

HOME HEALTH AXXESS CAHPS TRAINING MANUAL

April 2022

Table of Contents

LOGIN.....	3
Axxess Planner.....	3
Dashboard.....	4
REPORTS	7
Surveys.....	7
Medicare Care Compare	12
Market Insights	16
ADMIN TOOLS	18
User Manager.....	18
Upload File (Non-Axxess Home Health)	19
Upload History	19
HELP MENU	20
MISSING AUTHORIZATION	23
HELP CENTER.....	24

LOGIN

Navigate to www.axxess.com. Select **LOGIN**.



The user then inputs their credentials and selects **Secure Login**.

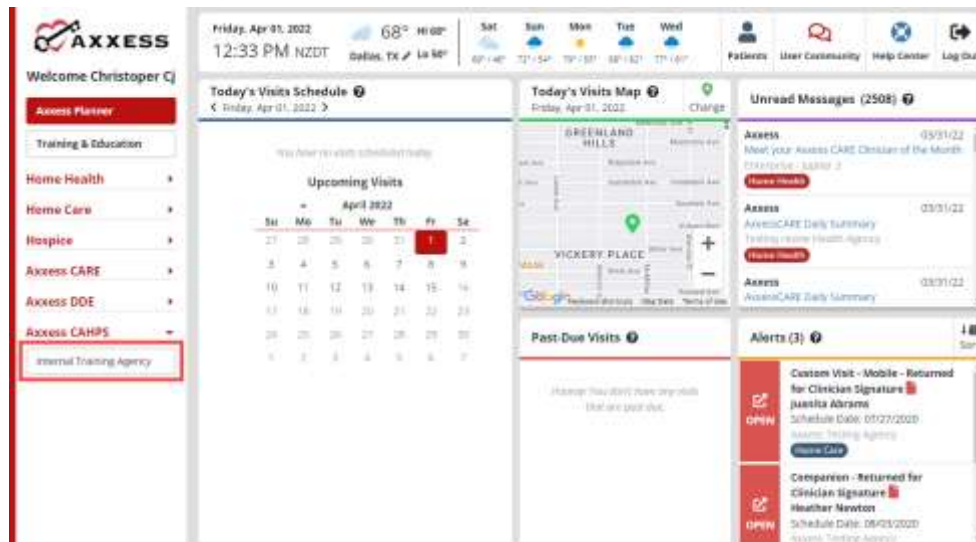


When a Login Successful confirmation shows, select **OK**.



Axxess Planner

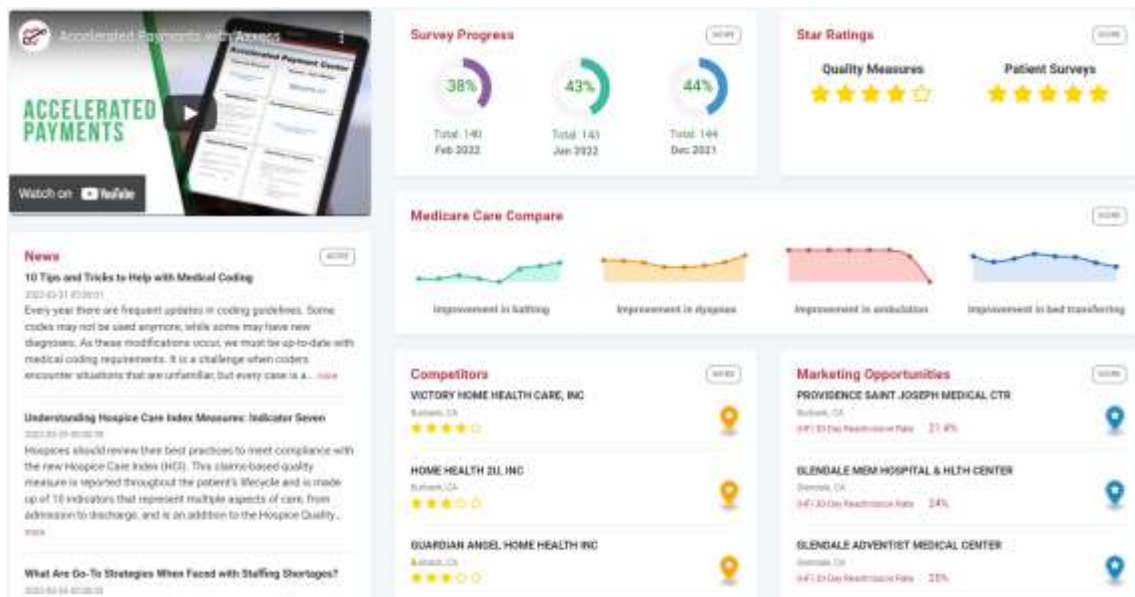
The Axxess Planner displays pertinent information specific to a user. Shortcuts have been placed on the left side of the page to allow for easy access to the Axxess applications the organization is using. Clinicians are also able to see upcoming visits, past due visits, unread messages, and a map of today's visits. To access CAHPS survey data, select the name of the organization below Axxess CAHPS on the left side of the page.



Once inside Axxess CAHPS, select the  **Axxess Planner** menu button to go back to the previous screen.

Dashboard

The landing page of Axxess CAHPS is the Dashboard. It shows Survey Progress, Star Ratings, Medicare Care Compare, Competitors, Marketing Opportunities, News and Axxess media.



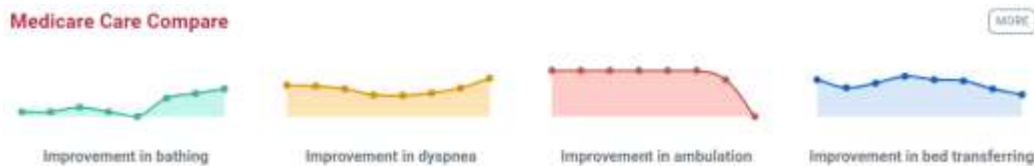
Survey Progress - Shows the percentage graphic of the progress of completed surveys per month. Select the **MORE** button for the progress details.



