## Guide to Home Health Help Desks

### HH PROVIDER, WITH QUESTION ABOUT...

#### 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

- **Patient Survey Star Ratings**
- **HHCAHPS requirements**
- **HHCAHPS scores on Care 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 (excluding HHVBP)**
- **Measure calculations**
- **Quality of Patient Care Star Rating (excluding suppression requests)**
- **Public reporting/Care Compare (excluding HHCAHPS)**
- **Risk adjustment (excluding HHVBP)**
- **Quality Assessment Only (QAO)/Pay for Reporting (P4R)**

**Home Health Quality Help Desk**

homehealthqualityquestions@cms.hhs.gov

#### iQIES
- **OASIS data submission/transmission**
- **Submission Error messages or record rejections**
- **Questions about submission and quality reports**
- **Technical support for HHA software vendors related to: OASIS Data Submission Specifications, OASIS Validation Utility Tool (VUT)**

**iQIES Help Desk**

iQIES@cms.hhs.gov

1–800–339–9313

#### Medicare Payment for Home Health
- **Payment policies:**
  - Eligibility
  - Coverage requirements
  - Patient-Driven Groupings Model (PDGM)

**Home Health Policy Help Desk**

homehealthpolicy@cms.hhs.gov

#### Expanded Home Health Value-Based Purchasing (HHVBP) Model
- **Model implementation**
- **Model calculations**
- **Model reports**
- **Available HHVBP resources**

**Expanded HHVBP Model Help Desk**

hhvpquestions@lewin.com

**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

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