



Home Health CAHPS and MRA Everything you need to know to get started!

What is Home Health CAHPS?

"Home Health Care CAHPS Survey" measures the experiences of people receiving home health care from Medicare-certified home health care agencies. The survey is designed to meet three broad goals:

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

Participation requirements

All Medicare-certified agencies with **60 or more eligible patients annually** are required to participate in the program. CMS considers each entity with a separate CMS Certification Number (CCN), formerly known as Medicare Provider Number, a separate agency.

Home Health Responsibilities

- Be a Medicare-certified home health agency
- Contract with an approved Home Health Care CAHPS Survey Vendor (MRA)
- Register on the HHA private and secure site of <https://homehealthcahps.org> and authorize an approved survey vendor to submit data for your HHA.
- Compile and deliver each month a file with information about patients served during the sample month

MRA responsibilities

- Survey programming and fielding via telephone
- Quarterly HH-CAHPS data submission to CMS to guarantee compliance
- Delivery of data to HHA

Important dates

- July 20, 2017 data submission deadline for the 1st quarter, 2017
- October 19, 2017 data submission deadline for the 2nd quarter 2017
- January 18, 2018 data submission deadline for the 3rd quarter 2017
- April 19, 2018 data submission deadline for the 4th quarter 2017

For more information or to request a proposal please contact us!

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