

## Are you dissatisfied with your current HHCAHPS vendor?

Partnering with the right HHCAHPS vendor is the most important way to improve your HHCAHPS scores. If you are dissatisfied with your current vendor, consider switching.

### ■ Having the right HHCAHPS vendor can improve your scores.

Pending reimbursement cuts, a proposed ACO model and potential co-payments, makes this a perfect time to think strategically about quality improvement efforts and return on investment. The HHCAHPS program captures valuable patient feedback for improving clinical quality and the patient experience. Patient satisfaction scores are a leading indicator of success relating to better outcomes making your agency more desirable to patients, referral sources, and partners.

### ■ Are you dissatisfied with your current HHCAHPS vendor?

Consider switching vendors if you are unhappy with your service. Look for a partner that understands the home health industry. Consider how long the vendor has been providing satisfaction services to home care and how many other agencies have selected that vendor. Work with a vendor that can pinpoint where and how to improve, who makes the process easy, provides best practices, and offers a reasonably priced program with great customer service.

### ■ How often do the regulations allow me to switch vendors?

The HHCHAPS Protocols and Guidelines allow agencies to change vendors once a quarter, at the beginning of the quarter. It only takes a few minutes to change your authorized vendor using the [homehealthcahps.org](http://homehealthcahps.org) website. You also may need to cancel the business relationship with your current vendor – most contracts have cancellation clauses.

### ■ What if my current contract does not terminate at the end of a quarter?

It may be better financially to begin working with a new vendor as soon as possible no matter when your contract ends – even in the middle of a quarter or month. We can help you work through the logistics and provide you with a price comparison so you can see if changing to Deyta is a better for you financially.

### ■ Does my new vendor have to identify patients sampled in the last 5 months when I switch?

An update to the HHCAHPS Protocols does not require the new vendor to be limited by this rule upon the change. Once the new vendor begins managing the process, they then need to follow this patient eligibility criteria going forward. This protocol was changed due to privacy and confidentiality considerations of the patients.



## TIPS FOR SWITCHING YOUR HHCAHPS VENDOR

### Ready to switch? It's as easy as 1-2-3.

Switching vendors is easy when you follow these steps. Call us - we can help!

**1. Advise your current vendor that you plan to switch vendors.**

You probably have a contracted agreement in place with your current HHCAHPS vendor. It is important to understand any provisions for termination before you notify your vendor that you wish to switch vendors.

**2. Begin working with your new vendor to develop a transition plan for your agency.**

Work with your new vendor to define the steps needed to ensure a smooth transition. Consider contract effective date, billing arrangements, survey set up, software vendor compatibility and data file transfer deadlines.

**3. Update your HHCAHPS vendor selection on the HHCAHPS website.**

Use the online vendor authorization form to change the vendor name and end/start dates for data submission to CMS. Visit [www.homehealthcahps.org](http://www.homehealthcahps.org) for more information.

## Switch Vendors and Save Money

**Deyta is offering a discount to agencies that switch their HHCAHPS service to Deyta by December 31, 2011.**

More HHAs use Deyta as their HHCAHPS partner than any other vendor because of our incredible combination of value, service, and price.

Contact us at [homehealth@deyta.com](mailto:homehealth@deyta.com) or call 888-893-1937 x121.