

BQC-93-069

Date: November 22, 1993

To: Home Health Agencies HHA 19

From: Judy Fryback, Director
Bureau of Quality Compliance

Subject: Home Health Hotline

As you are aware, federal regulations at 42 CFR 484.10(f) require home health agencies to advise patients in writing of the availability of the state's toll-free home health hotline at the time the patient is admitted. The regulations state:

(f) Standard: Home health hotline. The patient has the right to be advised of the availability of the toll-free HHA hotline in the state. When the agency accepts the patient for treatment of care, the HHA must advise the patient in writing of the telephone number of the home health hotline established by the state, the hours of its operation, and that the purpose of the hotline is to receive complaints or questions about local HHAs.

The Bureau of Quality Compliance has provided Home Health Agency Complaint Report Forms (DOH 2069) which include the necessary information to meet these requirements. Copies of this form may be obtained by contacting the Hotline number at 1-800-642-6552.

This memo is written as a reminder that a home health agency must provide information about the hotline and its purposes to the agency's patients at time of admission. We also suggest that an agency ensure that its patients and staff know the agency's telephone number when they need to contact the agency.

We are aware that some agencies are using the home health hotline to monitor the performance of other home health agencies. This information is directly available in computerized profiles at a minimal charge. Please contact Diane Evensen at (608) 266-8368 if you wish such information.

Please contact Richard Cooperrider at (608) 267-7389 if you have any additional questions.