











Guide to Home Health Help Desks

HH PROVIDER, WITH QUESTION ABOUT...



Compliance with Home Health Conditions of Participation 		Star Rating Review Request/Suppression Request Help Desk 	Home Health Consumer Assessment of Healthcare Providers & Systems (HHCAPHS) 		
<ul style="list-style-type: none"> ✓ Regulations & interpretive guidance ✓ Survey & certification ✓ State OASIS Education & Automation Coordinator contact updates 	Home Health Survey Mailbox hhasurveyprotocols@cms.hhs.gov	<ul style="list-style-type: none"> ✓ 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	<ul style="list-style-type: none"> ✓ Patient Survey Star Ratings ✓ HHCAPHS requirements ✓ HHCAPHS scores on Care Compare 	HHCAPHS Help Desk hhcaphs@rti.org homehealthcahps@cms.hhs.gov 1-866-354-0985
Home Health Quality Reporting Program (QRP) Reconsiderations, Exceptions & Extensions 		Home Health Quality 	iQIES 		
<ul style="list-style-type: none"> ✓ 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	<ul style="list-style-type: none"> ✓ OASIS coding & OASIS documentation ✓ Quality reporting requirements & deadlines ✓ Data reported in quality reports (excluding HHVBP) ✓ Measure calculations ✓ Quality of Patient Care Star Rating (excluding suppression requests) ✓ Public reporting/Care Compare (excluding HHCAPHS) ✓ Risk adjustment (excluding HHVBP) ✓ Quality Assessment Only (QAO)/Pay for Reporting (P4R) 	Home Health Quality Help Desk homehealthqualityquestions@cms.hhs.gov	<ul style="list-style-type: none"> ✓ OASIS data submission/transmission ✓ Submission Error messages or record rejections ✓ Questions about submission and quality reports ✓ Technical support for HHA software vendors related to: <ul style="list-style-type: none"> ✓ <i>OASIS Data Submission Specifications</i> ✓ <i>OASIS Validation Utility Tool (VUT)</i> 	iQIES Help Desk iqies@cms.hhs.gov 1-800-339-9313
Medicare Payment for Home Health 		Expanded Home Health Value-Based Purchasing (HHVBP) Model 			
<ul style="list-style-type: none"> ✓ Payment policies: <ul style="list-style-type: none"> ✓ <i>Eligibility</i> ✓ <i>Coverage requirements</i> ✓ <i>Patient-Driven Groupings Model (PDGM)</i> 	Home Health Policy Help Desk homehealthpolicy@cms.hhs.gov	<ul style="list-style-type: none"> ✓ Model implementation ✓ Model calculations ✓ Model reports ✓ Available HHVBP resources 	Expanded HHVBP Model Help Desk HHVBPquestions@cms.hhs.gov	<p>NOTE:</p> <p><i>iQIES User ID requests are no longer supported via the iQIES Help Desk. Users must create an account via the HARP system: https://harp.qualitynet.org/register/profile-info</i></p>	