

Hospice Quality Reporting Program (HQRP)

Fiscal Year (FY) 2016 Deadlines and Requirements

Submission Deadlines

HIS Admission record: 30 days after admission
HIS Discharge record: 30 days after discharge

Requirements

The Centers for Medicare & Medicaid Services (CMS) finalized the reconsideration and appeals process for hospices not meeting the HQRP requirements in the FY 2015 Hospice Wage Index and Payment Rate Update final rule (79, FR 50496). To meet the requirements for the FY 2016 Annual Payment Update (APU) determination, **hospices must submit a Hospice Item Set - Version 1.01 (HIS)-Admission record and an HIS-Discharge record for all patient admissions from July 1, 2014, through December 31, 2014, (Calendar Year 2014) by January 31, 2015.** Any hospice that has not submitted their HIS data to meet the HQRP reporting requirements may be subject to a 2 percentage point reduction in their FY 2016 APU.

New Data-Submitter Tips

If you are a new user entering and submitting data, here is what you need to know:

Register for *CMSNet* and secure a CMSNet User ID on the *Quality Improvement and Evaluation System (QIES) Technical Support Office (QTSO)* website at [Hospice CMSNet Online Registration](#).

Next, register for a QIES User ID. Once logged into the CMS Network, select the "Hospice" link to open a screen where the "Hospice User Registration application" link resides. The QIES User ID allows access to submit HIS records through the Hospice Submissions System to the QIES Assessment and Submission and Processing (ASAP) system. The QIES User ID will also allow access to hospice reports through the Certification and Survey Provider Enhanced Reports (CASPER) Reporting system.

The Hospice Abstraction Reporting tool (HART) was developed by CMS and provides a method for hospice users to collect and maintain facility, patient, and HIS record information for subsequent submission to the QIES ASAP system. CMS makes this submission software available for HIS records to hospices at no cost.

HART information is available from the Hospice Quality Reporting home page. From the left-side navigation pane, select the "[HIS Technical Information](#)" link. Once the page refreshes, scroll to the Related Links section and select the "HART" link which opens to a zip file with installation instructions and a user guide.

HQRP Quick Reference Resources

HQRP Fiscal Year 2016 Requirements Fact Sheet (pdf): [HQRP FY 2016 Requirements](#)

Hospice Registration Information (pdf): [Hospice Registration](#)

HIS Reporting Checklist and Tips (pdf): [HIS Checklist-and-Quick-Tips](#)

HIS Fact Sheet (pdf): [HIS-Fact-Sheet](#)

HIS Admission Form (pdf): [HIS Admission Form](#)

HIS Discharge Form (pdf): [HIS Discharge Form](#)

Hospice Quality Reporting Data Entry and Submission Site: [QIES Login Page](#)

Help Desk Assistance

HospiceQualityQuestions@cms.hhs.gov (Quality Help Desk)

For questions about HIS and with general questions about the HQRP program, reporting requirements, quality measures, and reporting deadlines.

Mdcn.mco@palmettogba.com (CMSNet Help Desk)

For questions while registering for the CMSNet User ID, to have access to QIES.

Help@qtso.com or 1-877-201-4721 (QIES Help Desk)

For questions about HIS record completion and submission processes, or for technical questions. This group also handles questions for users who are registering for the QIES User ID, issues with the HART training modules or demo version, and technical support for problems while using the HART software.

HospiceQRPreconsiderations@cms.hhs.gov

For reconsideration requests and follow-up questions if the facility has received a CMS determination of noncompliance letter. (Reference information above about requirements).

Hospicecahpssurvey@HCQIS.org or 1-844-472-4621

For technical assistance with the CAHPS Hospice Survey, contact the Consumer Assessment of Healthcare Providers and Systems [CAHPS] Hospice Survey Project Team.

Hospicesurvey@cms.hhs.gov

For communication with CMS regarding implementation of the CAHPS Survey issues.

Help@hcareis.com (Post Acute Care Support Team)

For questions about the APU knowledge packet contents.

Quarterly Q&A Documents

January 2015 (pdf): [January 2015 Question and Answer Document](#)

October 2014 (pdf): [October 2014 Question and Answer Document](#)

July 2014 (pdf): [July 2014 Question and Answer Document](#)

April 2014 (pdf): [April 2014 Question and Answer Document](#)

Reconsideration Process

CMS provided information for a hospice seeking reconsideration if they receive a noncompliance decision for the FY 2016 payment determination in the FY 2015 Hospice Wage Index and Payment Rate Update final rule (79 FR 50496). The requirements and process for completing and submitting a request for reconsideration are described in detail on the [Hospice Quality Reporting CMS website](#).

Hospices requesting reconsideration must submit a request via email to the following address: HospiceQRPreconsiderations@cms.hhs.gov. The request must fulfill all requirements stated on the website.

CMS will review the hospice reconsideration request and supporting documentation to determine whether evidence to support a finding of compliance has been provided. The determination will be made based solely on the documentation provided. If clear evidence to support a finding of compliance is not present, the 2 percentage point APU reduction will be upheld. If clear evidence of compliance is present, the reduction will be reversed.

Appeal Process Information

If the CMS determination upholds the 2 percentage point APU reduction, a statement of the findings to support the decision will be provided to the hospice. The hospice will be notified in writing and informed of their right to further appeal the 2 percentage point APU reduction using the appeals process detailed in 42 CFR Part 405, Subpart R via the [Provider Reimbursement Review Board](#) (PRRB). For details, select the "Instructions" link from the left-side navigation pane on the PRRB Review page.

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