

HHCAHPS COORDINATION TEAM QUARTERLY REVIEW

October 2026

THANK YOU FOR SUBMITTING YOUR TEST FILES

We received test XML data files from all vendors. Thank you to the eligible approved vendors for completing this test submission exercise.

The HHCAHPS Team has reviewed the test data and provided feedback to vendors as needed. The data submission portal re-opened for live submissions on August 31, 2026.

THE NEXT DATA SUBMISSION DEADLINE IS OCTOBER 15

Thank you to those vendors who have already submitted their data for Q2, 2026. If you have not submitted any data for Quarter 2, we encourage you to begin submitting your files as soon as possible. Please note that this data submission is the first submission of data with the revised XML Data File Layouts that reflect updated patient administrative data and revised survey items. We strongly encourage vendors to begin submitting their data by October 12, 2026, to confirm acceptance by the submission deadline. Please be sure to remove any seed mail recipients before submission, if applicable.

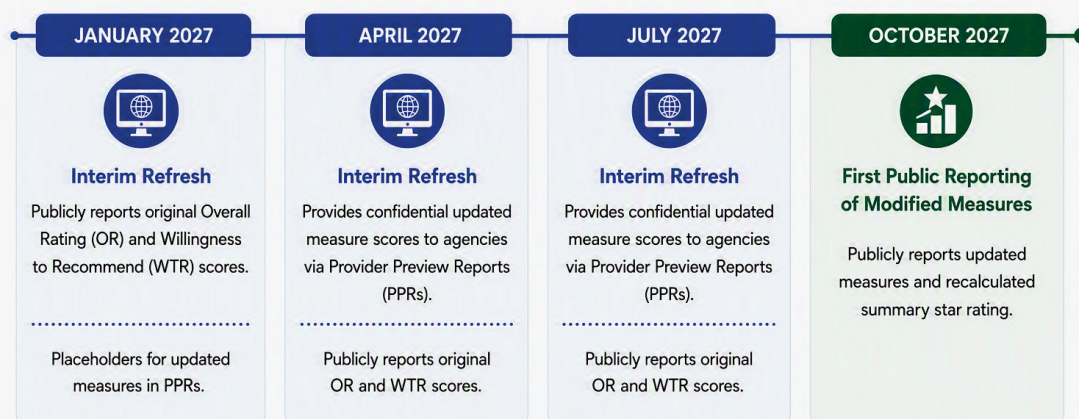
Please review our September 17 announcement for specific reminders and instructions regarding the upcoming data submission.

WHAT WILL BE PUBLICLY REPORTED IN 2027?

The modified HHCAHPS measures will first be publicly reported in **October 2027** after four full quarters of revised survey data submission (2026Q2 through 2027Q1). Interim quarterly refreshes in **January, April, and July 2027** will report a mix of original and updated measures, with some scores only available to agencies via

their Provider Preview Reports (PPRs). Additional information can be found in the “**Transitioning the HHCAHPS Publicly Reported Measures FAQs**” available on the HHCAHPS website.

REPORTING TIMELINE



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

UPCOMING KEY DATES AND DEADLINES

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

October 16 – Submit 2027 Update Training topic ideas to hhcahps@rti.org for consideration.

December 2026 – Training registration will open. An announcement will be posted on the HHCAHPS website when the registration form is available.

January 2027 – Annual HHCAHPS Survey vendor trainings. Live Update Webinar Training date to be announced.

Upcoming Holiday Closures:

- November 26, 2026
- November 27, 2026
- December 25, 2026
- January 1, 2027

OUTCOMES FROM ADDITIONAL OVERSIGHT IN 2026

The HHCAHPS Survey Coordination Team (HHCAHPS Team) and the Centers for Medicare & Medicaid Services (CMS) conducted additional vendor oversight in 2026 to support rollout of the revised survey beginning with the April 2026 sample month.

Deep dive on QAP reviews. Vendors submitted annual Quality Assurance Plan (QAP) updates by April 30, 2026. Reviews focused on clear process documentation and revised survey implementation updates. Most vendors resolved issues within two rounds and were notified of 2026 QAP acceptance.

Full review of revised survey materials. Vendors submitted English templates for revised mail and telephone materials by February 27, 2026. The HHCAHPS Team reviewed submissions against the [standard revised survey templates](#) and protocols described in the HHCAHPS Survey Protocols and Guidelines Manual. Most vendors resolved deficiencies within two rounds. In 2027, submissions will be required only when materials change or vendors are instructed otherwise.

Seed mailings and interviewer monitoring. CMS introduced two new oversight activities after the revised survey launched: seed mailing reviews and separate interviewer monitoring sessions.

- For seed mailings, HHCAHPS Team members reviewed English and Spanish materials for correct letters, surveys, envelopes, logos, and print quality. Most vendors had minor issues; a few required remailing.
- For telephone monitoring, remote sessions in May and June 2026 included multiple interviewers from each vendor and subcontractor, using the [Interviewer Monitoring Form](#). Vendors averaged 92.7%, with interviewers demonstrating politeness, accuracy, and proper survey conduct.

In 2027, seed mail and interviewer monitoring will be required as part of site visits.