

# Understanding the impact of HHCAHPS on VBP

New CMS guidelines require that Home Health CAHPS (HHCAHPS) results factor into 30% of the overall Medicare reimbursement you receive. This means that HHCAHPS survey responses, and how you address the issues and pain points outlined in the results, are a major factor in how you get paid for the care you provide.

What are the HHVBP measures and how are scores calculated? Here, we dive into these processes and how home health and hospice organizations can maximize their results.



## What are the 12 measures of HHVBP?

For Home Health Value-Based Purchasing (HHVBP), there are 12 measures pulled from three different data sources: OASIS, claims, and HHCAHPS. Measure calculations for each data source have different minimum volume requirements and weighting and are adjusted for value-based purchasing based on different patient characteristics.

### OASIS ⬆️ 35%

Minimum: 20 quality episodes

- > Improvement in dyspnea
- > Discharge to community
- > Improvement in oral medication management
- > Total Normalized Change (TNC) in self-care
- > TNC in mobility

### CLAIMS ⬆️ 35%

Minimum: 20 patient stays

- > Acute Care Hospitalization (ACH) – first 60 days
- > Emergency Department (ED) use – first 60 days

### HHCAHPS ⬆️ 30%

Minimum: 40 complete surveys\*

- > Care of patients
- > Communication between providers and patients
- > Specific care issues
- > Rating of patient care provided by the agency
- > Willingness to recommend the agency

\* patients answered >50% of all questions

## What are the 3 scores of HHVBP?

From a scoring perspective, achievement and improvement points are calculated by CMS, and are determined by comparing your agency score for the performance year with three different CMS-calculated scores:

1

### Benchmark score

**Based on the model  
baseline year**

This score is measure and cohort-specific and represents the mean of the top 10% of scores

2

### Achievement threshold

**Based on the model  
baseline year**

This score is measure and cohort-specific and represents the median performance score from the model baseline year

3

### Improvement threshold

**Based on your HHA  
baseline year**

This score is your HHA's performance score from your HHA baseline year

## How does HHVBP determine reimbursement?

Achievement and improvement threshold points get converted into care points based on whichever one has the highest value. Care points then influence the total performance score and ultimately your APP, which is the adjusted payment percentage.

If you focus on improving your performance scores, you're going to end up with higher care points. That leads to higher weighted measure points, which leads to a higher total performance score, which leads to a higher percentage of your payment adjustment — which ultimately leads to more revenue.



## How can you set SMART performance goals?



### Specific

Determine clear goals around what you want accomplished, who will be involved and where it will be done.



### Measureable

Determine how you will know if the goal is met and how you will track trends over time.



### Achievable

Determine if the goals you set are realistic and reasonable.



### Relevant

Determine whether the goals you're setting are addressing the problem and will make a positive impact.



### Time-bound

Determine your timeline and communicate it to everyone involved.

## A new era of home health

It's important for agencies to secure knowledgeable partnerships and adopt digital tools that prioritize meeting expectations through the evolution of CMS guidelines. Higher scores lead to higher reimbursements — and it all starts with creating better experiences for patients and caregivers.

On the digital end of the spectrum, CitusHealth offers technology built for agencies to get secure, real-time communication on any device — driving patient and caregiver satisfaction.

HEALTHCARE *first* offers expertise and verbatim commentary to drive better actionable insights — providing in-depth drilldowns of what drives performance and opportunities for improvement.

The result of these relationships can lead to improved HHCAHPS scores and ultimately better total performance scores.



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