CAHPS Export

Home Health

Prepared for

myUnity Essentials Financial

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Overview

The CAHPS Export provides the ability to submit survey information to one of the supported vendors performing the CAHPS survey for Home Health or Hospice. For instructions on Hospice CAHPS refer to the Hospice CAHPS FAQ.

If any expected patients are not included in the export file, confirm the OASIS assessment is present. The patient must also have had a Skilled Nursing, PT, OT or ST visit in the month and at least 2 visits in the lookback period (includes the sample month and prior month).

Agencies should be confirming at https://homehealthcahps.org/ that their CAHPS vendor is successfully submitting their CAHPS surveys per the HHA Responsibilities List.

Clients contracted for the SHP automated interface do *not* need to follow the steps in this guide to manually create an SHP CAHPS export file.

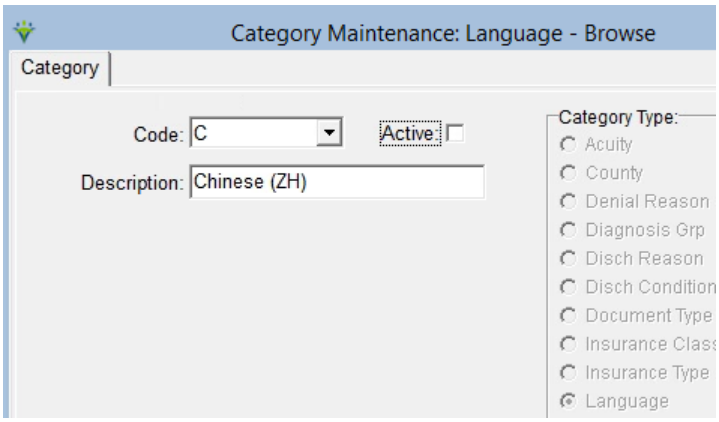
Setup

To include the Language indicator for the Fazzi CAHPS export, follow the setup steps below. As of version 1.2.9.5 the language value can instead be pulled from the OASIS-E A1110 response.

Language setup

Go to **File > File Maintenance > Category**. Press **Change Type** and set the radio button to **Language**. Press **Add** to add a new record.

The Codes should be added as 'C' for Chinese, 'E' for English, 'R' for Russian, 'S' for Spanish and 'V' for Vietnamese.



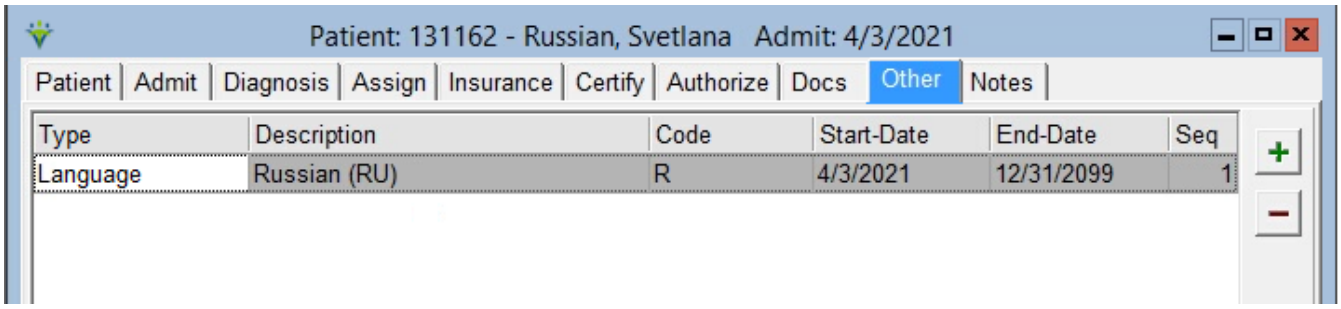
Patient file

Once the language codes are setup, enter the patient's language in the Billing Module patient file.

Go to **Patient > Admit/Maintain**. Search for and select the patient.

Click the **Other** tab. Press the **+** button to add a new row. Set the **Type** to **Language**.

