



# Home Health Care CAHPS® Smart Sheet

## Important HHCAHPS Dates

- **April 18, 2019:** Data submission deadline for Quarter 4, 2018
- **July 18, 2019:** Data submission deadline for Quarter 1, 2019
- **July 18, 2019:** Data submission deadline for Quarter 1, 2019
- **October 17, 2019:** Data submission deadline for Quarter 2, 2019
- **January 16, 2020:** Data submission deadline for Quarter 3, 2019
- **April 16, 2020:** Data submission deadline for Quarter 4, 2019

## Survey Process

### 2020 ANNUAL PAYMENT UPDATE [APU] BEGINS WITH APRIL 2018 SAMPLE MONTH

- **Mail, telephone or mixed mode**
- Survey is **34 questions in length**, with option for supplemental questions
- Phone-only mode includes up to **5 call attempts**
- Mail-only mode includes up to **2 mailings**
- Mixed mode combines **1 survey mailing** & up to **5 call attempts**
- Exemption for Medicare-certified HHAs with **59 or fewer patients over 12-month period**
- Surveying occurs on a **monthly basis**
- Sample includes every 18+ year old patient served during the sample month whose home care was paid by Medicare or Medicaid
- Sampling rates are adjusted to reach **300 completed surveys per year**
- Quarterly HHCAHPS data submission to CMS
- Monthly reporting available

## HHCAHPS Quality Measures

- Rating of the care provided by the HHA
- Patients' willingness to recommend the HHA to family & friends

## Why RMS?

- CMS-approved vendor
- Recognized as one of the top patient satisfaction measurement firms in the country by *Modern Healthcare*
- Affordable pricing
- Online portal access
- English & Spanish surveying
- Deadlines promptly met
- Strategies provided for improving response rates & scores
- Posters & promotional materials for increased awareness
- Courteous, helpful & responsive staff
- Key contact team
- RMS onsite call center
- Telephone surveys conducted by professional interviewers
- No robocalls
- Responsive to hot comments
- Fully HIPAA compliant

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## Get in touch



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