using the new HHCAHPS Survey cover letters (posted on the HHCAHPS website and in the *Protocols and Guidelines Manual* and shown above) no later than with the **January 2023 sample month**.
 - If you wish to tweak the letter, please submit your proposed letter with an Exceptions Request Form to the HHCAHPS Survey Coordination Team, for CMS review.
- ✚ **Survey vendors**, please send the HHCAHPS Survey Coordination Team any suggestions you have for 2023 Update Training topics.
 - Training date will be posted on November 1, 2022
 - Registration for training will open December 1, 2022
- ✚ **Home health agencies**, please be sure to check that your vendor has successfully submitted your CY 2022, Q2 data by the October 20, 2022 data submission deadline! The *Data Submission Report* is available on the HHCAHPS website after logging in. This is a critical responsibility for all HHAs. Annual Payment Update (APU) can be affected by data submission.