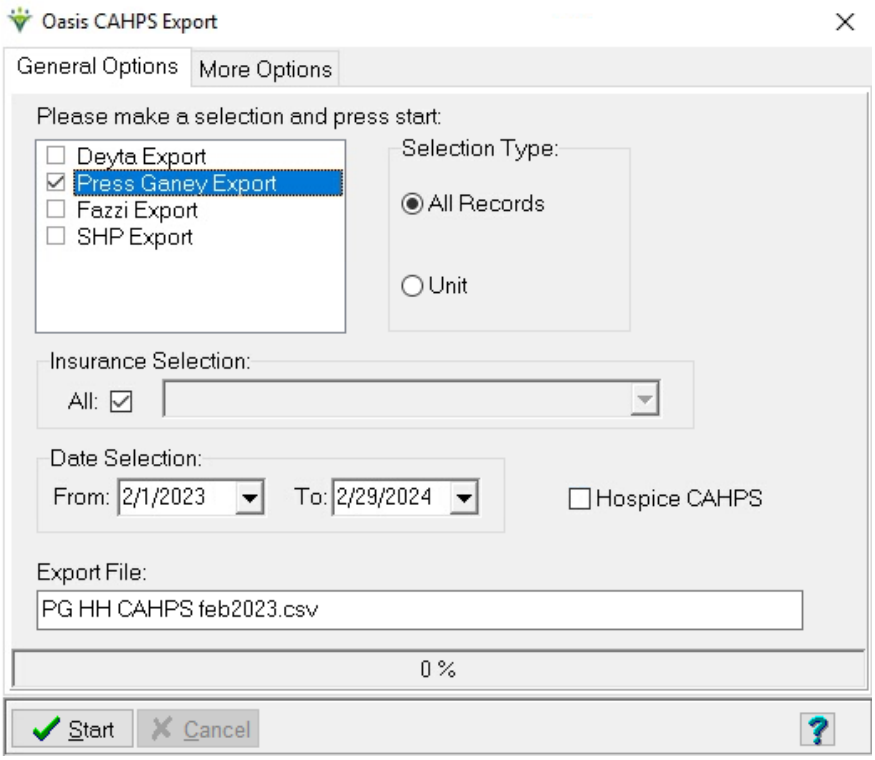
In the **Description** field, select the language.



CAHPS Export File Creation

Go to **Clinical > CAHPS Export**.

General Options tab



CAHPS vendor: Select your agency's vendor. For Home Health, choose from Deyta, Press Ganey, Fazzi, SHP, or OCS. If your vendor isn't listed here, contact them to ask which of the available vendor formats they can accept.

Note: If contracted for the Clinical SHP Interface do NOT create SHP exports from the Billing Module.

Selection Type: Select All or Unit (use Specific Includes tab to specify your Home Health Unit).

Insurance Selection: Select all or un-check the All box and select the appropriate insurance from the dropdown.

Date Selection: Enter the monthly date range for the CAHPS file

Hospice CAHPS: Un-check if creating a Home Health file.

Export File: Enter the file name for the CAHPS export file (follow naming conventions required by your survey vendor).

More Options tab

Contact your survey vendor to inquire if Survey Type, Client ID or a header record are required.

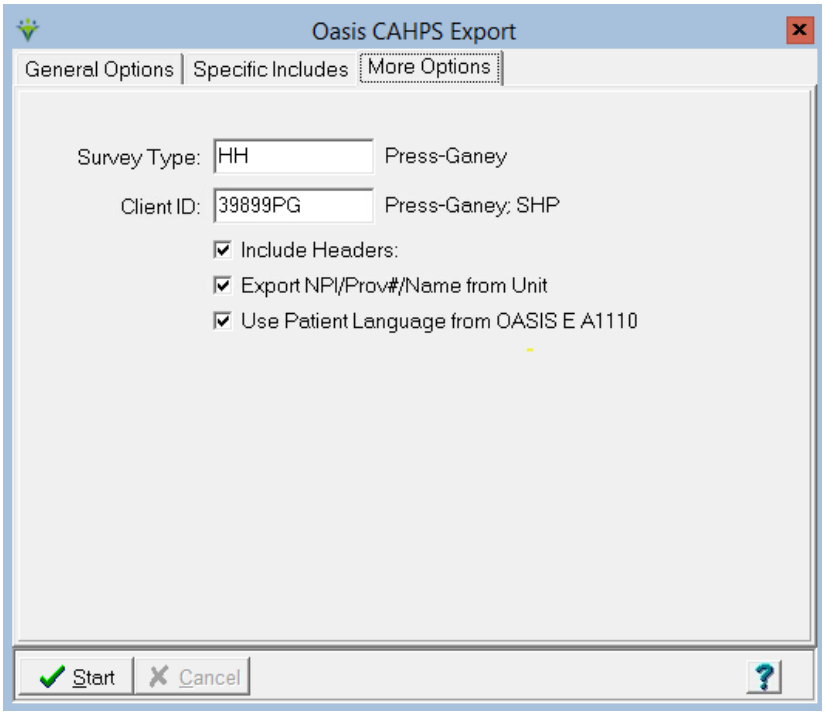
Survey Type: Enter only if required by your CAHPS vendor.