Star Ratings - Shows the average five-star ratings for Quality Measures and Patient Survey. Select the **MORE** button for the details of either rating.



Medicare Care Compare - Shows if the organization's improvement scores are trending up or down. Select the **MORE** button to get more details.








Competitors - Shows the organization's competitors by name and star rating in the area. Select the **MORE** button to get more details.

Competitors MORE

ENCOMPASS HOME HEALTH OF SOUTHEAST OKLAHOMA Hugo, OK ★★★★☆	★
MILLENNIUM HOME CARE OF SE OKLAHOMA Hugo, OK ★★★★☆	★
HCIPS IN-HOME SERVICES OF HUGO Hugo, OK ★★★★☆	★
ASPIRE HOME CARE III McAlester, OK ★★★★☆	★
MAYS HOUSECALL HOME HEALTH OF ANTLERS, LLC Antlers, OK ★★★★☆	★

Marketing Opportunities - Shows a list of hospitals based off their location and 30-Day Readmission Rate. Select the **MORE** button to get more details.

Marketing Opportunities
MORE

PUSHMATAHA COUNTY TOWN OF ANTLERS HOSPITAL Antlers, OK (HF) 30-Day Readmission Rate 22.5%	
CHOCTAW MEMORIAL HOSPITAL Hugo, OK (HF) 30-Day Readmission Rate 23.6%	
PARIS REGIONAL MEDICAL CENTER Paris, TX (HF) 30-Day Readmission Rate 20.6%	
ATOKA COUNTY MEDICAL CENTER Atoka, OK (HF) 30-Day Readmission Rate 21.5%	
ALLIANCEHEALTH DURANT Durant, OK (HF) 30-Day Readmission Rate 25.5%	

News - Shows recently published articles from the Axxess Blog. Select the **MORE** button for more news, events, legislation and clinical insights.

News
MORE

10 Tips and Tricks to Help with Medical Coding
 2022-03-31 05:50:01
 Every year there are frequent updates in coding guidelines. Some codes may not be used anymore, while some may have new diagnoses. As these modifications occur, we must be up-to-date with medical coding requirements. It is a challenge when coders encounter situations that are unfamiliar, but every case is a... [more](#)

Understanding Hospice Care Index Measures: Indicator Seven
 2022-03-29 05:00:00
 Hospices should review their best practices to meet compliance with the new Hospice Care Index (HCI). This claims-based quality measure is reported throughout the patient's lifecycle and is made up of 10 indicators that represent multiple aspects of care, from admission to discharge, and is an addition to the Hospice Quality... [more](#)

What Are Go-To Strategies When Faced with Staffing Shortages?
 2022-03-24 05:01:33
 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 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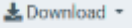
REPORTS

 Surveys  Medicare Care Compare  Market Insights ▾

Select one of the **Surveys**, **Medicare Care Compare** and **Market Insights** menus to see a list of reports. Any report chosen will still show the reports menu on the left side of the screen.



The reports have two common buttons featured in every section:

- The  button sends the data to the printer.
- The  button has options to either generate a PDF version or Excel spreadsheet of the data to be saved to the user's computer and/or printed out.

Surveys

Survey Administration

The first report in the **Surveys** section is **Survey Administration** which shows a transparent view into the survey administration process with specific details on each month of the survey process.

- Survey - Shows the survey period and method.
- Survey Preparation - Shows how many patients were uploaded, eligible and how many were sampled to be contacted for the survey.
- Survey Result - Shows how many surveys are currently ongoing, have not been completed, complete and the monthly response rate (organization).
- CMS Submission - Confirms the sample CMS submission date and status.

NOTE: CAHPS survey data is typically submitted quarterly per CMS protocols.

SURVEY ADMINISTRATION Download Print


Survey		Survey Preparation			Survey Result				CMS Submission	
Period	Method	Uploaded	Eligible	Sampled	Ongoing	Unresponded	Complete	Response Rate	Date	Status
02-2022	Mixed	301	200	140	87	0	53	37.95%	-	Unauthorized
01-2022	Mixed	309	204	142	0	0	62	45.39%	-	Unauthorized
12-2021	Mixed	314	206	144	0	0	94	44.44%	-	Unauthorized
11-2021	Mixed	301	200	140	0	96	44	31.43%	-	Unauthorized
10-2021	Mixed	303	201	141	0	82	59	41.84%	-	Unauthorized
09-2021	Mixed	313	205	144	0	0	51	35.42%	Jan 16, 2022	Successful
08-2021	Mixed	306	203	142	0	99	43	30.29%	Jan 10, 2022	Successful
07-2021	Mixed	307	203	142	0	0	68	42.25%	Jan 10, 2022	Successful
06-2021	Mixed	308	203	142	0	0	61	42.36%	Oct 16, 2021	Successful
05-2021	Mixed	7	7	2	0	0	58	3988%	Oct 16, 2021	Successful
04-2021	Mixed	309	200	140	0	0	63	45%	Oct 16, 2021	Successful
03-2021	Mixed	304	203	141	0	0	53	37.95%	Jul 16, 2021	Successful

Survey Summary

Provides a summary of all patients that have completed a survey for the month chosen. The composite scores in the report match those on the publicly recorded CMS Home Health Compare website. Change the month by selecting the calendar drop down February 2022 button in the top right. Patients that have consented to have their names taken will show in the summary, those who have not will be represented by anonymous asterisks.

SURVEY SUMMARY: FEBRUARY 2022 Download Print February 2022

Tracking Number	Name	S1-Care of Patients ?	S2-Communication ?	S3-Specific Care Issues ?	G1-Rating 9 or 10 ?	G2-Recommended ?	Comments
ZS9JH7H3MFGMAIGJ	*****	0%	50%	100%	0%	0%	-
MBDUUK3YA20LWCPB	Eldora Fay	0%	50%	100%	0%	0%	Yes
PIVD4M7YIFHCMD6E	*****	0%	50%	100%	0%	0%	-
2YJADC9ITF9Z5DWQ	Cletus Bode	0%	50%	100%	0%	0%	Yes
PBBN076HPRLA9KYH	Morgan Pollich	0%	50%	100%	0%	0%	Yes
IDJSHCA84CETK3GU	Zelda Altenwerth	0%	50%	100%	0%	0%	-
HI6AJOLJTWL7RH1R	Moshe Waelchi	0%	50%	100%	0%	0%	Yes

Hover over the question mark  icon to see which survey questions comprise that category. Select the bold Sample ID to see the details of the survey including how each question was answered.


