

## **Hospice Outreach Email – March 2022**

### **Email Subject**

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

### **Table of Contents**

Meeting the Quality Reporting Requirements .....	2
COVID-19 Public Health Emergency (PHE) Updates .....	2
HQRP Updates.....	3
Updated Provider Resource Documents .....	3
Public Reporting Updates .....	3
Additional Updates .....	3
Current Measures and the new Quality Measure (QM) Specifications User’s Manual .....	4
CAHPS Hospice Survey Update.....	4
HOPE Update.....	4
Training and Education and Provider and Stakeholder Engagement .....	4
Some recent and upcoming resources.....	4

**Welcome!****Hospice Calendar Year (CY) 2022 data, starting on January 1, 2022 impacts Fiscal Year (FY) 2024 payments, starting on October 1, 2023---Be ready to meet the full Annual Payment Update (APU) and avoid the 4% payment reduction increase**

Beginning with FY 2024, the payment penalty increases to 4% for hospices not meeting the HQRP Requirements. To ensure hospices achieve the full APU, be certain to **meet the quality reporting 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 submission of HIS admission or discharge assessments.
- **Consumer Assessment 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](http://www.hospicecahpsurvey.org). For CAHPS, the data collection quarters are based on patient deaths, January 1, 2022 through December 31, 2022, inclusive.
- **Claims:** Administrative data are collected from claims, and hospices are considered automatically 100% compliant with 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.

**COVID-19 Public Health Emergency (PHE) Updates:**

Most of all, know that we at the Centers for Medicare & Medicaid Services (CMS) greatly value all that you do every day to care for patients receiving hospice services, their families, caregivers and loved ones during the COVID-19 PHE.

CMS actions in response to COVID-19 PHE are part of the ongoing White House Task Force efforts. To keep up with the important work the Task Force is doing in response to COVID-19 PHE, visit [www.coronavirus.gov](http://www.coronavirus.gov). For a complete and updated list of CMS actions, and other information specific to CMS, please visit the [Current Emergencies](#) webpage.

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

## HQRP Updates

### Updated Hospice Resource Documents Now Available on the HQRP Requirements and Best Practices Webpage

To assist hospices, CMS has updated its webpages and documents based on the changes to the FY 2022 Hospice Final Rule. The updated documents include, *HQRP Requirements FY 2023 and Future FY Reporting Years* and the *HQRP Quick Reference Guide FY 2023*. These documents can be found in the **Downloads** section. The *Getting Started with the HQRP* document can be found in the Toolkit section of the [HQRP Requirements and Best Practices](#) webpage.

### Public Reporting Updates

November 2020-2021 Refresh: Due to the temporary exemption of the HQRP data submission requirements in response to the COVID-19 PHE, public reporting of hospice data was frozen after the November 2020 refresh. CMS has been holding the publicly reported data constant through the November 2021 refresh. Further, CMS has not been issuing Provider Preview Reports for those refreshes that continue to display the constant or frozen data.

February 2022 Refresh: CMS resumed public reporting and Provider Preview Reports with new data with the February 2022 refresh, as of February 16, 2022. CMS resumed public reporting with new data; but not the standard quarters of data, as is discussed in the FY 2022 Hospice Final Rule. This is the last refresh where the 7 HIS measures and HIS-based Hospice Visits When Death is Imminent (HVWDII) measure are anticipated to be displayed. Since February, 2022, data for the 7 HIS measures were made publicly available on the [Provider Data Catalogue](#).

May 2022 Refresh: CMS is targeting the May 2022 refresh of Care Compare for the inaugural display of the two new claims-based QMs, Hospice Visits in the Last Days of Life (HVLDL) and Hospice Care Index (HCI). For additional information, please refer to the [FY 2022 Hospice Final Rule](#) on the [Hospice Center](#) webpage.

### Additional Updates

For additional information on COVID-19 PHE data exemption and how it impacts public reporting through November 2021, please refer to the [HQRP COVID-19 Public Reporting \(PR\) Tip Sheet](#).

CMS posted the 2nd Edition of the COVID-19 Public Reporting Tip Sheet that discusses the impact from the COVID-19 waivers (Q1 and Q2 2020 data) to public reporting beginning with the February 2022 refresh. Please check the **Downloads** section of the [HQRP Requirements and Best Practices](#) page for the 2nd Edition of the Tip Sheet.

