

# HHCAHPS Coordination Team Quarterly Review

October 2025

Welcome to the Home Health Care CAHPS (HHCAHPS) Coordination Team Quarterly Review! [Archived newsletters](#) are available on the HHCAHPS website.

**NOTE:** All information (including the contents of this newsletter) related to the updated HHCAHPS Survey is in draft form until the Final Rule is published later in 2025. An announcement will be posted when the Final Rule is available.

## General Reminders for Vendors

- ☑ The data submission deadline for CY2025,Q2 data is **October 16, 2025**. Vendors should check their Vendor Authorization Report to confirm they have an active authorization for each client.
- ☑ Register and plan to attend the annual HHCAHPS Survey training in early 2026. Announcements will be posted on the HHCAHPS website with more information in November 2025.
- ☑ RTI will be closed for the upcoming holidays:
  - Thanksgiving Day (Thursday, November 27)
  - Day after Thanksgiving (Friday, November 28)
  - Christmas day (Thursday, December 25)
  - New Year's Day (Thursday, January 1, 2026)

## What's New on the HHCAHPS website?

- Survey and Protocols page includes drafts of the updated survey instruments and key materials designed to help vendors prepare for implementing the updated HHCAHPS Survey in 2026.
- Data Submission Resource page includes drafts of the XML data file layout and XML schema (XSD) files to help vendors update their XML file generation systems and processes.
- Training Materials page includes updated vendor resources such as the August 2025 Update Training agenda, slides and post-training Q&A document.

## Action Items for Vendors to Prepare for Roll-Out of Updated HHCAHPS Survey

The following action items for HHCAHPS Survey vendors were reviewed during the recent August 2025 Update Webinar Training. These [training slides](#) are available on the HHCAHPS website. Any changes to the timings will be announced on the HHCAHPS website and emailed to approved survey vendors.

Now	January 2026	February 2026	March 2026	April 2026 Sample Month	August 2026
<ul style="list-style-type: none"><li>•Review draft updated survey instruments, other survey materials, and resource documents (e.g., crosswalks and FAQs) on HHCAHPS website.</li><li>•Begin developing draft revised survey questionnaires, CATI instruments, data processing programs, XML file generation programs, and quality control processes.</li></ul>	<ul style="list-style-type: none"><li>•Attend annual Update Webinar Training and (if relevant) review self-paced Introductory Training.</li><li>•Review next edition of the <i>HHCAHPS Survey Protocols and Guidelines Manual</i> (Version 18.0).</li></ul>	<ul style="list-style-type: none"><li>•Submit drafts of revised mail questionnaire and CATI scripts in English (depending on approved mode(s)) to Coordination Team (<a href="mailto:hhcahps@rti.org">hhcahps@rti.org</a>).</li><li>•Address feedback provided by the Coordination Team on submitted materials, if needed.</li></ul>	<ul style="list-style-type: none"><li>•Within 2 weeks after OMB approval, mail survey vendors must resubmit revised survey materials with finalized OMB Disclosure Notice, OMB number and OMB expiration date.</li></ul>	<ul style="list-style-type: none"><li>•Finalize programs and systems in time to implement the updated HHCAHPS Survey with the April 2026 sample month.</li></ul>	<ul style="list-style-type: none"><li>•Submit test XML data file with the revised data layout to the HHCAHPS Data Center.</li></ul>