SURVEY RESPONSES

Sample Month: March, 2022
Tracking Number: MB0UUK3YAZ0LWCPB
Name: Eldora Fay

[Print](#)
[< Previous](#) 2 of 53 [Next >](#)

Question	Response
Q1 According to our records, you got care from the home health agency. (AgencyName). Is that right?	Yes
Q2 When you first started getting home health care from this agency, did someone from the agency tell you what care and services you would get?	Yes
Q3 When you first started getting home health care from this agency, did someone from the agency talk with you about how to set up your home so you can move around safely?	Yes
Q4 When you started getting home health care from this agency, did someone from the agency talk with you about all the prescription and over-the-counter medicines you were taking?	Yes

Survey Result

Shows monthly results of patient surveys along with specific patient surveys. Select the month to view or find a specific Survey Result by using the search bar. Sort through results list by selecting the  icon. A description of the different statuses is listed on the right of the page. Selecting the bold Sample ID to see the details of the survey including how each question was answered.

SURVEY RESULT: FEBRUARY 2022

Search:

Tracking Number	Patient Name	Wave 1 - Mail	Wave 2 - Phone	Final Status
ZS9JH7H3MFGMAIGJ	****		—	Completed
MB0UUK3YAZ0LWCPB	Eldora Fay		—	Completed
P1VD4M7YIFHCMD6E	****		—	Completed
2YJADC9ITF9Z5DWQ	Clarus Bode		—	Completed
PB8N076HPRLA9KYH	Morgan Polich		—	Completed
IDJSHCAM4CETK3GU	Zelda Altenwerth		—	Completed
H66AJOLJTWL7RH1R	Moshe Wachtel		—	Completed
RVISZOLYEPWPLC3D	****		—	Completed

Status Description

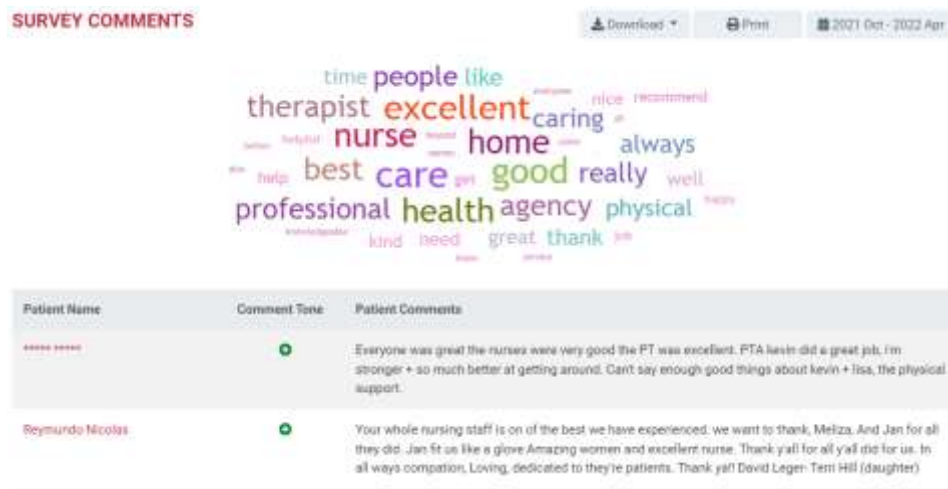
Completed	Survey completed
Break-Off	Patient started but did not fully complete survey
Deceased	Patient deceased and unable to complete survey
Denied Service	Patient denied receiving service from home health agency
Ineligible	Patient ineligible for survey
No Proxy Available	Proxy not available to complete on behalf of patient
Refused Survey	Patient declined to take survey
Invalid Address	Wrong mailing address for patient
Invalid Number	Wrong or disconnected number for patient
Maximum Attempts	Maximum number of attempts made to reach patient
Queued	Survey not initiated
Ongoing	Began process to reach patient
No Response	Completed survey not returned

Navigate through surveys using the **Previous** and **Next** buttons.

[< Previous](#) **1** [2](#) [3](#) [4](#) [5](#) [Next >](#)

Survey Comments

Provides a summary of all patient comments. Navigate ranges of dates by using the button in the top right which lets users filter between past month, past three months, past six months, past 12 months and custom range. The page also features a tag cloud, which is a visual representation of the keywords mentioned often during surveys. The bigger the word, the more it was mentioned. Patient Name (asterisks if no consent), Comment Tone icon and Patient Comments are shown for each entry.

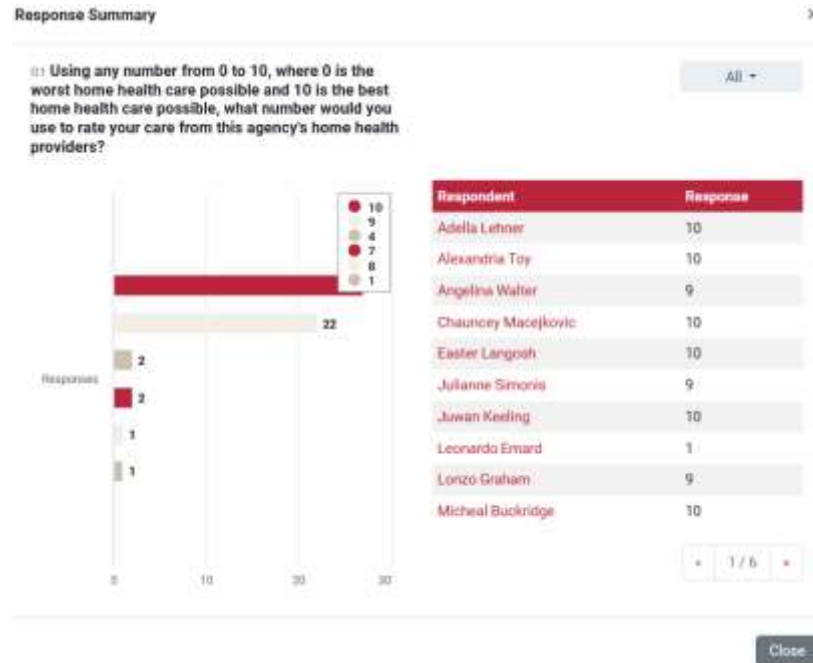


Survey Measures - Monthly

Summary of the data collected for a specific month. The graphs at the top of the page indicate how the organization scored for each survey composite compared to the state and national averages.



