

HOME HEALTH AXXESS CAHPS TRAINING MANUAL

August 2023

Table of Contents

LOGIN.....	3
Axxess Planner.....	3
Dashboard.....	4
REPORTS	6
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**.

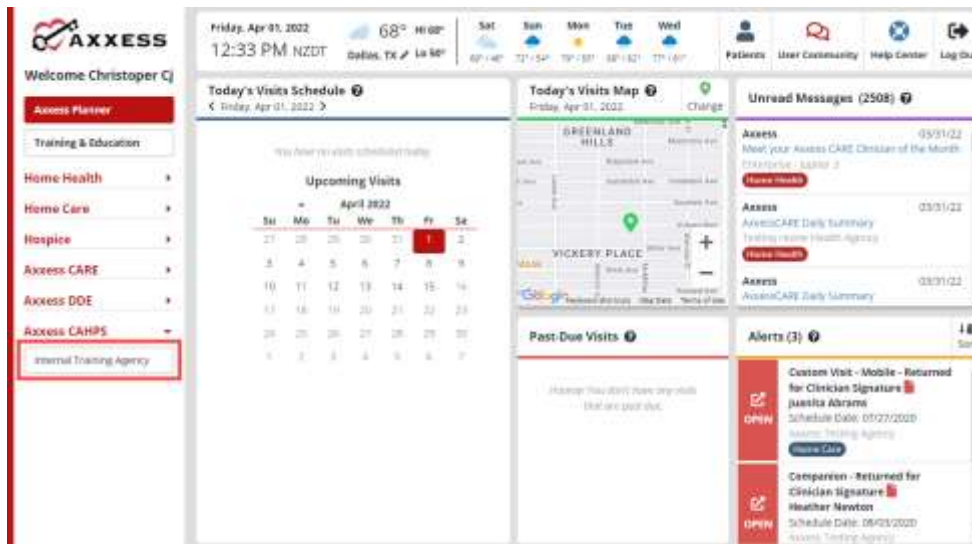


When a Login Successful confirmation shows, select **OK**.



Axxess Planner

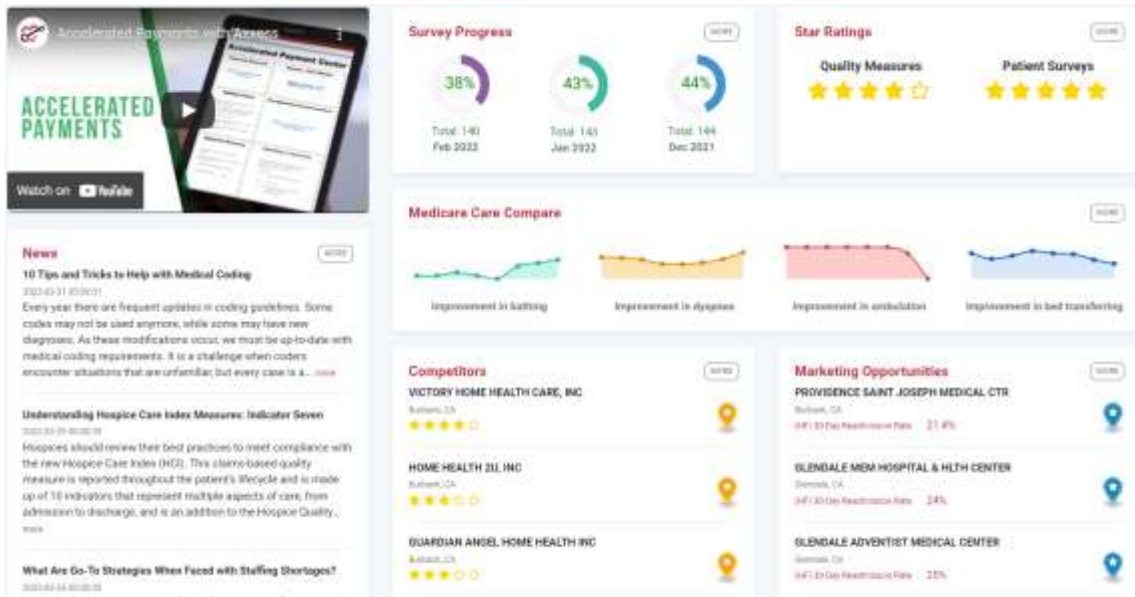
The Axxess Planner displays pertinent information specific to a user. Shortcuts have been placed on the left side of the page to allow for easy access to the Axxess applications the organization is using. Clinicians are also able to see upcoming visits, past due visits, unread messages, and a map of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



