

Questions and Answers from the HHCAHPS Survey Vendor August 2025 Update Webinar Training Session

Has there been any discussion of removing the consistency of the phrase, "In the last two months of care", for those 10 consecutive questions? We tend to get a lot of complaints and irritation about this on the phone surveys from respondents. I am curious if discussions have ever taken place to only do it every two or three of those questions instead of each question?

We tested removing the phrase "In the last two months of care" during the 2022 mode experiment. We found that removing the stem led to some respondents thinking the question did not apply to them if they were not currently receiving care. CMS, therefore, determined this phrase needed to remain to help focus the respondent and provide clarification for recall.

Will updated P&Gs be released after the final rule?

The next edition of the *HHCAHPS Survey Protocols and Guidelines Manual* will be available after the CY2026 Final Rule is published in advance of the annual Update Training in early 2026.

Is there an anticipated date in January for the additional Update Training?

A date has not been set at this time. CMS will share the schedule and materials for annual Update Training via HHCAHPS website announcements and vendor communication emails. Typically, the annual training is held at the end of January.

Our current surveys contain the OMB disclosure statement, but the length may cause us to need to move it to the letter. Is it permissible to print the OMB disclosure statement on the back side of the cover letter?

We do not recommend printing the OMB disclosure statement on the back side of the survey cover letter. Doing so may increase the likelihood of patients not seeing the disclosure. Although it is permissible to print the OMB disclosure on the cover letters, vendors should do their best to fit the OMB Disclosure Notice at the bottom of the mail survey cover letters (on the front page).

With survey changes and expanded OMB notice, do you anticipate the number of pages of survey to decrease?

Yes, due to the draft updated survey items reducing from 34 questions to 25 questions.

What will be the minimum required font size for the OMB notice. That will determine where it goes as well.

We recommend vendors use at least 12-point font for the OMB disclosure statement. Vendors may adjust the formatting and margins as needed. Vendors are invited to send draft letter templates to the HHCAHPS Survey Coordination Team via email for review and feedback, if that would be helpful.

Is there an anticipated date for the final rule?

Typically, the Final Rule is published in November. Once the Final Rule is published, the HHCAHPS Survey Coordination Team will post an announcement to the HHCAHPS website and email to vendors (including a direct link to the Final Rule).

Will there be any revisions to the Russian phone scripts? They are not written very well, according to some of our native speakers, and it makes it hard to get complete surveys with our Russian patients.

The draft updated survey has undergone a new translation and been reviewed by a native Russian speaker. The updated draft Russian HHCAHPS Survey materials are available on the HHCAHPS website on the "Survey and Protocols" webpage in the "[Planned Survey Materials for 2026](#) 