



Guide to Home Health Help Desks

HH PROVIDER, WITH QUESTION ABOUT...



Compliance with Home Health Conditions of Participation		Home Health Compare (HHC) Star Rating Review Request/Suppression Request		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 Home Health Compare 	HHCAPHS Help Desk hhcahps@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 ✓ Measure calculations ✓ Quality of Patient Care Star Rating (excluding suppression requests) ✓ Public reporting ✓ Home Health Compare (excluding HHCAPHS) ✓ Risk adjustment ✓ Quality Assessment Only (QAO)/Pay for Reporting (P4R) 	Home Health Quality Help Desk homehealthqualityquestions@cms.hhs.gov	<ul style="list-style-type: none"> ✓ 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 <p><i>*iQIES implementation for HH 1/1/2020; Replaces QIES/CASPER/JHAVEN</i></p>	iQIES Help Desk qiqies@cms.hhs.gov 1-877-201-4721 1-800-339-9313
Medicare Payment for Home Health		OASIS Tech Issues		Home Health Value-Based Purchasing (HHVBP) Help Desk (For HHAs in Model only)	
<ul style="list-style-type: none"> ✓ Payment policies: ✓ Eligibility ✓ Coverage requirements ✓ Patient-Driven Groupings Model (PDGM) 	Home Health Policy Help Desk homehealthpolicy@cms.hhs.gov	<ul style="list-style-type: none"> ✓ Technical support for HHA software vendors related to: ✓ OASIS data submission specifications ✓ User tools ✓ OASIS Validation Utility Tool (VUT) 	CMS OASIS Tech Issues oaasistechissues@cms.hhs.gov	<ul style="list-style-type: none"> ✓ 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