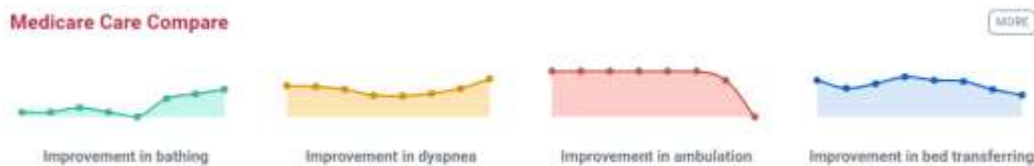
Survey Progress - Shows the percentage graphic of the progress of completed surveys per month. Select the **MORE** button for the progress details.



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 05:00:01
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 05:00:09
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 05:00:00


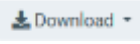
Axxess Media - An embedded link to Axxess educational and informational videos designed to aide and educate organizations using Axxess.

REPORTS

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


Period	Method	Survey Preparation			Survey Result				CMS Submission	
		Uploaded	Eligible	Sampled	Ongoing	Unresponded	Complete	Response Rate	Date	Status
02-2022	Mixed	301	200	140	07	0	03	37.55%	-	Unauthorized
01-2022	Mixed	309	204	142	0	0	02	45.59%	-	Unauthorized
12-2021	Mixed	314	206	144	0	0	04	44.44%	-	Unauthorized
11-2021	Mixed	301	205	140	0	06	04	31.43%	-	Unauthorized
10-2021	Mixed	333	201	141	0	02	05	41.84%	-	Unauthorized
09-2021	Mixed	313	205	144	0	0	04	35.42%	Jan 10, 2022	Successful
08-2021	Mixed	306	200	142	0	09	03	30.28%	Jan 10, 2022	Successful
07-2021	Mixed	307	200	142	0	0	00	40.25%	Jan 10, 2022	Successful
06-2021	Mixed	300	200	142	0	0	01	40.50%	Oct 16, 2021	Successful
05-2021	Mixed	7	7	2	0	0	00	288%	Oct 16, 2021	Successful
04-2021	Mixed	300	200	140	0	0	03	45%	Oct 16, 2021	Successful
03-2021	Mixed	304	200	140	0	0	03	37.55%	Apr 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
Z59JH7H3MFGMAIGJ	**** *	0%	50%	100%	0%	0%	-
MBDUUK3YA20LWCPB	Eldora Fay	0%	50%	100%	0%	0%	Yes
P1VD4M7YIFHCM06E	**** *	0%	50%	100%	0%	0%	-
2YJADC9ITF9Z50WQ	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%	-
H16AJOLJTWL7RH1R	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: MBOULK3YAZOLWCPB
 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

Download Print February 2022

Search:

Tracking Number	Patient Name	Wave 1 - Mail	Wave 2 - Phone	Final Status
ZS9JH7H3MFGMAIGJ	**** *		—	Completed
MBOULK3YAZOLWCPB	Eldora Fay		—	Completed
P1VD4M7YFHCMD6E	**** *		—	Completed
2YJADC9TF9ZSDWQ	Clatus Bode		—	Completed
PB8NO76HPRLA9KYH	Morgan Policht		—	Completed
IDJSHCAMCETKQGU	Zelda Atessefth		—	Completed
H6AJOLJTWL7RH1R	Moshe Waelchi		—	Completed
RVISZQVYEPWFLC3D	**** *		—	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 COMMENTS Download Print 2021 Oct - 2022 Apr



Patient Name	Comment Tone	Patient Comments
*****	😊	Everyone was great the nurses were very good the PT was excellent. PTA Kevin did a great job. I'm stronger + so much better at getting around. Can't say enough good things about Kevin + Lisa, the physical support.
Reymundo Nicolas	😊	Your whole nursing staff is on of the best we have experienced. we want to thank, Meliza. And Jan for all they did. Jan fit us like a glove Amazing women and excellent nurse. Thank y'all for all y'all did for us. In all ways compassion, Loving, dedicated to they're patients. Thank y'all David Leger-Terr Hill (daughter)

