



STATE OF CONNECTICUT

DEPARTMENT OF PUBLIC HEALTH

BLAST FAX 10-04

TO: Home Health Administrators

FROM: Barbara Cass, R.N.
Section Chief
Facility Licensing and Investigations Section
410 Capitol Avenue
Hartford, Connecticut, 06134

DATE: March 4, 2010

SUBJECT: Home Health Care CAHPS Survey

The Centers for Medicare & Medicaid Services (CMS) would like to remind all Medicare-certified home health agencies (HHAs) that the Home Health Care CAHPS (HHCAHPS) survey will be added to the quality reporting requirements for Medicare-certified agencies beginning in third quarter CY 2010. Medicare-certified agencies could begin voluntarily collecting HHCAHPS data in October 2009. Beginning in July 2009 (third quarter 2010), participation in the HHCAHPS will be linked to the 2012 annual payment update (APU). HHAs must conduct a dry run in the third quarter of 2010, and continuously collect HHCAHPS data beginning in October 2010. Details about the linkage to the APU are available in the Final Home Health Payment Rule published in the Federal Register on November 10, 2009.

All participating HHAs will need to contract with an approved HHCAHPS survey vendor. The list of approved vendors that is updated continually is available at www.homehealthcahps.org/GeneralInformation/ApprovedSurveyVendors.aspx. The full details and up-to-date news about the HHCAHPS survey process and "how to do the survey" details are also available on www.homehealthcahps.org.

Please contact Loan Nguyen, Nurse Consultant should you have any questions at (860) 509-7400.



Phone: (860) 509-7400
Telephone Device for the Deaf (860) 509-7191
410 Capitol Avenue - MS # 12HSR
P.O. Box 340308 Hartford, CT 06134
An Equal Opportunity Employer