

## Hospice Outreach Email – December 2021

### Email Subject

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

Welcome!

**Calendar Year (CY) 2022 Data starts January 1, 2022 impacting fiscal year (FY) 2024 payments---Be ready to meet your full Annual Payment Update (APU) to avoid the 4% payment reduction**

For hospices to meet the HQRP requirements in CY 2022, the Hospice must comply with the following: Hospice Item Set (HIS) submissions, the CAHPS® Hospice Survey requirements must be met and submitted timely each year. Data from CY 2022 will impact your APU for FY 2024.

Beginning with FY 2024, the payment penalty increases to 4% for hospices not meeting the HQRP Requirements. To ensure your hospice achieves its full APU, please be sure to meet the quality reporting requirements:

- **For HIS:** The threshold for HIS is 90%. This means that 90% of all HIS assessments must be submitted and accepted within 30 days of the admission or discharge date. For HIS, the quarters are based on submission of HIS admission or discharge assessments.
- **For 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](http://www.hospicecahpsurvey.org). For CAHPS, the data collection quarters are based on patient deaths, January 1, 2022 through December 31, 2022, inclusive.
- **For Claims:** Administrative data is collected from claims, hospices are automatically considered 100% compliant with 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 webpage](#) or [Training and Education Library webpage](#).

**COVID-19 Public Health Emergency (PHE) Updates:**

Most of all, know that we at CMS greatly value all that you do every day to care for hospice patients, their families, caregivers and loved ones and send our warmest regards especially 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 the Task Force is doing in response to COVID-19 PHE, visit [www.coronavirus.gov](http://www.coronavirus.gov). For a complete and updated list of CMS actions, and other information specific to CMS, please visit the [Current Emergencies Website](#).

**Hurricane Ida Memo Available**

Although the Hospice Quality Reporting Program is not granting automatic extensions or exemptions related to Hurricane Ida, CMS recognizes that some providers may have been affected by Hurricane Ida. If you are a HQRP provider that has an extraordinary or extenuating circumstance due to Hurricane Ida, please refer to the information below that is also discussed in more detail on the [Extension and Exemption Requests webpage](#) to find out about filing a timely extension or exemption request. The Hurricane Ida disaster specific memo can be found in the downloads section of the webpage.

**Provider-initiated requests for exemption or extension for extraordinary circumstances, including Hurricane Ida:** if a hospice provider experiences an extraordinary circumstance, they can initiate a request for extension or exemption. *The request must be initiated within 90 days of the extraordinary circumstance event* and it must be sent to CMS via email following the instructions provided on the [Extension and Exemption Requests webpage](#).

**Final Rule Updates**

On July 29, 2021, CMS released the Fiscal Year 2022 Hospice Wage Index and Payment Rate Update, Hospice Conditions of Participation Updates, Requirements, and Home Health Quality Reporting Program Final Rule CMS-1754-F. View a [fact sheet](#) on the Final Rule or view the Final Rule in its entirety on the [Federal Register](#). Below are some of the key take aways:

- As a result of this rule, the HQRP will contain four quality measures that capture care across the hospice stay. These measures are being implemented as of October 1, 2021 and they include, the Hospice and Palliative Care Composite Process Measure – HIS Comprehensive Assessment at Admission (NQF #3235), Hospice Visits in Last Days of Life (HVLDDL), the Hospice Care Index (HCI) and finally the measures calculated from the CAHPS® Hospice Survey (NQF #2651).
- This rule also finalized the addition of the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Hospice Survey Star ratings on Care Compare.
- Additionally, the rule finalized the addition of the claims-based measures: Hospice Visits in the Last Days of Life (HVLDDL) and the Hospice Care Index (HCI) that will use eight

quarters of data to report on more providers. These measures are targeted for May 2022 public reporting. These claims measures are included in your QM Report as of September 2021.

- Removal of the seven individual Hospice Item Set (HIS) measures as individual measures because a more broadly applicable measure, the Hospice Comprehensive Assessment Measure (NQF # 3235) is already in the program and shows variability. Please appreciate that NQF# 3235 requires the submission of the 7 HIS measures for the calculation of that composite measure. Consequently, the HIS Admission Record does not change.

The 7 HIS measures will no longer be publicly reported after February 2022. Their data will be publicly available on the [Provider Data Catalog](#).

- We finalized that for the February 2022 refresh only, The HQRP will utilize less than the standard quarters of data for both HIS and CAHPS Hospice Survey data. For more information, please see the [FY 2022 Hospice Final Rule](#).
- Finally, CMS provided updates regarding its development of a new Hospice Outcome and Patient Evaluation (HOPE) assessment instrument.

## **HQRP Updates**

### **Updated Provider Resource Documents Now Available on the HQRP Requirements and Best Practices Webpage**

To assist hospice providers, CMS has updated its webpages and documents based on the changes to the (FY) 2022 Hospice Final Rule. The updated documents include, *HQRP Requirements FY 2023 and Future FY Reporting Years* and the *HQRP Quick Reference Guide FY 2023* can be found in the Downloads section, while the *Getting Started with the HQRP* can be found in the Toolkit section of the [HQRP Requirements and Best Practices webpage](#).

