

Important Notice
Home Health Care CAHPS Participation Requirements for the
Calendar Year 2020 Annual Payment Update

To receive the annual payment update (APU) for calendar year (CY) 2020, all Medicare-certified home health agencies (HHAs) that serve 60 or more patients between April 1, 2017, and March 31, 2018, who meet Home Health Care CAHPS (HHCAHPS) Survey eligibility criteria, must contract with an approved HHCAHPS Survey vendor and have that vendor administer the HHCAHPS Survey on a continuous monthly basis from April 2018 through March 2019. This rule was included in the Home Health Prospective Payment System (HH PPS) Update Final Rule for CY 2018, which was published in the *Federal Register* on November 7, 2017. The HH PPS for CY 2018 is available at <https://homehealthcahps.org/Portals/0/2017-23935%20final%20rule.pdf>

All Medicare-certified HHAs should note the following:

- Medicare-certified home health agencies are eligible for an exemption from participating in the HHCAHPS Survey for the CY 2020 APU if they served 59 or fewer survey-eligible patients between April 1, 2017, and March 31, 2018. To be exempted from participating in the HHCAHPS Survey for the CY 2020 APU, HHAs must count the number of home health patients they served between April 1, 2017, and March 31, 2018, who meet HHCAHPS survey eligibility criteria and then report that count on the Participation Exemption Request Form for the CY 2020 APU, which will be available on <https://homehealthcahps.org> beginning April 1, 2018.
- All Medicare-certified HHAs that submitted a Participation Exemption Request for the CY 2019 APU are advised that the exemption from participation in HHCAHPS will expire on March 31, 2018. Unless HHAs qualify for an exemption from participation in HHCAHPS for the CY 2020 APU, they must begin their HHCAHPS participation beginning with the April 2018 sample month.
- Medicare-certified HHAs that do not qualify for the exemption described above and have not yet begun their participation in the HHCAHPS Survey are strongly advised to go to the website, <https://homehealthcahps.org>, register for credentials, and review the list of approved HHCAHPS vendors so that they may begin their vendor selection process and authorize a survey vendor as soon as possible. More information about how to participate in HHCAHPS is available at the following link:
https://homehealthcahps.org/Portals/0/HHA_Responsibilities_List.pdf.

If you have any questions about this announcement, please contact the HHCAHPS Coordination Team via e-mail at hcahps@rti.org or by phone at (866) 354-0985.