Survey Measures - Monthly

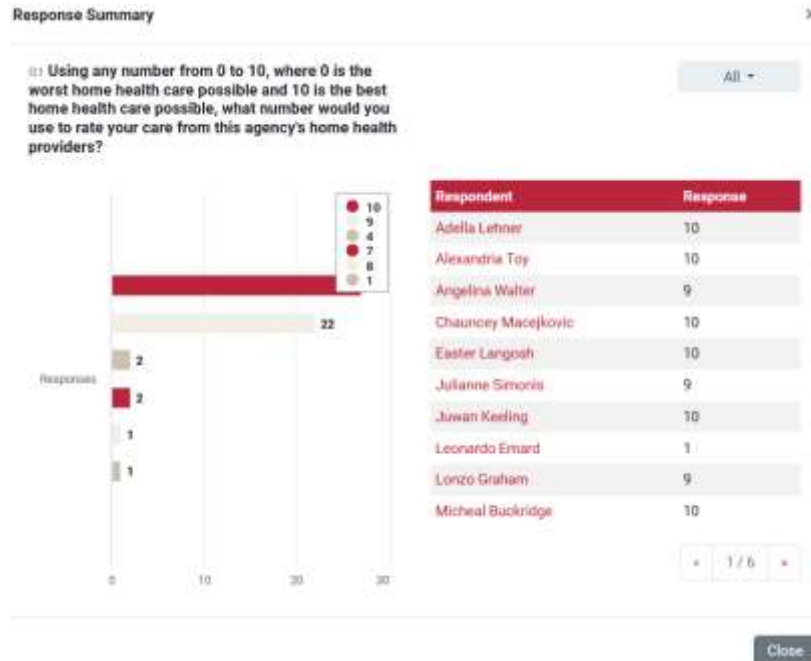
Summary of the data collected for a specific month. The graphs at the top of the page indicate how the organization scored for each survey composite compared to the state and national averages.

SURVEY MEASURES Download Print Feb 2022



Question	Responses	Jan 2022	Feb 2022	State	National
Q1 Rating Agency 9 or 10	53	--	--	10%	24%
Q2 Would Definitely Recommend Agency	53	--	--	8%	19%
Q3 Care of Patients	212	--	--	12%	25%
Q9 Providers informed about care	53	--	--	10%	18%
Q16 Treated as gently as possible	53	--	--	12%	25%
Q19 Treated with courtesy and respect	53	--	--	12%	26%

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 X

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

- (M1860) Ambulation/Locomotion
- (M1700) Cognitive Functioning
- (M1710) When Confused
- (M1720) When Anxious

[OASIS 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 | Q3-2020 | 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	98	98	97	98	
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 | Q2-2020 | Q3-2020 ▼ | Next ▶

Your Overall Star Rating					HHC Star Rating Scorecard									
★★★★☆ (4.0)														
Measures	Your Score	Your Star Rating	State	National	0.5	1.0	1.5	2.0	2.5	3.0	3.5	4.0	4.5	5.0
Process Measures														
Timely initiation of care	97%	★★★★☆ (4.0)	96%	95%	0.0-81.0	81.1-86.9	87.0-98.4	98.5-92.4	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	56.1-68.7	68.8-64.1	64.2-67.0	67.1-69.5	69.6-72.1	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	48.5-56.4	56.5-63.7	63.8-67.5	67.6-70.7	70.8-73.8	73.9-76.6	76.7-79.9	80.0-83.2	83.3-100.0
Improvement in dyspnea	83%	★★★★☆ (4.5)	75%	82%	0.0-37.9	38.0-51.7	51.8-59.7	59.8-63.2	63.3-69.3	69.4-72.9	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	61.3-64.8	64.9-67.7	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				HHC Star Rating Scorecard					
★★★★★ (5.0)				1.0	2.0	3.0	4.0	5.0	
Measures	Your Score	Your Star Rating	State	National					
Process Measures									
Care of Patients	99%	★★★★★ (5.0)	89%	88%	86.3	85-87.9	88-89.9	90-91.9	92-100
Communication Between Providers and Patients	99%	★★★★★ (5.0)	85%	85%	58.9	61-64.9	65-66.9	67-69.9	70-100
Specific Care Issues	99%	★★★★★ (5.0)	85%	83%	67.9	78-82.9	83-85.9	86-88.9	89-100
Overall Rating of Care Provided by the HHA	99%	★★★★★ (5.0)	84%	84%	67.9	78-83.9	84-85.9	87-90.9	91-100
Recommend Agency	99%	N/A	78%	78%					

