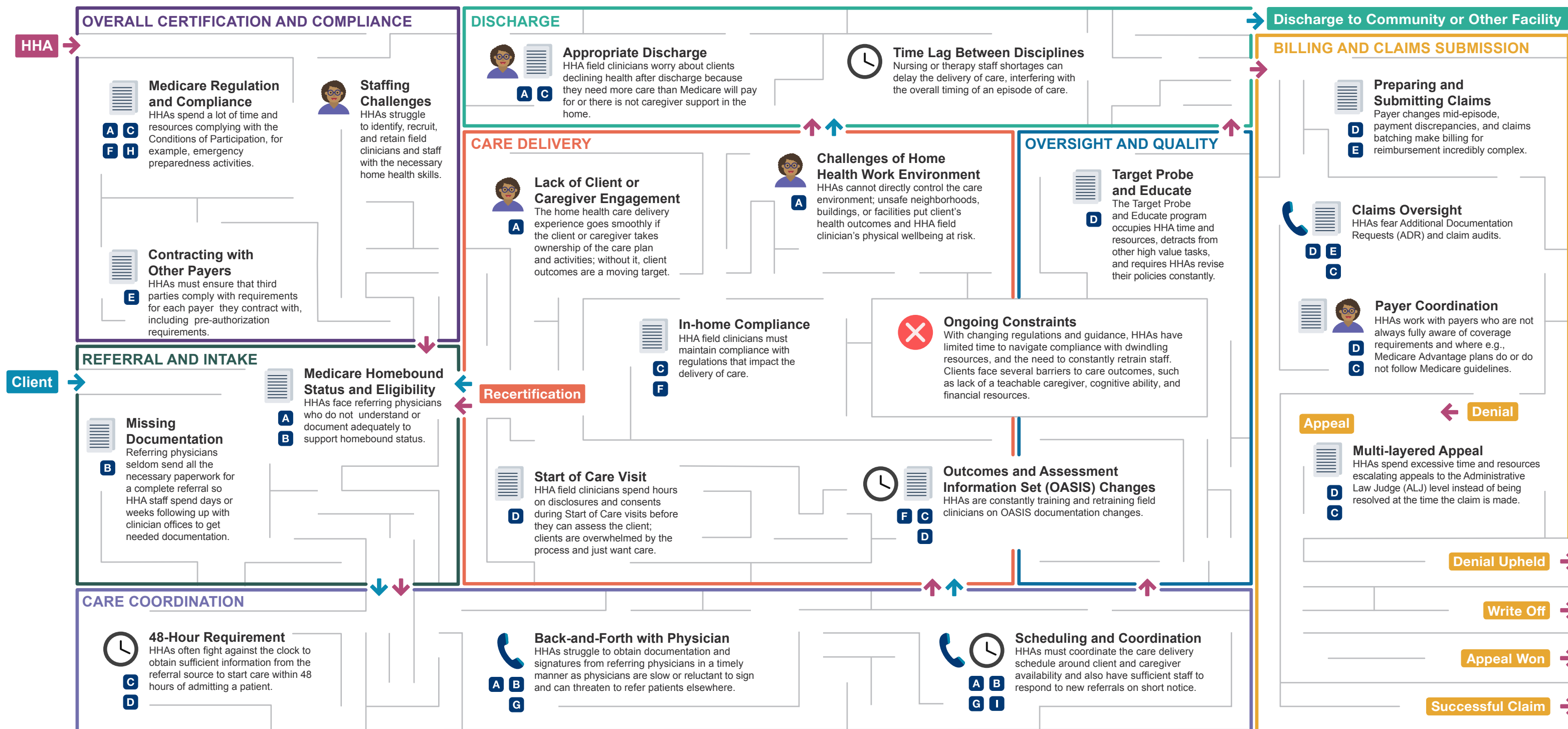


# NAVIGATING THE HOME HEALTH MAZE

From the perspective of home health agencies (HHA) and their clients, this graphic illustrates the challenges they may encounter when navigating regulations and requirements. Each icon represents a challenge. Follow the 'HHA' and 'Client' arrows to see their roundabout path through the maze.



**Key**

- Time-Based Challenges
- Paperwork Challenges
- People Challenges
- Communication Challenges
- A** Clients and Caregivers
- B** Referring Physicians and Facilities
- C** CMS Regulations
- D** Medicare Administrative Contractors (MAC)
- E** Other Payers
- F** Quality Improvement Organizations (QIO)
- G** Durable Medical Equipment (DME) and Home Medical Equipment (HME) Suppliers
- H** State Agencies
- I** Community Organizations