Client ID: Enter your agency Client ID if required by your CAHPS vendor.

Include Headers: Check if the vendor wants a header row included in the CAHPS file.

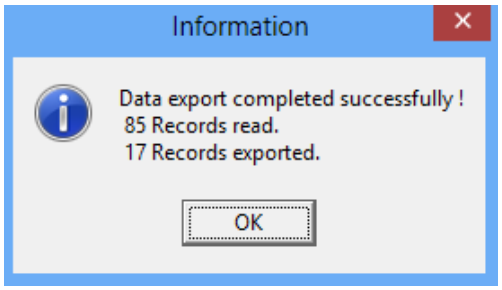
Export NPI/Prov#/Name from Unit: check if creating one file for multiple units that have different IDs.

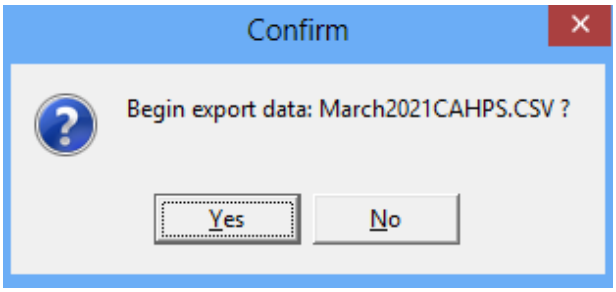
Use Patient Language from OASIS E A1110: check to include the patient language value from the OASIS-E assessment. If not checked, and Fazzi is the selected vendor, the Language value from the Patient > Other tab will be used.



Press **Start** to create the file and press **Yes** to create the export file. The file will save to your default download folder as specified in your internet browser settings.

Press **OK** on the confirmation window when the file has been created and transmit the file to your CAHPS vendor following their guidelines.





Viewing the CAHPS File

CAHPS export files can be viewed using MS Excel.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Agency-N	Provider-I	Unit	Team	NPI-#	Branch-ID	MedRec-#	FirstName	MiddleNa	LastName	NameSuff	Addr1	Addr2	City	State	Zip	Phone#
2	Home & H	987654	Home Hea	Team01	UNITNPI	N	131196	Geraldine		Commes		521 No Way		Collingsw	NY	08745 422	732-954-8
3	Home & H	UNIT1#	Home Hea	Team01	UNITNPI	N	131259	Nonna		Quality		87 Rainy Day Drive		Red Bank	NJ	08974 5	732-954-8
4	Home & H	987654	Home Hea	Team01	UNITNPI	N	131389	Indy		Medicaid		561546 Harmony Roa		Cedarville	NJ	08745 121	732-954-8
5	Home & H	987654	Home Hea	Team01	UNITNPI	N	131538	Buster		Brown		561 No Way		Neptune	NJ	8745	732-954-8
6	Home & H	987654	Home Hea	Team01	UNITNPI	N	131626	Ace		Blanco		846 No Way		Red Bank	NJ	8745	732-954-8
7	Home & H	987654	Home Hea	Team01	UNITNPI	N	1029	MSP		Test		34234 Red River Rd		Citytown	NJ	08865 456	879-879-8
8	Home & H	987654	Home Hea	Team01	UNITNPI	N	1033	Joey		Tyre		414 Madison Dr		Hamilton	NJ	7758	587-777-7
9	Home & H	987654	Home Hea	Team01	UNITNPI	N	200	Andrew		Andrews		546 Rose Lane		Hamilton	NJ	8745	000-000-0
10	Home & H	987654	Home Hea	Team01	UNITNPI	N	202	Anthony		Aarons		54 Juniper St		Middleto	NY	19456 888	000-000-0