For more information on these measures relating to public reporting, please visit the [Public Reporting: Background and Announcements](#) webpage and click on the Fact Sheet or Q&A document in the **Downloads** box. To track key dates related to public reporting, please visit the [Key Dates for Providers](#) webpage.

## **Current Measures and the new Quality Measure (QM) Specifications User's Manual**

Version 1.00 of the HQRP QM Specifications User's Manual and updated Current Measures document are now available. These documents detail the four HQRP measures that meet the HQRP requirements. They are the HIS Comprehensive Assessment at Admission (NQF# 3235); the claims-based Hospice Visits in the Last Days of Life (HVLDDL); the claims-based Hospice Care Index (HCI); and the CAHPS Hospice Survey. The documents are available in the Downloads section of the [Current Measures](#) webpage.

### **CAHPS Hospice Survey Update**

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

### **HOPE Update**

November 2021: HOPE beta testing began and continues for several months. Future updates on HOPE will take place on HQRP Forum calls throughout CY 2022. Materials from past HQRP Forum calls, the Technical Expert Panel (TEP) Reports, and other related materials can be found on the [Provider and Stakeholder Engagement](#) webpage. For more information on HOPE, please visit the [HOPE](#) webpage.

### **Training and Education and Provider and Stakeholder Engagement**

CMS provides 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](#).

### **Some recent and upcoming resources include the following:**

- The **Hospice Quality Reporting Program 2021 Technical Expert Panel (TEP) Summary Report**. This report details discussions with the HQRP Technical Expert Panel over the last year. Topics include HOPE process measures, use of patient preference and tolerance data in quality measures, the potential development of quality measures from complaints surveys and deficiencies data, and other potential quality measure concepts and is available in the **Downloads** section of the [Provider and Stakeholder Engagement](#) webpage.
- The latest version of **Frequently Asked Questions** was expanded to accommodate additional questions from the hospice community on calculating and reporting claims-based measures, and is in the **Downloads** section of the [Public Reporting Background and Announcements](#) webpage.
- Getting Started with **HQRP CASPER QM Reports** has been updated to assist in understanding and using the CASPER QM Reports that now include claims-based measures, and can be found in the **Provider Toolkit** section of the [HQRP Requirements and Best Practices](#) webpage.

- Materials from and a recording of the December 16, 2021 HQRP Forum, highlighting the new **Star Ratings for the CAHPS Hospice Survey** include a recording of the presentation, and are available in the **Downloads** section of the [Provider and Stakeholder Engagement](#) webpage.
- The **HQRP 2021 Information Gathering Report** is available and provides information from literature reviews and expert interviews that support expansion of the HQRP. Specific topics include treatment of moderate to severe pain, patient preferences, spiritual care, social needs, medication management, and other topics related to hospice quality. It is available in the **Downloads** section of the [Provider and Stakeholder Engagement](#) webpage.
- Release of the 2nd Edition of the **COVID-19 Public Reporting Tip Sheet** discusses the impact from the COVID-19 waivers (Q1 and Q2 2020 data) on public reporting beginning with the February 2022 refresh. Check the **Downloads** section of the [HQRP Requirements and Best Practices](#) page.
- Materials and a recording of the **October 2021 HQRP Forum QM Manual V1.00 and QM Reports** provides information found in the new QM Specifications User's Manual v1.00 including the two new claims-based measures. This is available in the **Downloads** section of the Provider and Stakeholder Engagement page at: [Provider and Stakeholder Engagement | CMS](#)
- Materials from the **August 4, 2021 HQRP Forum FY2022 Rulemaking Update** providing information on the FY 2022 Hospice Final Rule and updates to the HQRP program. The materials include a recording of the presentation, and are available in the **Downloads** section of the Provider and Stakeholder Engagement page at: [Provider and Stakeholder Engagement | CMS](#)
- The August 31, 2021, CMS webinar on the FY 2022 Hospice Final Rule: **What Hospices Need to Know Training materials** are available in the **Downloads** section of the [HQRP Training and Education Library](#) webpage.
- Please refer to the [Hospice QRP Announcements & Spotlight | CMS](#) for additional updates.

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

Thank you,  
The Swingtech Help Desk Team  
*Work performed under CMS Contract # 75FCMC19C0039*

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