Note: Data utilized for rating in 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 Q12020,Q3-CY2021,Q3

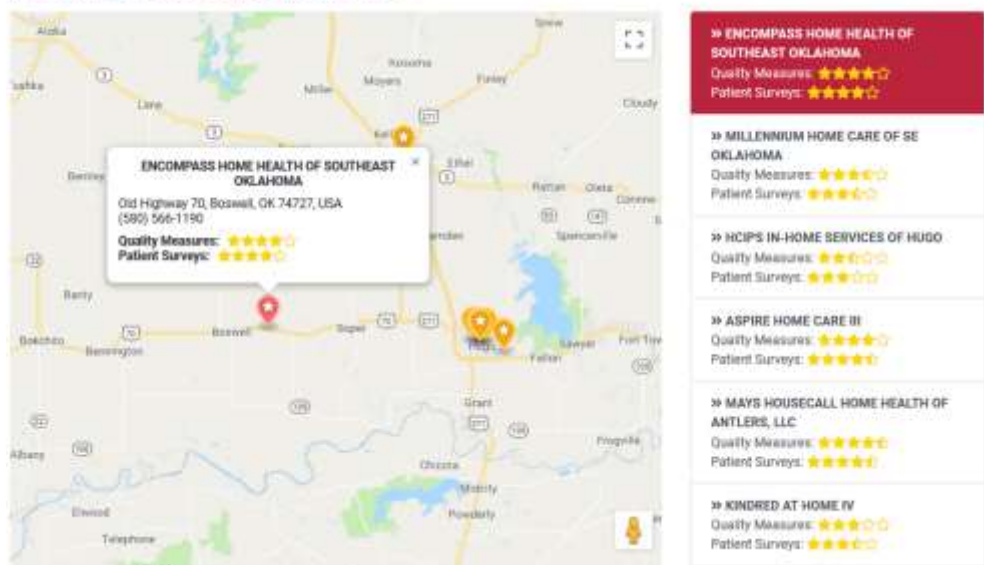
HHCAPPS Public Reporting: Impact of COVID-19 TENTATIVE PLANS FOR PUBLIC REPORTING DATES					
Public reporting Refreshness and Freeze	Public Reporting Months	Data Collection Quarters Included in Freeze			
Impacted by COVID-19	New data will not be publicly reported during CY 2021 by CMS due to impacts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

