

Important 2021 HH CAHPS Dates

- **July 15, 2021:** Data submission deadline for Quarter 1, 2021

Survey Process

2021 ANNUAL PAYMENT UPDATE [APU] BEGINS WITH APRIL 2019 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

CAHPS® Consumer Assessment of Healthcare Providers and Systems is a registered trademark of the Agency for Healthcare Research and Quality.

Why RMS?

- CMS-approved vendor
- Recognized as one of the top patient satisfaction measurement firms in the country by *Modern Healthcare*
- Affordable & flexible pricing
- High response rates
- English & Spanish surveying
- Deadlines promptly met
- Strategies provided for improving response rates & scores
- 24/7 online portal access
- Helpful & responsive to client needs
- Collateral provided to promote surveys
- On-site call center
- Professional interviewers
- No robocalls
- Attentive & responsive to hot comments
- Fully HIPAA compliant

We Do More

- Patient-Centered Medical Home (PCMH™) Recognition
- Employee Surveys
- Customized Surveys
- Image & Awareness Studies
- Brand Testing
- Community Health Assessment (CHA)
- Community Health Needs Assessment (CHNA)
- Surveys on Patient Safety Culture™ (SOPS®)
- Other CAHPS Surveys:
ACO, CG, ECHO, ED, H, Hospice, ICH, OAS