

CROSSWALK DOCUMENT FOR CHANGES TO CMS-10280
(Home Health Change of Care Notice)
SUBMITTED FOR COLLECTION JUNE 2024

SUMMARY OF CHANGES TO CMS-10280: The “Home Health Change of Care Notice (HHCCN)” is used to notify original Medicare beneficiaries receiving home health care benefits of plan of care changes. Home health agencies must provide the HHCCN whenever they reduce or terminate a beneficiary’s home health services due to physician/provider orders or limitations of the HHA in providing the specific service. This notification is required for covered and non-covered services listed in the plan of care (POC). The HHCCN was initially approved with the 2013 PRA submission; however, with this submission, there is plain language and information design, non-substantive changes to the form and form instructions. There are no changes that will affect existing HHCCN users.

The following non-substantive changes have been made to the form:

- The form has been revised to include plain language and minor information design changes. New headings were added in plain language to break up the form for readability. See enclosed documents for changes.

The following non-substantive changes have been made to the form instructions:

- The form instructions have been revised to provide consistent instructions regarding the changes to the form. See enclosed documents for changes.

The HHCCN is an existing collection and is in use. It is our expectation that the non-substantive changes to the form and form instructions will have little effect on burden for all users. The Office of Communications (OC) recommendations are soundly based on research-based best practices in plain language and information design. Along with decades of research in cognitive science and behavioral economics, OC draw from a wealth of research data specific to CMS programs. The OC has been conducting consumer research with the patients, caregivers, providers and partners who interact with CMS programs for more than 20 years, and they use feedback from this research to make sure the information and products are clear and easy to use. Consumer testing is ongoing, and OC iteratively refine language and design standards as our audiences and their information needs evolve. The OC work to apply the same research-based standards across all products and channels to make sure our language, messaging and branding are consistent.