

## Important 2020 HH CAHPS Dates

- **January 16, 2020:** Data submission deadline for Quarter 3, 2019
- **April 16, 2020:** Data submission deadline for Quarter 4, 2019
- **July 16, 2020:** Data submission deadline for Quarter 1, 2020
- **October 15, 2020:** Data submission deadline for Quarter 2, 2020

## 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 HH CAHPS data submission to CMS
- Monthly summary report
- Online portal to access results, response rates, & trending data

## HH CAHPS Quality Measures

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

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## Why RMS?

- CMS-approved vendor
- Recognized as one of the top patient satisfaction measurement firms in the country by *Modern Healthcare*
- Affordable pricing
- High response rates
- English & Spanish surveying
- Deadlines promptly met
- Strategies provided for improving response rates & scores
- Real-time portal access
- Courteous, helpful, & responsive staff
- Collateral to promote surveys provided
- RMS on-site call center
- Telephone surveys conducted by professional interviewers on-site
- No robocalls
- Responsive to hot comments
- Fully HIPAA compliant

## We Do More Than Patient Surveys

- Healthcare Consulting
- Patient-Centered Medical Home (PCMH™) Recognition
- HIPAA Compliance
- Community Health Assessment (CHA)
- Community Service Plan (CSP)
- Community Health Needs Assessment (CHNA)
- Employee Surveys