### **Public Reporting Updates**

**November 2020-2021:** Due to the temporary exemption to the HQRP data submission requirements in response to the COVID-19 PHE, public reporting of hospice data was frozen after the November 2020 refresh. Since the November 2020 refresh, CMS has been holding the publicly reported data constant through the November 2021 refresh. Further, CMS has not been issuing Provider Preview Reports for those refreshes that continue to display the constant or frozen data.

**February 2022 Refresh:** CMS will resume public reporting and Provider Preview Reports with the February 2022 refresh. Starting with the February 2022 refresh, CMS plans to resume public reporting with new data; but not the standard quarters of data, as discussed in the FY 2022 Hospice Final Rule.

This is the last refresh where we anticipate the 7 HIS measures and HIS-based Hospice Visits When Death is Imminent (HVWDII) will display. After February, data for the 7 HIS will be publicly available on the Provider Data Catalogue (PDC).

May 2022 Refresh: CMS is targeting the May 2022 refresh of Care Compare for the inaugural display of the two new claims-based QMs, HVLDL and HCI. For additional information, please refer to the [FY 2022 Hospice Final Rule](#) on the [Hospice Center webpage](#).

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For additional information on COVID-19 PHE data exemption and how it impacts public reporting through November 2021, please refer to the [HQRP COVID-19 Public Reporting \(PR\) Tip Sheet](#).

We will be posting a 2nd Edition of the COVID-19 Public Reporting Tip Sheet that discusses the impact from the COVID-19 waivers (Q1 and Q2 2020 data) to public reporting beginning with the February 2022 refresh. Please check the [Hospice QRP Announcements & Spotlight page](#) for that announcement expected by late December 2021.

For more information on these measures relating to public reporting, please visit the [Public Reporting: Background and Announcements webpage](#) and click on the Fact Sheet or Q&A document in the Downloads box. To track key dates related to public reporting, please visit the [Key Dates for Providers webpage](#).

### **Current Measures and the new Quality Measure (QM) Specifications User's Manual**

Version 1.00 of the HQRP QM Specifications User's Manual and updated Current Measures document are now available. These documents detail the four HQRP measures that meet the HQRP requirements. They are the HIS Comprehensive Assessment at Admission (NQF# 3235); the claims-based Hospice Visits in the Last Days of Life; the claims-based Hospice Care Index; and the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Hospice Survey. The documents are available in the Downloads section of the [Current Measures](#) webpage.

### **CAHPS® Hospice Survey Update**

The CAHPS Hospice Survey is continuing to collect data normally. Data submission deadlines for the CAHPS Data Warehouse are the second Wednesday of the month in February, May, August, and November. Please make sure to provide your vendor with your patient/caregiver lists in a timely manner in order to meet the requirements for the HQRP.

### **HOPE Update**

HOPE beta testing begins at the end of November 2021 and lasts for several months. We will share updates on HOPE on future HQRP Forum calls throughout CY 2022. Materials from past HQRP Forum calls, the Technical Expert Panel (TEP) Reports, and other related materials can be found on the [Provider and Stakeholder Engagement webpage](#). For more information on HOPE, please visit the [HOPE webpage](#).

### **Training and Education and Provider and Stakeholder Engagement**

CMS provides education and training available 24/7, 365 days a year to access at your convenience on a variety of topics. Please check out the [HQRP Training and Education Library | CMS](#) and the [Provider and Stakeholder Engagement | CMS](#).

**Some recent and upcoming resources include the following:**

- On Wednesday, August 4, 2021 CMS hosted the **August 2021 HQRP Forum FY2022 Rulemaking Update** to provide information on the FY 2022 Hospice Final Rule and updates to the QRP program. Materials from this HQRP Forum, including a recording of the presentation, are now available in the **Downloads** section of the Provider and Stakeholder Engagement page at: [Provider and Stakeholder Engagement | CMS](#)
- On August 31, 2021, CMS held a webinar on the FY 2022 Hospice Final Rule: **What Hospices Need to Know. Training materials are available in the download section of the [HQRP Training and Education Library webpage](#).**
- On October 19, 2021, CMS held the **October 2021 HQRP Forum QM Manual V1.00 and QM Reports** to provide information on the new Quality Measure (QM) Specifications User's Manual v1.00 and the two new claims-based measures included in the Manual. Materials from this HQRP Forum, including a recording of the presentation, are now available in the **Downloads** section of the Provider and Stakeholder Engagement page at: [Provider and Stakeholder Engagement | CMS](#)
- Late December 2021: CMS will post a **2nd Edition of the HQRP Provider Tip Sheet** that discusses the impact of the COVID-19 waivers (Q1 and Q2 of 2020 data) to public reporting beginning with the February 2022 refresh.
- December 16, 2021 at 2:00 pm -3:30 pm ET will be the **December 2021 HQRP Forum CAHPS Hospice Survey Overview of Star Ratings** focused on the new CAHPS Hospice Survey Star Ratings.

Please refer to the [Hospice QRP Announcements & Spotlight | CMS](#) for updates, including related to the HQRP 2nd edition of the Public Reporting (PR) Tip Sheet and the December 16, 2021 HQRP Forum.

Swingtech is contracted by CMS to provide outreach and share important reminders with providers for the IRF, LTCH, SNF, and Hospice Quality Reporting Programs.

Thank you,  
The Swingtech Help Desk Team  
*Work performed under CMS Contract # 75FCMC19C0039*

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