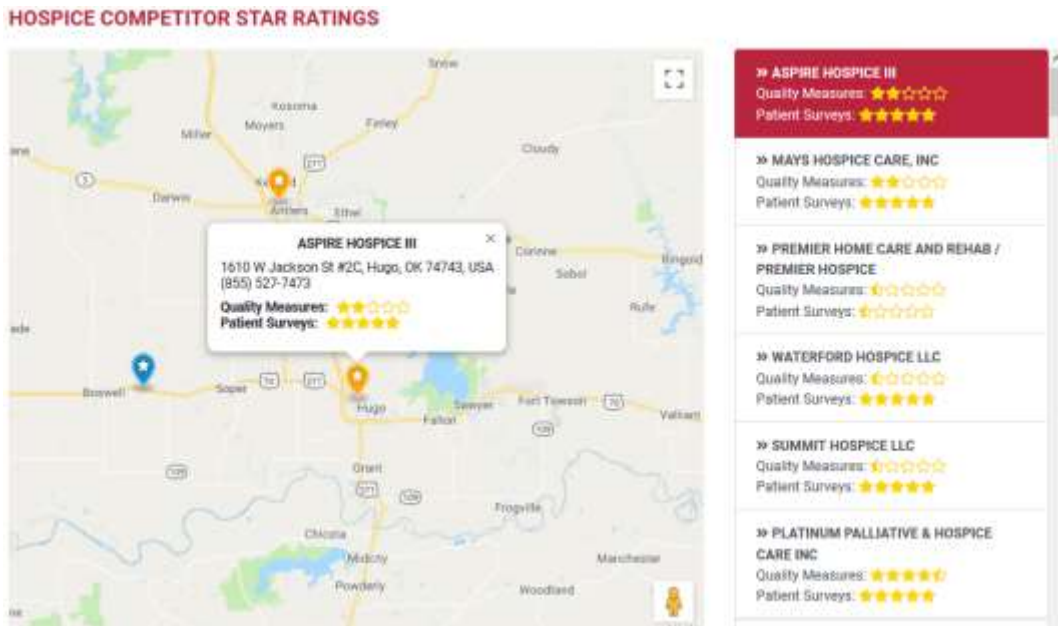
HOME HEALTH COMPETITOR STAR RATINGS




Organization	Quality Measures	Patient Surveys
ENCOMPASS HOME HEALTH OF SOUTHEAST OKLAHOMA	★★★★☆	★★★★☆
MILLENNIUM HOME CARE OF SE OKLAHOMA	★★★★☆	★★★★☆
HCIPS IN-HOME SERVICES OF HUGO	★★★★☆	★★★★☆
ASPIRE HOME CARE III	★★★★☆	★★★★☆
MAYS HOUSECALL HOME HEALTH OF ANTLERS, LLC	★★★★☆	★★★★☆
KINDRED AT HOME IV	★★★★☆	★★★★☆

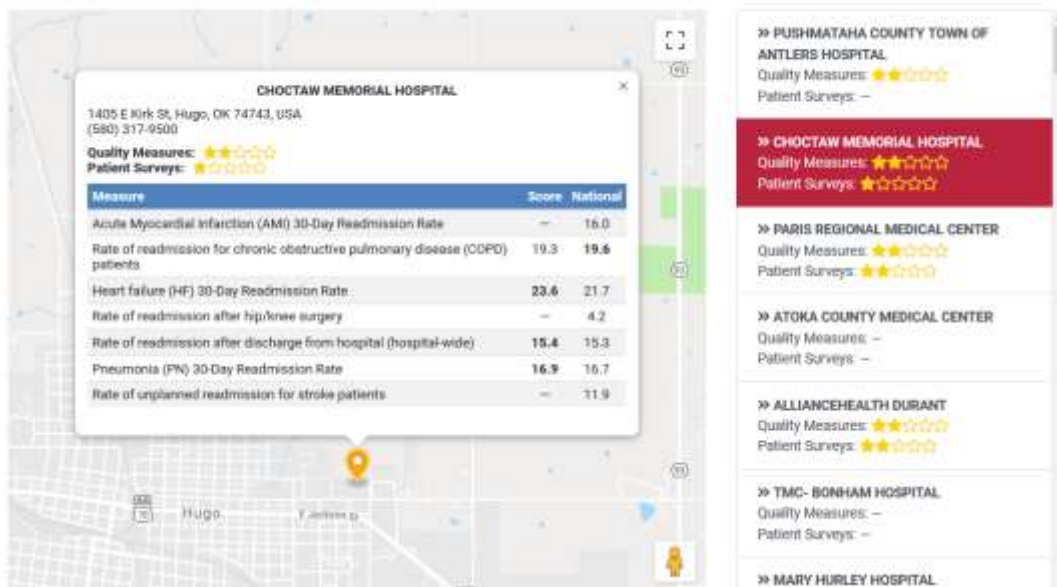
Hospice Star Ratings

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.



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


CHOCTAW MEMORIAL HOSPITAL
 1405 E Kirk St, Hugo, OK 74743, USA
 (580) 317-9500
 Quality Measures: ★★★★★
 Patient Surveys: ★★★★★

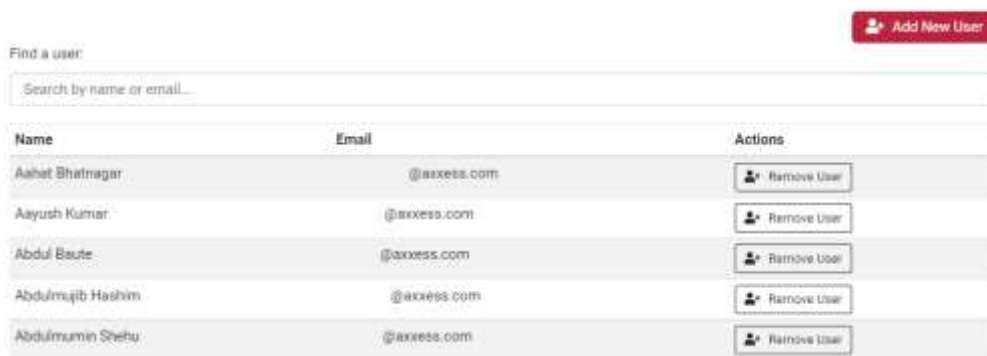
Measure	Score	National
Acute Myocardial Infarction (AMI) 30-Day Readmission Rate	—	16.0
Rate of readmission for chronic obstructive pulmonary disease (COPD) patients	19.3	19.6
Heart failure (HF) 30-Day Readmission Rate	23.6	21.7
Rate of readmission after hip/knee surgery	—	4.2
Rate of readmission after discharge from hospital (hospital-wide)	15.4	15.3
Pneumonia (PN) 30-Day Readmission Rate	16.9	16.7
Rate of unplanned readmission for stroke patients	—	11.9

