Guide to Home Health Help Desks

HH PROVIDER, WITH QUESTION ABOUT…

CMS CENTERS FOR MEDICARE & MEDICAID SERVICES · CENTER FOR MEDICARE

Compliance with Home Health Conditions of Participation

- ☑ Regulations & interpretive guidance
- ☑ Survey & certification
- ☑ State OASIS Education & Automation Coordinator contact updates

Home Health Survey Mailbox
hhasurveyprotocols@cms.hhs.gov

Star Rating Review Request/ Suppression Request Help Desk

- ☑ All requests for formal review of Quality of Patient Care Star Ratings
- ☑ Includes requests to suppress data

HHC Star Rating Review*
hhc_star_ratings_review_request @cms.hhs.gov

Home Health Consumer Assessment of Healthcare Providers & Systems (HHCAHPS)

- ☑ Patient Survey Star Ratings
- ☑ HHCAHPS requirements
- ☑ HHCAHPS scores on Home Health Compare*

HHCAHPS Help Desk
hhcahps@rti.org
homehealthcahps@cms.hhs.gov
1–866–354–0985

Home Health Quality Reporting Program (QRP) Reconsiderations, Exceptions & Extensions

- ☑ Submit HH QRP APU (annual payment update) reconsideration request
- ☑ HH QRP APU reconsideration process & appeals procedures for payment determination
- ☑ HH QRP APU exception & extension requests for extraordinary circumstances

Reconsideration, Exceptions & Extensions
hhapureconsiderations @cms.hhs.gov

Home Health Quality

- ☑ OASIS coding & OASIS documentation
- ☑ Quality reporting requirements & deadlines
- ☑ Data reported in quality reports
- ☑ Measure calculations
- ☑ Quality of Patient Care Star Rating (excluding suppression requests)
- ☑ Public reporting
- ☑ Home Health Compare* (excluding HHCAHPS)
- ☑ Risk adjustment
- ☑ Quality Assessment Only (QAO)/Pay for Reporting (P4R)

Home Health Quality Help Desk
homehealthqualityquestions @cms.hhs.gov

iQIES

- ☑ OASIS Data submission/ transmission
- ☑ Provider access to quality reports, CASPER Folders
- ☑ Submission Error messages or record rejections
- ☑ Technical support for HHA software vendors related to:
- ☑ *OASIS data submission specifications*
- ☑ *User tools*
- ☑ *OASIS Validation Utility Tool (VUT)*

iQIES Help Desk
iqies@cms.hhs.gov
1–877–201–4721
1–800–339–9313

NOTE:

iQIES User ID requests are no longer supported via the iQIES Help Desk. Users must create an account via the HARP system: https://harp.qualitynet.org/ register/profile-info

Medicare Payment for Home Health

- ☑ Payment policies:
- ☑ *Eligibility*
- ☑ *Coverage requirements*
- ☑ *Patient-Driven Groupings Model (PDGM)*

Home Health Policy Help Desk
homehealthpolicy@cms.hhs.gov

Home Health Value-Based Purchasing (HHVBP) Help Desk (For HHAs in Model only)

- ☑ Model requirements
- ☑ Model registration
- ☑ Available resources
- ☑ Model calculations
- ☑ New Measures data submission
- ☑ Model reports

Home Health Value-Based Purchasing Help Desk
hhvbpquestions@cms.hhs.gov