

## Home Health (HH) Quality Reporting Program (QRP) Quick Reference Guide

Section 1895(b)(3)(B)(v)(II) of the Social Security Care Act established the Home Health Quality Reporting Program. Home Health Agencies (HHAs) that do not submit required OASIS assessment and Home Health Care Consumer Assessment of Healthcare Providers and Systems Survey (HH CAHPS®) data to meet the quality reporting requirements will be subject to a two (2) percentage point reduction in their Annual Payment Update. Data collected under the reporting requirements and through Medicare Fees For Services (FFS) claims are made available to the public through the [Home Health Compare \(HH Compare\) website](#).

For more information on home health quality reporting program, please see the [CMS Home Health Quality Reporting Requirements webpage](#).

### Frequently Asked Questions

*Q: What are the data submission deadlines for OASIS data?*

OASIS data must be transmitted within 30 days of the assessment date. OASIS data submitted within 30 days of the assessment date are considered to have met the requirement of submitting the quality data.

The comprehensive assessment must be updated and revised (including the administration of the OASIS) no less frequently than one of the following:

- The last five days of every 60 days beginning with the start of care date, unless there is a beneficiary-elected transfer, significant change in condition, or discharge and return to the same HHA during the 60-day episode.
- Within 48 hours of the patient's return to the home from a hospital admission of 24-hours or more for any reason other than diagnostic tests.
- At discharge.

More information on OASIS submission deadlines can be found in the OASIS User Manual available in the Downloads section of the [Home Health Quality Initiative OASIS User's Manual webpage](#).

*Q: What are the data submission deadlines for HHCAHPS data?*

HHCAHPS data must be collected monthly for eligible patients for four consecutive quarters. HHAs need to participate every month in the annual period to receive the full annual payment update. HHCAHPS survey vendors need to submit the HHCAHPS data on a quarterly basis on or before the HHCAHPS data submission dates posted in the federal rule and also on [the Home Health Care CAHPS Survey page](#).

*Q: How can I monitor my OASIS submission performance throughout the year?*

CMS provides both a quarterly, interim [Quality Assessments Only \(QAO\) Performance Report](#) (a sample report is available in the Downloads box), as well as a year-end Historical Quality Assessments Only (QAO) Performance Report. This QAO Performance Report is based on OASIS assessments submitted by an HHA during the applicable reporting period as it relates to compliance and Annual Payment Update (APU).

OASIS validation reports are available in the CASPER reporting application. Instructions for running these reports can be found in the CASPER Reporting User's Manual in [Section 4: Reports](#) and [Appendix A - Quick Reference to Final Validation Reports](#).

*Q: How can I monitor my HHCAHPS submission performance throughout the year?*

HHAs can monitor their HHCAHPS survey vendor’s data submissions by accessing their respective data submission reports under the tab “FOR HHAs ONLY” with their personal ID and password also *on [the Home Health Care CAHPS Survey page](#)*. HHAs are strongly advised to monitor their submissions to CMS on a regular basis in order to verify that their HHCAHPS data has been entered successfully (and conversely, unsuccessfully) for their agencies. Furthermore, under “FOR HHAs ONLY”, all agencies should check their quarterly preview reports for HHCAHPS. [Section 5.3 of the Website User and Data Submission Manual](#), Version 4.0 outlines these reports.

*Q: How do I submit an HHCAHPS exemption request?*

HHCAHPS participation from April 2016-March 2017 counts toward the CY 2018 APU. HHAs that are not participating because they had 59 or fewer patients in the reference count period of April 2015-March 2016, must complete a CY 2018 APU HHCAHPS Participation Exemption Request form by 11:59 pm March 31, 2017. The form is on [Home Health Care CAHPS Survey page](#). Starting April 1, 2017, we will post the CY 2019 APU HHCAHPS Participation Exemption Request form.

## Help Desk Assistance

[homehealthqualityquestions@oasisanswers.com](mailto:homehealthqualityquestions@oasisanswers.com) (OASIS Help Desk)

For questions about the QAO metric or the content of the QAO Interim and Annual Reports and submission of comments, questions, and suggestions about the Quality of Patient Care Star Ratings.

[HHCAHPS@RTI.org](mailto:HHCAHPS@RTI.org) or 1-866-354-0985 (HHCAHPS Help Desk)

Information or questions about the Home Health Care CAHPS® Survey (HHCAHPS) or the HHCAHPS Patient Survey Star Ratings.

[QRPHelp@CORMAC-corp.com](mailto:QRPHelp@CORMAC-corp.com) (Post-Acute Care Support Team)

for questions about Outreach and the APU knowledge packet contents.

[Help@qtso.com](mailto:Help@qtso.com) or 1-877-201-4721 (QIES Help Desk)

for questions about OASIS submission reports and CASPER reports.

[HHAPUreconsiderations@cms.hhs.gov](mailto:HHAPUreconsiderations@cms.hhs.gov) (APU/Reconsiderations Help Desk)

for reconsideration requests and follow-up questions after the facility has received a CMS determination of noncompliance letter.

## Helpful Links

[CMS OASIS Website](#) — for access to OASIS quarterly Questions and Answers.

[HHA Quality Reporting Requirements](#) — CMS resource containing information about the quality measures, provider compliance, and methodology.

[Home Health CAHPS® Website](#) — Official website for information on HHCAHPS.

[HHA Quality Reporting Training](#) — Links to past in-person and online training as well as information on upcoming trainings.