Select the question to see specifics including the Response Summary and Corresponding Respondents.



Survey Measures - Quarterly

Summary of the data collected for a specific quarter. The graphs at the top of the page indicate how the organization scored for each survey composite compared to the state and national averages. Below the graphs are a summary of all the data collected for the quarter. This report allows organizations to view the individual questions and how they are summarized in composite scores and how they impact the organization's ratings. This can also be used to monitor and identify potential improvement. Included is the Trendline that graphically shows per question whether the organization is trending up or down.



Survey Measures - Annual

This report provides a summary of the data collected for that year. The graphs at the top of the page indicate how well the organization scored for every survey composite compared to the state and national averages. Below the graphs are a summary of all the data collected for the year. This report allows users to view the individual questions and how they are summarized in composite scores and how they impact the organization's ratings.



Medicare Care Compare

These reports reflect the data that is publicly reported by CMS and made available to consumers on www.medicare.gov/care-compare/

Quality Measures

Choose quarter from the Q3-2020 icon or go to the following or previous quarter by selecting the Q2-2020 icon. Select the ? icon to see what comprises the Domains & Measures category. It shows the Medicare Care Compare Description, Measure Calculation (numerator and denominator), and Data Sources (tutorial when available).

Improvement in ambulation

Medicare Care Compare Description
How often patients improved in ability to ambulate.

Measure Calculation - Numerator
Number of home health quality episodes where the value recorded on the discharge assessment indicates less impairment in ambulation/locomotion at discharge than at start (or resumption) of care.

Measure Calculation - Denominator
Number of home health quality episodes ending with a discharge during the reporting period, other than those covered by generic or measure-specific exclusions.

Data Sources

- (M1B63) Ambulation/Locomotion
- (M1700) Cognitive Functioning
- (M1710) When Confused
- (M1720) When Anxious

[DASH Reference](#)

[Tutorial](#)

Quality Measures - Quarterly

This report provides a detailed summary of the organization's patient care star ratings on a quarterly basis.

QUALITY MEASURES - QUARTERLY

Download Print Q2-2020 Q3-2020 Next












Domains & Measures	Q4-2019	Q1-2020	Q2-2020	Q3-2020	State	National	Sample Date Range
Improvement in ambulation	100	100	96.7	80.3	73	79	January 01, 2019 - December 31, 2019
Improvement in bed transferring	92.4	91.4	84.9	79.4	73	81	January 01, 2019 - December 31, 2019
Improvement in bathing	80.7	84.1	85.8	86.1	77	82	January 01, 2019 - December 31, 2019
Improvement in pain	96.9	98.6	-	-	-	-	-
Improvement in dyspnea	46.6	51.9	62.4	83.1	75	82	January 01, 2019 - December 31, 2019
Timely initiation of care	98.4	98.5	98.1	97.7	96	95	January 01, 2019 - December 31, 2019
Medication education on all medications to patient and caregivers	98.4	96.2	95.8	96.1	98	98	January 01, 2019 - December 31, 2019
Improvement in oral medication management	85.4	83.9	82.7	81.9	70	75	January 01, 2019 - December 31, 2019

Quality Measures - Annual

This report enables organizations to see how their scores on each measure are trending annually.

QUALITY MEASURES - ANNUAL

Download Print Q2-2020 Q3-2020 Next

Domains & Measures		Q4-2019	Q1-2020	Q2-2020	Q3-2020	Annual Average	Trending
Improvement in ambulation	?	100	100	96	80	94	
Improvement in bed transferring	?	92	91	84	79	87	
Improvement in bathing	?	80	84	85	86	84	
Improvement in pain	?	96	98	0	0	97	
Improvement in dyspnea	?	46	51	62	83	61	
Timely initiation of care	?	98	96	98	97	96	
Teaching patient and caregivers about their medications	?	98	96	95	96	96	
Improvement in oral medication management	?	85	83	82	81	83	
Multifactor fall risk assessment conducted for all ambulating patients	?	95	95	97	99	97	
Depression assessment conducted	?	99	0	100	100	100	
Influenza immunization received for current flu season	?	77	88	89	85	85	

Quality Measures - Star Ratings

The organization's patient care five-star rating report will be displayed. Scores for specific star ratings are explained in the HHC Star Rating Scorecard table on the right side of the page.

