

Lori Teichman

For the Home Health ODF on Wednesday, March 2, 2011, 2 pm to 3 pm

1. All Medicare-certified HHAs that have not yet started HHCAHPS are strongly advised to go to the HHCAHPS website at <https://homehealthcahps.org>, and register for credentials. We also advise that HHAs review the list of approved HHCAHPS survey vendors on the HHCAHPS website, so that they may begin their vendor selection process, and subsequently authorize their selected HHCAHPS survey vendor on the HHCAHPS website, so that they may start HHCAHPS as soon as possible. The APU period for CY 2013 begins this April 2011.
2. Also, if you are an HHA that is already participating in HHCAHPS, please make sure that you have registered for credentials on the HHCAHPS website, and also that you have authorized your selected HHCAHPS survey vendor by their name on the HHCAHPS website. Your HHCAHPS survey vendor will not be able to submit your agency's HHCAHPS data to the HHCAHPS Data Center if you have not authorized them as your survey vendor.
3. The process for registering for credentials and the process for authorizing a survey vendor are fully explained on the HHCAHPS website. However, if you have any problems or questions about these processes, please contact our federal contractor for HHCAHPS (RTI) at HHCAHPS@RTI.ORG or call 1-866-354-0985.
4. Medicare-certified HHAs should complete a Participation Exemption Request Form for the CY 2013 APU if they served 59 or fewer survey-eligible home health patients between April 1, 2010 and March 31, 2011. The patient survey eligibility criteria for the count are already posted on the website under the "For HHAs" tab on the homepage. HHAs must report the exact patient count on the Participation Exemption Request Form for the CY 2013 APU. This form will be posted on the HHCAHPS website from April 1, 2011 to January 21, 2012.
5. All Medicare-certified HHAs that completed a Participation Exemption Request Form for the CY 2012 APU are advised that this exemption from HHCAHPS expires this March 31, 2011. Therefore, all Medicare-certified HHAs must begin their HHCAHPS participation in April 2011 for the CY 2013 APU, unless they are completing a Participation Exemption Request Form for the CY 2013 APU because they served 59 or fewer HHCAHPS eligible patients between April 1, 2010 and March 31, 2011.
6. Again, if you have any questions about HHCAHPS participation requirements and procedures, please contact HHCAHPS@RTI.ORG, or call (866) 354-0985.