

# Hospice Quality Reporting Program (HQRP)

## Fiscal Year (FY) 2016 Data Submission and Reconsideration Information

### Submission Deadlines

Hospice Item Set Admission: 30 days after admission

Hospice Item Set Discharge: 30 days after discharge

### Requirements

In the FY 2015 Hospice Wage Index and Payment Rate Update final rule (79, FR 50496), the Centers for Medicare and Medicaid Services (CMS) finalized the reconsideration and appeals process for hospices that did not meet the HQRP requirements. To meet the requirements for the FY2016 Annual Payment Update (APU) determination, **hospices are required to submit an Admission record and a Discharge record for all patient admissions from July 1, 2014 through December 31, 2014 (Calendar Year 2014) by the final deadline of April 1, 2015.** Any hospice that has not submitted their Hospice Item Set (HIS) data as required would be found to be non-compliant with the HQRP reporting requirements and may be subject to the 2% reduction in their FY 2016 APU.

### Reconsideration Process

In the FY 2015 Hospice Wage Index and Payment Rate Update final rule (79 FR 50496), CMS notified hospice providers on how to seek reconsideration if they receive a noncompliance decision for the FY 2016 payment determination and subsequent years. The requirements and process for completing and submitting a request for reconsideration is described in detail on the *Hospice Quality Reporting CMS* website (direct link): <http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/Reconsideration-Requests.html>.

Hospices requesting reconsideration must submit a request via email to the following address: [HospiceQRPreconsiderations@cms.hhs.gov](mailto: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% 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% 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% reduction via the [Provider Reimbursement Review Board \(PRRB\)](#) appeals process 42 CFR Part 405, Subpart R.

Details are available on CMS.gov, under the Medicare tab. From Quality Initiatives/Patient Assessment Instruments, select Hospice Quality Reporting. From the left navigation pane, select Reconsideration Requests. Scroll down to Filing an Appeal, and select the link called PRRB Review Instructions.

## New Data-Submitter Tips

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

Become registered for CMSNet, to secure a CMSNet User ID. This allows access to the CMS private network where the Quality Improvement and Evaluation System (QIES) system resides. The registration is online at: [Hospice CMSNet Online Registration](#).

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

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

On the left navigation bar of the CMS Network page, there is a link for HART which includes installation instructions and the user guide.

## HQRP Quick Reference Resources

HQRP Fiscal Year 2016 Requirements Fact Sheet: [HQRP FY2016 Requirements](#)

Hospice Registration Information: [Hospice Registration](#)

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

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

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

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

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

## Help Desk Assistance

[HospiceQualityQuestions@cms.hhs.gov](mailto: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](mailto:Mdcn.mco@palmettogba.com) (CMSNet Help Desk)

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

[Help@qtso.com](mailto: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, as well as technical support and assistance for problems and questions while using the HART software are handled by this team.

[HospiceQRPreconsiderations@cms.hhs.gov](mailto:HospiceQRPreconsiderations@cms.hhs.gov)

For reconsideration requests if the facility has received a CMS determination of noncompliance letter. (See information above regarding reconsideration requirements). Also for follow up questions to reconsideration issues.

[Hospicecahpssurvey@HCQIS.org](mailto:Hospicecahpssurvey@HCQIS.org) or 1-844-472-4621 (Consumer Assessment of Healthcare Providers and Systems [CAHPS] Hospice Survey Project Team)

For technical assistance with the CAHPS Hospice Survey.

[Hospicesurvey@cms.hhs.gov](mailto:Hospicesurvey@cms.hhs.gov)

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

[Help@hcareis.com](mailto:Help@hcareis.com) (Post Acute Care Support Team)

For questions about the APU knowledge packet contents.

## Quarterly Q&A Documents

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

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

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

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