STAR RATING - PATIENT CARE

Print Q3-2020 Q3-2020 Next

Your Overall Star Rating					HHC Star Rating Scorecard									
★★★★★ (4.0)					0.5	1.0	1.5	2.0	2.5	3.0	3.5	4.0	4.5	5.0
Measures	Your Score	Your Star Rating	State	National										
Process Measures														
Timely initiation of care	97%	★★★★★ (4.0)	96%	95%	0.0-81.0	81.1-86.9	87.0-90.4	90.5-92.4	92.5-94.0	94.1-95.4	95.5-96.6	96.7-97.7	97.8-98.8	98.9-100.0
Outcome Measures														
Improvement in ambulation	80%	★★★★★ (4.5)	73%	79%	0.0-48.3	48.4-56.0	56.1-60.7	60.8-64.1	64.2-67.0	67.1-68.5	68.6-72.1	72.2-75.3	75.4-80.5	80.6-100.0
Improvement in bed transferring	79%	★★★★★ (5.0)	73%	81%	0.0-40.4	40.5-49.2	49.3-55.2	55.3-59.6	59.7-62.9	63.0-65.9	66.0-68.8	68.9-72.3	72.4-77.8	77.9-100.0
Improvement in bathing	86%	★★★★★ (5.0)	77%	82%	0.0-48.4	48.5-58.4	58.5-63.7	63.8-67.3	67.4-70.7	70.8-73.6	73.7-76.6	76.7-79.9	80.0-85.2	85.3-100.0
Improvement in dyspnea	83%	★★★★★ (4.5)	75%	82%	0.0-37.9	38.0-51.7	51.8-58.7	58.8-65.2	65.3-68.3	68.4-72.9	73.0-76.4	76.5-80.0	80.1-85.1	85.2-100.0
Improvement in oral medication management	81%	★★★★★ (5.0)	70%	75%	0.0-42.9	43.0-51.6	51.7-57.1	57.2-61.2	61.3-64.6	64.7-67.7	67.8-70.7	70.8-74.7	74.8-80.9	81.0-100.0

Patient Surveys - Quarterly

The organization's patient surveys quarterly report will be displayed.

PATIENT SURVEYS - QUARTERLY

Download Print Q2-2020 Q3-2020 Next

Domains & Measures		Q4-2019	Q1-2020	Q2-2020	Q3-2020	State	National	Sample Date Range
Care of Patients	?	100	99	99	99	▲ 89	▲ 88	January 1, 2019 - December 31, 2019
Communication Between Providers and Patients	?	100	100	100	99	▲ 85	▲ 85	January 1, 2019 - December 31, 2019
Specific Care Issues	?	100	100	100	99	▲ 85	▲ 83	January 1, 2019 - December 31, 2019
Overall Rating of Care Provided by the HHA	?	100	100	100	99	▲ 84	▲ 84	January 1, 2019 - December 31, 2019
Recommend Agency	?	100	99	100	99	▲ 78	▲ 78	January 1, 2019 - December 31, 2019

Patient Surveys - Star Ratings

The organization's patient surveys star ratings report will be displayed. Scores for specific star ratings are explained in the HHC Star Rating Scorecard table on the right side of the page.

STAR RATING – PATIENT EXPERIENCE SURVEYS

Print Q2-2020 Q3-2020 Next

Your Overall Star Rating			★★★★★ (5.0)		
Measures		Your Score	Your Star Rating	State	National
Process Measures					
Care of Patients	?	99%	★★★★★ (5.0)	89%	88%
Communication Between Providers and Patients	?	99%	★★★★★ (5.0)	85%	85%
Specific Care Issues	?	99%	★★★★★ (5.0)	85%	83%
Overall Rating of Care Provided by the HHA	?	99%	★★★★★ (5.0)	84%	84%
Recommend Agency	?	99%	N/A	78%	78%

HHC Star Rating Scorecard					
1.0	2.0	3.0	4.0	5.0	
89-94.9	85-87.9	80-83.9	80-91.9	92-100	
5-80.4	81-84.9	85-85.9	87-89.9	90-100	
0-77.9	78-82.9	83-85.9	86-88.9	89-100	
0-77.9	78-83.9	84-85.9	87-90.9	91-100	

Note: Data utilized for rating is HHCAHPS data from January 1, 2019 - December 31, 2019

Freeze Period

No data will be refreshed in 2021 due to CMS's decision not to report COVID-expected quarters of data. The next public refresh of HHCAHPS survey data will be in January 2022, for data collected CY2020, Q3-CY2021, Q2.

HHCAPPS Public Reporting CY2021 Freeze Period



TENTATIVE PLANS FOR PUBLIC REPORTING:

- No data will be refreshed in 2021 due to CMS's decision not to report COVID-impacted quarters of data.
- The next public refresh of HHCAPPS survey data will be in January 2022, for data collected CY2020,Q3-CY2021,Q2.

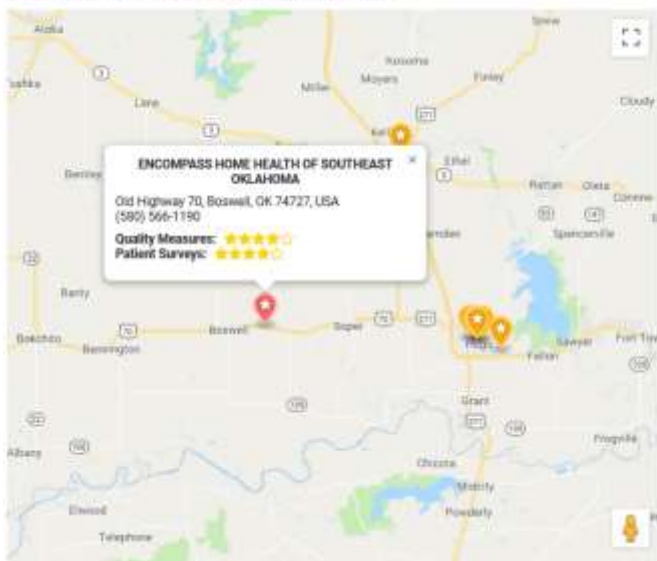
HHCAPPS Public Reporting: Impact of COVID-19 TENTATIVE PLANS FOR PUBLIC REPORTING DATES					
Public reporting Refreshness and Freeze	Public Reporting Months		Data Collection Quarters Included in Freezes		
Impacted by COVID-19	New data will not be publicly reported during CY 2021 by CMS due to impacts of COVID-19 on Q1-Q2, 2020 patient surveys.		Q2, 2019	Q3, 2019	Q4, 2019
			Q3, 2019	Q4, 2019	Q1, 2020
			Q4, 2019	Q1, 2020	Q2, 2020
			Q1, 2020	Q2, 2020	Q3, 2020
Public Reporting Resumes With New COVID-19 Impacted Quarters	January 2022		Q2, 2020	Q3, 2020	Q4, 2020
			Q3, 2020	Q4, 2020	Q1, 2021
			Q4, 2020	Q1, 2021	Q2, 2021
			Q1, 2021	Q2, 2021	Q3, 2021

Market Insights

Home Health Star Ratings

This feature will open a Google map showing the star rating for the organization with a red pin  icon and the surrounding home health organizations with yellow pin  icons. The feature enables organizations to compare the patient care star ratings to the star ratings of other organizations in the organization's area. The right side is a list of the same organizations and selecting anyone highlights (red) it on the map with its star rating.

