

Hospice Outreach Email – December 2023

Email Subject

Hospice Quality Reporting Program (HQRP) – Important Reminders and Updates

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Welcome

Annual Payment Update Reminders

FY 2025 Hospice Quality Reporting Reminder

For hospices to meet the HQRP requirements, both Hospice Item Set (HIS) and the CAHPS® Hospice Survey requirements must be submitted timely each year. The Calendar Year (CY) 2023 data collection began on January 1, 2023, and impacts your Annual Payment Update (APU) for the Fiscal Year (FY) 2025. Beginning with FY 2024, the payment penalty is 4% for hospices not meeting the HQRP Requirements.

- **Hospice Item Set (HIS):** The threshold for HIS is 90%. This means that 90% of all HIS assessments must be submitted to and accepted by CMS within 30 days of the admission or discharge date. For HIS assessments, the quarters are based on the submission of HIS admission or discharge assessments.
- **Consumer Assessments of Healthcare Providers and Systems (CAHPS®):** All Medicare-certified hospices that are required to conduct the CAHPS Hospice Survey must contract with an approved CAHPS Hospice Survey vendor and conduct the survey for 12 months in each calendar year. For more information about the requirements for the CAHPS Hospice Survey, please visit the survey website: www.hospicecahpsurvey.org. For CAHPS, the data

collection quarters are based on patient deaths, January 1, 2023, through December 31, 2023, inclusive.

- **Claims:** Administrative data are collected from claims, and hospices are considered automatically 100% compliant with the submission of this data.
- For more information on the HQRP and achieving compliance, refer to the [Getting Started with the Hospice Quality Reporting Program](#) tip sheet and other useful documents under the [Best Practices webpage](#), or [Training and Education Library webpage](#).

Provider-initiated requests for exemption or extension for extraordinary circumstances:

If a hospice experiences an extraordinary circumstance, it can initiate a request for an extension or exemption. *Requests must be initiated within 90 days of the extraordinary circumstances event* and must be sent to CMS via email following the instructions provided on the Extension and Exemption Requests webpage.

COVID-19 Public Health Emergency (PHE) Updates

Based on current COVID-19 trends, the Department of Health and Human Services as planned for the federal Public Health Emergency for COVID-19 (PHE), declared under Section 319 of the Public Health Service Act, expired at the end of the day on May 11, 2023. More information can be found within the CMS transition forward [fact sheet](#).

HQRP Informational Updates

A new page has been added to help hospice providers with correcting demographic data. The page is titled How to Update Hospice Demographic Data. Here is a link to the page: [How to Update Demographic Data](#)

- Hospice providers should regularly review their reports to verify their demographic data is accurate. The Provider Preview Reports reflect the quality measure data and hospice demographic information that will be posted to [Care Compare](#) in the following quarter.
- If any piece of the demographic information is incorrect, the hospice provider must complete form CMS-855A in PECOS with the updated demographic information. Request your Medicare Administrative Contractor (MAC) to send the completed form to the appropriate State Agency with a request to update the demographic data in iQIES.
- Please note, updates to demographic data do not happen in real time and can take up to 6 months to appear on Care Compare.
- The HQRP Quarterly Q&A for Q3 2023 is now available. This Q&A includes selected questions received by the Hospice Quality Help Desk during the third quarter of 2023 (July 1 to September 30). A link to the document can be found in the Downloads section of the [HQRP Requirements and Best Practices](#) page.
- **Fiscal Year (FY) 2024 Hospice Wage Index and Payment Rate Update, Hospice Conditions of Participation Updates, Hospice Quality Reporting Program Requirements, and Hospice Certifying Physician Provider Enrollment Requirements Proposed Rule (CMS-1787-F)**

The final rule went on display at the Federal Register on August 2, 2023 and is available at: <https://www.govinfo.gov/app/details/FR-2023-08-02/2023-16116>

HQRP and Health Equity

A new Hospice QRP Health Equity tab is now available on the HQRP website. This webpage contains information relevant to CMS's ongoing health equity efforts, as described in President Biden's [Executive Order 13985](#).

CMS has released the Home Health & Hospice Health Equity Technical Expert Panel (TEP) Report. This report provides a summary of the TEP's input on options for health equity measurement in the home health and hospice care settings. Specific topics include health equity in hospice and home health, social determinants of health, disparities in access to care and quality of care, and health equity measurement and monitoring.

- The [Home Health & Hospice Health Equity TEP Report](#) is available in the "Related Links" section of the [Hospice QRP Health Equity](#) webpage.

Home Health, Hospice and DME Open Door Forums (ODF's)

The next Open Door Forums for Calendar year 2024 will be posted on the [Home Health, Hospice and DME Open Door Forum website](#).

Care Compare Updates

The current refresh of hospice Care Compare data was in November of 2023. Provider Preview Reports for the November 2023 refresh are now available.

CAHPS Hospice Survey

The CAHPS Hospice Survey continues to collect data. Data submission deadlines for the CAHPS Data Warehouse are on the second Wednesday of the month in February, May, August, and November. Vendors must receive patient/caregiver lists on time to meet the requirements for the HQRP.

HOPE Update

CMS plans to address future plans and other HOPE-related topics in future rulemaking. CMS thanks all participating hospices for their outstanding efforts and their contributions to the development of the HOPE tool!

CMS Hospice November Forum

CMS hosted an online seminar on Tuesday, November 14, 2023 to share hospice-related updates around the Calendar Year (CY) 2024 Medicare Home Health Prospective System (HH PS) Final Rule published on November 1, 2023.

Topics covered included:

- The finalized Informal Dispute Resolution (IDR) Process, and
- The finalized Hospice Special Focus Program (SFP) including: selection, public reporting, enforcement, completion, and termination.

NEW: Training and Education and Provider and Stakeholder Engagement

CMS has released the Hospice Quality Reported Program 2023 Information Gathering Reporting. This report provides information from literature reviews and expert interviews that supports expansion of the hospice quality reporting program.

The updated Information Gathering Report is available in the downloads section of the Provider and Stakeholder Engagement page.

UPDATED RESOURCE AVAILABLE: Introduction to the Hospice Quality Reporting Program (HQRP) Web-Based Training

The Introduction to the HQRP Web-Based Training is a two-part training series for Hospice providers.

Course 1: Getting Started with the HQRP and Public Reporting Provides a general overview of the HQRP and reviews the program’s use of three data sources: The Hospice Item Set (HIS), the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Hospice Survey, and the Medicare claims.

Course 2: HQRP Data Submissions and Reports Provides an introduction to the HQRP data submission requirements and reports available to providers.

If you have questions regarding resources and training, please email the [PAC Training Mailbox](#). Content-related questions should be submitted to HospiceQualityQuestions@cms.hhs.gov.

CMS continues to provide online education and training that is available 24/7, 365 days a year for convenient access on a variety of topics. Please check out the [HQRP Training and Education Library | CMS](#) and the [Provider and Stakeholder Engagement | CMS](#) web pages.

Please refer to the [Hospice QRP Announcements & Spotlight | CMS](#) for additional updates.

[Sign up for CMS Post-Acute Care Quality Reporting Updates](#)

Thank you,
The Swingtech Help Desk Team

Swingtech is contracted by CMS to provide outreach and share important reminders with providers for the IRF, LTCH, SNF, and Hospice Quality Reporting Programs.

Work performed under CMS Contract # 75FCMC19C0039