

What is HH-CAHPS?

The Consumer Assessment of Healthcare Providers & Systems (CAHPS) was developed to measure the experiences of people receiving home health care from Medicare-certified home health agencies. There are 3 goals in mind with how the survey is designed:

- To produce **comparable data** on the patient's perspective that allows objective and meaningful comparisons between HHA's on domains that are important to consumers.
- Public reporting of survey will **create incentives** for agencies to improve their quality of care
- Public reporting will **enhance public accountability** in health care by increasing the transparency of the quality of care provided in return for public investment.

Who has to participate?

- Home healthcare agencies with 60 or more eligible unduplicated Medicare/Medicaid patients between April 1, 2009 – March 31, 2010

What if we do not have 60 eligible patients?

- If you are a small HHA with less than 60 HH-CAHPS eligible patients annually you will need to submit the **Exemption Form** at:
<https://homehealthcahps.org/ForHHAs/ParticipationExemptionRequestForm.aspx>
along with your patient count, by June 16, 2010:

What happens if we do not participate?

- Non-compliant agencies will see a 2% reduction in Medicare/Medicaid reimbursement

What qualifies as participation?

- Conduct one (1) "dry run" during any month of the **3rd quarter 2010** (July, August, September) by end of **3rd quarter 2010** and Monthly surveying must begin **October 2010**

How are the surveys conducted?

- The Home Health Care CAHPS Survey will be conducted for home health agencies by approved Home Health Care CAHPS Survey vendors by phone, mail or both.
- Survey results will be published on Home Health Compare after 4 quarters of data submission

What is HealthCare Synergy, Inc. going to do to provide the surveyors with HH-CAHPS information?

- HealthCare Assistant v6.8.09 has the functionality to create the file for the HH-CAHPS survey. In order to **avoid additional charges**, we **recommend** our clients use one of the following vendors:
 - Synovate
 - SHP
- If an agency wants to use a vendor other than Synovate or SHP, Healthcare Synergy, Inc. will be charging an additional \$199** annual fee to cover the extra costs for development, maintenance, and support.

**Information gathered from www.homehealthcahps.org **fee subject to change*

HH-CAHPS

The information provided in this document is intended to help you solve basic and common problems with Healthcare Assistant. If you do not feel confident to follow and/or apply the proposed solutions please contact Healthcare Synergy Technical Support to better assist you.