HOME HEALTH COMPETITOR STAR RATINGS



ENCOMPASS HOME HEALTH OF SOUTHEAST OKLAHOMA
Old Highway 70, Boswell, OK 74727, USA
(580) 566-1190
Quality Measures: ★★★★★
Patient Surveys: ★★★★★

» ENCOMPASS HOME HEALTH OF SOUTHEAST OKLAHOMA
Quality Measures: ★★★★★
Patient Surveys: ★★★★★

» MILLENNIUM HOME CARE OF SE OKLAHOMA
Quality Measures: ★★★★★
Patient Surveys: ★★★★★



» HCIPS IN-HOME SERVICES OF HUGO
Quality Measures: ★★★★★
Patient Surveys: ★★★★★

» ASPIRE HOME CARE III
Quality Measures: ★★★★★
Patient Surveys: ★★★★★

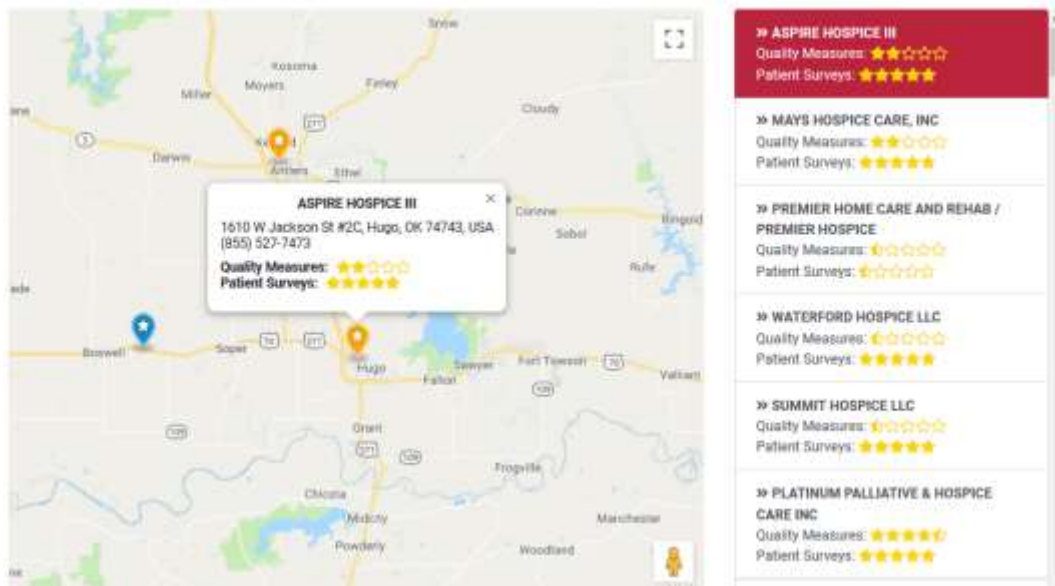
» MAYS HOUSECALL HOME HEALTH OF ANTLERS, LLC
Quality Measures: ★★★★★
Patient Surveys: ★★★★★

» KINDRED AT HOME IV
Quality Measures: ★★★★★
Patient Surveys: ★★★★★


Hospice Star Ratings

This feature will open a Google map showing the star rating for the organization with a red pin  icon and the surrounding home health organizations with yellow pin  icons. The feature enables organizations to compare the patient care star ratings to the star ratings of other Hospice organizations in the organization's area. The right side is a list of the same organizations and selecting anyone highlights (red) it on the map with its star rating.

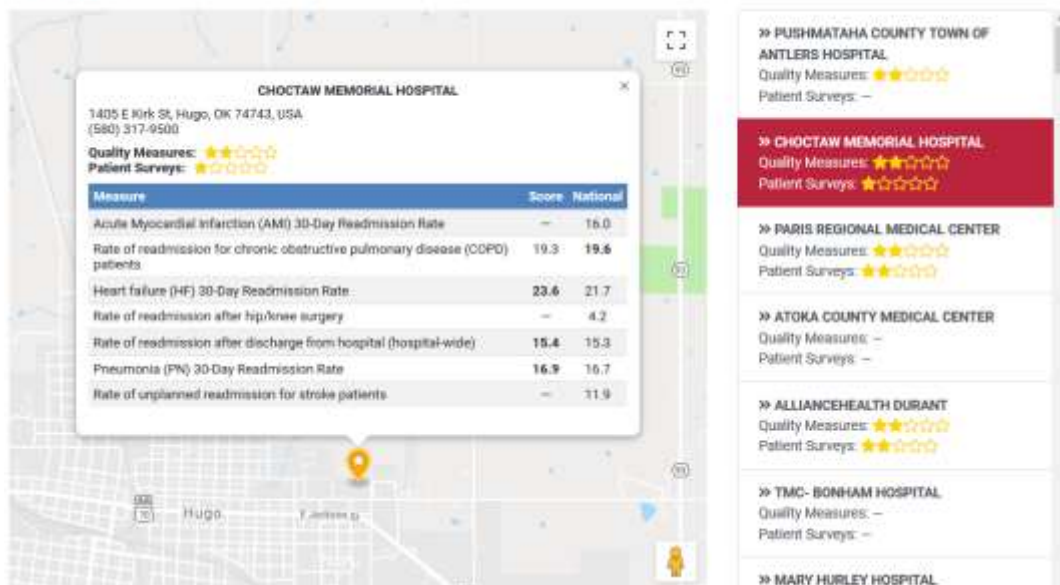
HOSPICE COMPETITOR STAR RATINGS



Hospital Readmissions

This feature shows a map of hospitals in the organization's area and how they have scored on each hospital readmission's measure compared to the national average of each measure. The blue pins  icon signify hospitals.

