

The next Home Health, Hospice & DME Open Door Forum is scheduled for Wednesday, February 13, 2019 PM at 2:00-3:00 PM Eastern Time (ET).

Please call at least 15 minutes prior to the forum start time.

****This Agenda is Subject to Change****

- Opening Remarks

Chair – Hillary Loeffler, Center for Medicare
Moderator – Jill Darling (OC)

- Announcements & Updates

- Billing Instructions for the HH Patient-Driven Groupings Model – Change Request 11081
- Hospice QRP Updates
 - Links:
 - HQRP website:
<https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/index.html>
 - Hospice Compare:
<https://www.medicare.gov/hospiceCompare/>
 - Help Desks Related to HQRP:
HospiceQualityQuestions@cms.hhs.gov
 - QIES Help Desk: Help@qtso.com or 1 (877) 201-4721.
 - CAHPS® Hospice Survey Help Desk:
HospiceCAHPSSurvey@hcqis.org or (844) 472-4621.
 - APU/Reconsiderations Help Desk:
HospiceQRPRconsiderations@cms.hhs.gov
- Hospice CAHPS announcements
 - For technical assistance, contact the CAHPS Hospice Survey Project Team: hospicecahpssurvey@HCQIS.org or 1-844-472-4621
 - Implementation issues: hospicesurvey@cms.hhs.gov
- Updates and Announcements from the Home Health Quality Reporting Program
 - Reporting Updates
 - Home Health Compare Updates (January 2019)
<https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/HomeHealthQualityInits/Spotlight-and-Announcements.html>
 - Quality of Patient Care Star Ratings Update (April 2019)
 - Guidance Update

- b) Updated OASIS-D Guidance Manual Eerata
<https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/HomeHealthQualityInits/HHQIOASISUserManual.html>
- o Training Update
 - o <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/HomeHealthQualityInits/Home-Health-Quality-Reporting-Training.html>
- HHCAHPS Survey Updates
 - HHCAHPS website: <https://homehealthcahps.org>
 - HHCAHPS information and assistance: HHCAHPS@rti.org
 - CMS contacts for HHCAHPS:
homehealthcahps@cms.hhs.gov

III. Open Q&A

****DATE IS SUBJECT TO CHANGE****

Next Home Health, Hospice & DME ODF: TBA

Mailbox: HomeHealth_Hospice_DMEODF-L@cms.hhs.gov

This Open Door Forum is not intended for the press, and the remarks are not considered on the record. If you are a member of the Press, you may listen in but please refrain from asking questions during the Q & A portion of the call. If you have inquiries, please contact CMS at Press@cms.hhs.gov. Thank you.

Open Door Participation Instructions:
This call will be Conference Call Only.

To participate by phone:

Dial: 1-800-837-1935 & Reference Conference ID: 5585018

Persons participating by phone do not need to RSVP. TTY Communications Relay Services are available for the Hearing Impaired. For TTY services dial 7-1-1 or 1-800-855-2880. A Relay Communications Assistant will help.

Encore: 1-855-859-2056; Conference ID: 5585018

Encore is an audio recording of this call that can be accessed by dialing 1-855-859-2056 beginning 4 hour after the call has ended. The recording expires after 2 business days.

For ODF schedule updates and E-Mailing List registration, visit our website at <http://www.cms.gov/OpenDoorForums/>.

The Provider Ombudsman for the New Medicare Card serves as a CMS resource for the provider community. The Ombudsman will ensure that CMS hears, understands,

and resolves any implementation problems experienced by clinicians, hospitals, suppliers and other providers. Dr. Eugene Freund will be serving in this position. He will also communicate about the New Medicare Card to providers, and collaborate with CMS components to develop solutions to any implementation problems that arise. To reach the Ombudsman, contact: NMCPProviderQuestions@cms.hhs.gov.

The Medicare Beneficiary Ombudsman and CMS staff will address inquiries from Medicare beneficiaries and their representatives through existing inquiry processes. Visit Medicare.gov for information on how the Medicare Beneficiary Ombudsman can help you.

Thank you.