- » PUSHMATAHA COUNTY TOWN OF ANTLERS HOSPITAL
Quality Measures: ★★★★★
Patient Surveys: —
- » CHOCTAW MEMORIAL HOSPITAL
Quality Measures: ★★★★★
Patient Surveys: ★★★★★
- » PARIS REGIONAL MEDICAL CENTER
Quality Measures: ★★★★★
Patient Surveys: ★★★★★
- » ATOKA COUNTY MEDICAL CENTER
Quality Measures: —
Patient Surveys: —
- » ALLIANCEHEALTH DURANT
Quality Measures: ★★★★★
Patient Surveys: ★★★★★
- » TMC- BONHAM HOSPITAL
Quality Measures: —
Patient Surveys: —
- » MARY HURLEY HOSPITAL

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


Find a user

Search by name or email...

[Add New User](#)

Name	Email	Actions
Aahat Bhatnagar	@axxess.com	Remove User
Aayush Kumar	@axxess.com	Remove User
Abdul Baute	@axxess.com	Remove User
Abdulmajid Hashim	@axxess.com	Remove User
Abdulmumin Shebu	@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:

Select patient file (CSV, Excel):

 [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	Sharade		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 Banister		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.



The screenshot shows the Axxess Help Center interface. At the top, there is a navigation menu with links for Home Health, Hospice, Home Care, Revenue Cycle, Patient Engagement, and Staffing, along with a Login button. Below the navigation is a large red banner with the text "What can we help you with?" and a search bar containing the placeholder text "Tell us what you are looking for". Underneath the banner, there are two main sections: "Getting Started" and "Home Health CAHPS Survey". The "Getting Started" section includes links for "Home Health CAHPS", "Home Health CAHPS Survey", "HHCAPHS Vendor Authorization", "HHCAPHS FAQs", and "Improving HHCAPHS Scores". The "Home Health CAHPS Survey" section includes a description of the survey and three bullet points: "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", and "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

Access 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
- ▼ 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

A. PATIENT TRACKING

M0010 CMS Certification Number

Intent

- Specifies the agency's Centers for Medicare & Medicaid Services (CMS) certification number (CCN/Medicare provider number).

Responses

- 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

Sources

- Agency administrator and billing staff

M0014 Branch State

Intent

- Specifies the State where the agency branch office is located

Responses

- 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
- ▶ **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

PATIENT TRACKING

M0010 CMS Certification Number

Intent

- Specifies the agency's Centers for Medicare & Medicaid Services (CMS) certification number (CCN/Medicare provider number).

Responses

- 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

Sources

- Agency administrator and billing staff

M0014 Branch State

Intent

- Specifies the State where the agency branch office is located

Responses

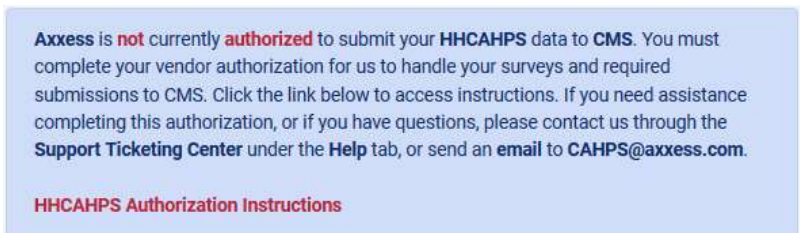
- Enter the two-letter postal service abbreviation of the State in which the branch office is located. If a branch ID (not N or P) is entered in M0016, then M0014 cannot be blank
- Preprinting this abbreviation on clinical documentation is allowed and recommended

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.



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/>