HOSPITAL READMISSIONS



ADMIN TOOLS

User Manager

Users can be viewed, searched for and added. To remove users, select the **Remove User** button to the far right. Select the **Add New User** button to add a user.

AGENCY'S USER MANAGEMENT

Add New User

Find a user:

Search by name or email...

Name	Email	Actions
Aahet Bhatnagar	@axxess.com	Remove User
Aayush Kumar	@axxess.com	Remove User
Abdul Baute	@axxess.com	Remove User
Abdulmajid Hashim	@axxess.com	Remove User
Abdulmumin Shehu	@axxess.com	Remove User

Enter the Email Address then select the **Add** button.

Add New User

First Name:

Last Name:

Email Address:

Add

Upload File (Non-Axxess Home Health)

This section appears only for organizations that are not subscribed to Axxess Home Health. If the organization is subscribed to Axxess Home Health, the monthly sample file will automatically be downloaded and processed.

Upload File - Choose the CAHPS type from the dropdown menu. Search for the upload file on the user's computer by selecting the **Browse** button. Complete the process by selecting the **Upload** button.

Template files are available to download and a guide to the right of the page.

Upload Patient File

Upload for: **Testing Home Health Agency, Inc.**

CAHPS Type:

Home Health

Select patient file (CSV, Excel):

Choose file

Browse

Upload

Your patient data file will be securely uploaded to us.

File Specifications

Please upload your patient files according to our CAHPS file specification.

You can download a template file, Excel or CSV, and a Guide that describes each field of the template file below.

Home Health

Excel Template

CSV Template

File Specification Guide

Upload History

This page is the history of the uploads of patient sample files. The files have occurred for the organization either by the organization or automatically by Axxess allowing organizations to confirm that the CAHPS reports have been successfully uploaded into the system. The page is split into six columns, Period, Type, Uploaded By, Records, Status and Upload Date. There are four different statuses for upload files: Pending, Success, Failed and Error.

UPLOAD HISTORY

Branch	Period	Type	Uploaded By	Records	Status	Reason	Upload Date
Testing Home Health Agency, Inc.	02-2022			0	Success		Mar 6, 2022
Testing Home Health Agency, Inc.	12-2021			0	Success		Jan 9, 2022
Testing Home Health Agency, Inc.		Home Health	Sharada		Failed	Wrong format	Aug 26, 2021
Testing Home Health Agency, Inc.	02-2021	Home Health	Maria Enrera	2	Success		Jul 2, 2021
Testing Home Health Agency, Inc.	05-2021	Home Health	Rachel Hunter	7	Success		Jun 17, 2021
Testing Home Health Agency, Inc.	01-2021	Home Health	Maria Enrera	1	Success		Jun 4, 2021
Testing Home Health Agency, Inc.	01-2021	Home Health	Maria Enrera	1	Success		May 17, 2021
Testing Home Health Agency, Inc.	01-2021	Home Health	Maria Enrera	1	Success		Apr 28, 2021
Testing Home Health Agency, Inc.		Home Health	Adrian Bannister		Failed		Apr 10, 2020

HELP MENU

Help

Sends users to the Axxess Help Center CAHPS section that has links, instructional videos and tutorials for Axxess CAHPS.


[Home Health](#)
[Hospice](#)
[Home Care](#)
[Revenue Cycle](#)
[Patient Engagement](#)
[Staffing](#)
[Login](#)

What can we help you with?

Getting Started

Home Health CAHPS

Home Health CAHPS Survey

HHCAPPS Vendor Authorization

HHCAPPS FAQs

Improving HHCAPPS Scores

CAHPS Hospice

Home Health CAHPS Survey

The HHCAPPS survey is designed to measure the experiences of people receiving home healthcare from Medicare-certified home health organizations. Home health organizations that served 60 or more patients over the previous 12 months are **required to partner with a CMS-authorized HHCAPPS vendor** to administer HHCAPPS surveys to patients and submit the survey data to CMS on the organization's behalf. The survey was designed to meet three broad goals:

- To produce comparable data on the patient's perspective that allows objective and meaningful comparisons between home health organizations in domains that are important to consumers
- To create incentives for organizations to improve care quality through public reporting of survey results
- To enhance public accountability in healthcare by increasing the transparency of the quality of care provided in return for public investment

Support Ticketing Center

The Support Ticketing Center allows designated super-users from each organization to directly engage with the Axxess support team to request help or to recommend feature enhancements.

Video Links

Direct links to the Axxess CAHPS introduction and walk-through (English and Spanish) videos that outline key features and functionality for all users.

Downloads

This page shows Patient Outreach Tools, Mail Surveys and Telephone Surveys that organizations can download and/or print.

DOWNLOADS

Patient Outreach Tools

Achieving exemplary HHCAHPS survey performance is comprised of two main points: ensuring patient satisfaction and maximizing patient engagement in the survey. In order to maximize patient survey responses, **communicating with patients about the survey is highly recommended**. Patients who are made aware of the survey by their home health agencies are often far more likely to participate and provide their feedback; so we've made it easy for you!

Download and print this sample letter below, and provide it to your patients during Start of Care and Recertification to seamlessly engage and empower your patients through the HHCAHPS survey.

[Download Engagement Letter - English](#)

[Download Engagement Letter - Spanish](#)

Surveys

Mail Surveys

If you'd like to see a copy of the cover letter or survey that Axxess mails to your patients, you can download those files here.

[Cover Letters](#)

[Questionnaires](#)

Telephone Surveys

For telephone surveys, the questions are almost identical to those found in the mail version. You can download a mail survey, or view the questions and possible answers below.

[Show telephone questions and answers](#)

Authorize Vendor

This page has instructions on how organizations can authorize Axxess as their first time CAHPS vendor or switching from another vendor.

AUTHORIZE AXXESS AS YOUR CAHPS VENDOR

Axxess is our first CAHPS vendor

If you're just starting CAHPS and you **haven't authorized a vendor before**, start here. You can also use these instructions if you're not sure whether you've authorized a CAHPS vendor before.

