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

Home Health Compare (HHC) Star Rating Review Request/Suppression Request

- ☑ 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

Home Health Consumer Assessment of Healthcare Providers & Systems (HHCAHPS)

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

Home Health Quality Help Desk
homehealthqualityquestions @cms.hhs.gov

iQIES*

- ☑ Registration for QIES/ iQIES* User IDs
- ☑ OASIS Data submission/ transmission
- ☑ Provider access to quality reports, CASPER* Folders
- ☑ QIES/iQIES*
- ☑ JHAVEN*
- ☑ Submission Error messages or record rejections

* iQIES implementation for HH 1/1/2020; Replaces QIES/CASPER/JHAVEN

iQIES Help Desk
iqies@cms.hhs.gov
1–877–201–4721
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

OASIS Tech Issues

- ☑ Technical support for HHA software vendors related to:
- ☑ *OASIS data submission specifications*
- ☑ *User tools*
- ☑ *OASIS Validation Utility Tool (VUT)*

CMS OASIS Tech Issues
oasistechissues@cms.hhs.gov

Home Health Value-Based Purchasing (HHVBP) Help Desk (For HHAs in Model only)

- ☑ Model requirements
- ☑ Model registration
- ☑ Available resources
- ☑ Model calculations
- ☑ New Measures data submission
- ☑ Model reports

Home Health Value-Based Purchasing Help Desk
hhvbpquestions@cms.hhs.gov