

The next Home Health, Hospice & DME Open Door Forum is scheduled for Wednesday, November 14, 2018 at 2:00-3:30 PM Eastern Time (ET).

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

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

## I. Opening Remarks

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

## II. Announcements & Updates

- HIS and Hospice Compare
- CAHPS Hospice Survey Updates
  - CAHPS Hospice Survey website URL:  
[www.hospicecahpsurvey.org](http://www.hospicecahpsurvey.org)
  - For technical assistance with the CAHPS Hospice Survey, email or phone our technical assistance team at  
[hospicecahpsurvey@HCQIS.org](mailto:hospicecahpsurvey@HCQIS.org) or 1-844-472-4621
  - To communicate with CMS staff about implementation issues:  
[hospicesurvey@cms.hhs.gov](mailto:hospicesurvey@cms.hhs.gov)
- Home Health CAHPS (HHCAHPS)
  - HHCAHPS website: <https://homehealthcahps.org>
  - HHCAHPS information and assistance: [HHCAHPS@rti.org](mailto:HHCAHPS@rti.org)
  - HHCAHPS information telephone line: 1-866-354-0985
  - HHCAHPS required period of participation for the CY 2020 APU: April 1, 2018 through March 31, 2019
  - HHCAHPS Participation Exemption Request form for CY 2020 is on <https://homehealthcahps.org>. HHAs should complete it if they had less than 60 patients from April 1, 2017 through March 31, 2018.
  - HHCAHPS data on Home Health Compare, [www.medicare.gov](http://www.medicare.gov) is for April 2017-March 2018.
- Review Choice Demonstration for Home Health Services
  - <https://go.cms.gov/homehealthRCD>
- Submitting county codes on Home Health claims
- CY 2019 Home Health Prospective Payment System Final Rule – Home Health Provisions
- CY 2019 Home Health Prospective Payment System Final Rule – Home Infusion Provisions

## III. Open Q&A

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

Next Home Health, Hospice & DME ODF: TBA

Mailbox: [HomeHealth\\_Hospice\\_DMEODF-L@cms.hhs.gov](mailto:HomeHealth_Hospice_DMEODF-L@cms.hhs.gov)

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*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](mailto: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: 35539695

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: 35539695

Encore is an audio recording of this call that can be accessed by dialing 1-855-859-2056 beginning 1 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: [NMCProviderQuestions@cms.hhs.gov](mailto:NMCProviderQuestions@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.