1. Start by going to <https://homehealthcahps.org>
2. Click **For HHAs** in the top right of the screen
3. Select **Register for Login Credentials**
4. Complete agency information at the bottom of the screen, and click **Continue**
5. You will receive an email with a temporary password. Log in using this temporary password
6. After logging in, you will be prompted to create a permanent password (if necessary, login again using your new password.)
7. Select **For HHAs** again, in the top right of the screen
8. Select **Authorize a Vendor** from the drop down list
9. From the **Select an Action** drop down list, click **Select a vendor for an HHA for the first time**
10. From the **Select Vendor** drop down list, select **Axxess**
11. Select the appropriate **Start Date** (the first day of the first quarter for which the vendor is being authorized to submit CAHPS Survey data)
12. Leave the **End Date** field blank
13. Check the boxes next to your agency name, to indicate the agency/agencies to which this vendor authorization applies
14. Finish by clicking **Submit**

We're switching from another CAHPS vendor

Already have an authorized CAHPS vendor, but you've **recently switched to Axxess**? We're glad to have you! Follow these instructions to switch your authorized CAHPS vendor to Axxess.

1. Start by going to <https://homehealthcahps.org>
2. Click **Login** in the top left of the screen
3. Log in with your username and password
4. Select **For HHAs** in the top right of the screen
5. Select **Authorize a Vendor** from the drop down list
6. From the **Select an Action** drop down list, select **Change the start/end date for an existing vendor authorization**
7. Select the **End Date** for your current/previous authorized vendor. (This end date cannot overlap with the **Start Date** of the new vendor)
8. Click **Submit**
9. From the **Select an Action** drop down list, select **Change/switch to a different vendor**
10. Select **Axxess** as your authorized vendor from the vendor drop down list
11. Select the appropriate **Start Date** (the first day of the first quarter for which the vendor is being authorized to submit CAHPS survey data)
12. Check the appropriate boxes to select the home health agency/agencies to which the authorization applies
13. Finish by clicking **Submit**

OASIS-D Reference

This page is a reference page for OASIS-D questions. Navigate through the list of OASIS items by selecting any of the categories on the left side which expands the category.

OASIS-D REFERENCE

A. PATIENT TRACKING	
<ul style="list-style-type: none"> ▼ A. Patient Tracking ▼ B. Clinical Record Items ▼ C. Patient History and Diagnoses ▼ D. Living Arrangements ▼ E. Sensory Status ▼ F. Integumentary ▼ G. Respiratory Status ▼ I. Elimination Status ▼ J. Neuro, Emotional, and Behavioral Status ▼ K. ADLs / IADLs ▼ L. Medications ▼ M. Care 	<p>M0010 CMS Certification Number</p> <p>Intent</p> <ul style="list-style-type: none"> Specifies the agency's Centers for Medicare & Medicaid Services (CMS) certification number (CCN/Medicare provider number). <p>Responses</p> <ul style="list-style-type: none"> Enter the agency's CMS certification (Medicare provider) number, if applicable. If agency is not Medicarecertified, leave blank. This is NOT the Provider's NPI number Preprinting this number on clinical documentation is allowed and recommended <p>Sources</p> <ul style="list-style-type: none"> Agency administrator and billing staff <hr/> <p>M0014 Branch State</p> <p>Intent</p> <ul style="list-style-type: none"> Specifies the State where the agency branch office is located <p>Responses</p> <ul style="list-style-type: none"> Enter the two-letter postal service abbreviation of the State in which the branch office is located. If a branch ID (not N or P) is entered in M0016, then

OASIS-C2 Reference

This page is a reference page for OASIS-C2 questions. Navigate through the list of OASIS items by selecting any of the categories on the left side which expands the category.

OASIS-C2 REFERENCE

PATIENT TRACKING	
<ul style="list-style-type: none"> • Patient Tracking • Clinical Record Items • Discharge • Patient History and Diagnoses • Living Arrangements • Sensory Status • Integumentary • Respiratory Status • Cardiac Status • Elimination Status • Neuro, Emotional, and Behavioral Status • ADLs / IADLs • Medications • Care Management • Therapy Need & Plan of Care • Emergent Care 	<p>M0010 CMS Certification Number</p> <p>Intent</p> <ul style="list-style-type: none"> Specifies the agency's Centers for Medicare & Medicaid Services (CMS) certification number (CCN/Medicare provider number). <p>Responses</p> <ul style="list-style-type: none"> Enter the agency's CMS certification (Medicare provider) number, if applicable. If agency is not Medicarecertified, leave blank. This is NOT the Provider's NPI number Preprinting this number on clinical documentation is allowed and recommended <p>Sources</p> <ul style="list-style-type: none"> Agency administrator and billing staff <hr/> <p>M0014 Branch State</p> <p>Intent</p> <ul style="list-style-type: none"> Specifies the State where the agency branch office is located <p>Responses</p> <ul style="list-style-type: none"> Enter the two-letter postal service abbreviation of the State in which the branch office is located. If a branch ID (not N or P) is entered in M0016, then M0014 cannot be blank. Preprinting this abbreviation on clinical documentation is allowed and recommended

Training Videos

This section is a list of helpful YouTube videos that explore different aspects of the Axxess CAHPS product.

MISSING AUTHORIZATION

If Axxess is not authorized to submit the organization's HHCAHPS data a pop-up notification will show upon login and the top of the Dashboard will show the blue warning below.



Axxess is **not** currently **authorized** to submit your HHCAHPS data to CMS. You must complete your vendor authorization for us to handle your surveys and required submissions to CMS. Click the link below to access instructions. If you need assistance completing this authorization, or if you have questions, please contact us through the **Support Ticketing Center** under the **Help** tab, or send an email to **CAHPS@axxess.com**.

[HHCAHPS Authorization Instructions](#)

Profile

Hover over the username in the top right of the page to switch between organizations (if assigned to more than one) or **Logout**.



HELP CENTER

A great resource that is available 24/7 is our Help Center. It is a place to get answers to frequently asked questions or watch videos of all Axxess products. It can be accessed by going to <https://www.axxess.com/help/>

