

Hospice Outreach Email – March 2023

Email Subject

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

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Welcome!

FY 2024 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) 2022 data collection began on January 1, 2022, and impacts your Annual Payment Update (APU) for Fiscal Year (FY) 2024. Beginning with FY 2024, the payment penalty increases from 2% to 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 web page](#), or [Training and Education Library web page](#).

COVID-19 Public Health Emergency (PHE) Updates:

Most of all, know that we at the Centers for Medicare & Medicaid Services (CMS) 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 that the Task Force is doing in response to COVID-19 PHE, visit www.coronavirus.gov. For a complete and updated list of CMS actions and other information specific to CMS, please visit the Current Emergencies web page.

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. *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 web page.

HQRP Informational Updates

- **HQRP Forum- Spring**

In April 2023, CMS will hold a HQRP Forum. Updates and registrations will be announced via the Spotlight and announcement page. Resources from this forum will be posted on the provider stakeholder webpage.

- **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](#).

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

March 16, 2023

April 06, 2023

Public Reporting Updates

The most recent Care Compare Refresh occurred on February 15, 2023, and included:

- HIS quality measure results from Quarter 2 2021 – Quarter 1 2022.
- CAHPS® Hospice Survey data reflects Q4 2019 and Q3 2020 – Q1 2022; this includes survey measure results and an overall summary star rating for each hospice referred to as the Family Caregiver Survey Rating.
- Claims-based measure results will still reflect Q3 2019 – Q4 2019 and Q3 2020 – Q4 2021. The next update of the claims-based measures will occur in November 2023 and then annually each November.
- The annual update of the Public Use File (or PUF) data on Care Compare. Care Compare will display PUF data for calendar years 2018, 2019, and 2020.

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

HOPE Beta Test assessment data collection is now complete and we are in the analysis phase. We anticipate that the analysis phase will conclude in late spring 2023. CMS thanks all participating hospices for their outstanding efforts and their contributions to the development of HOPE!

Training and Education and Provider, and Stakeholder Engagement

CMS provides 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