

Hospice Outreach Email – June 2021

Email Subject

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

Good morning/afternoon!

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 now during this 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. For a complete and updated list of CMS actions, and other information specific to CMS, please visit the [Current Emergencies Website](#).

FY 2022 Annual Payment Update (APU) Reminder

We are reaching out to remind you of the upcoming reconsideration period for the Fiscal Year (FY) 2022 HQRP. Data submitted in 2020 impacts your FY2022 APU. If your hospice is non-compliant with the HQRP, you will be notified in two ways. You will receive a notification from your Medicare Administrative Contractor (MAC) and a notification in your facility's Certification and Survey Provider Enhanced Reports (CASPER) folder. Either notification is an official notice. We anticipate that letters notifying hospices of non-compliance will be distributed in early-to mid-July 2021. The letter will include instructions for submitting a reconsideration.

If you receive a letter of non-compliance, you will have 30 days to file a reconsideration request. The start and end of the reconsideration period will be shared on the [HQRP Spotlight & Announcements web page](#).

For more information on your right to request a reconsideration and the CMS reconsideration process, please visit the [Hospice Reconsideration Requests webpage](#).

Note: If you submit a reconsideration, please be advised CMS will not review any reconsideration requests that contain protected health information (PHI).

Hospices that are compliant for APU will not receive any notification. Please note that this outreach message is not an official notification of APU compliance. We encourage all Hospices to check for a notification from your MAC and within your CASPER folder regularly in July.

FY 2023 Hospice Quality Reporting Reminder

For hospices to meet the HQRP requirements, BOTH Hospice Item Set (HIS) and the CAHPS® Hospice Survey requirements must be submitted timely each year. Data from CY 2021 impacts

your APU for FY 2023. 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. For CAHPS, the data collection quarters are based on patient deaths January 1, 2021 through December 31, 2021, inclusive.
- 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](#).

Hospice Compare Updates

Please note: public reporting of hospices' data has been frozen due to the temporary exemption to the HQRP data submission requirements in responding to the COVID-19 Public Health Emergency (PHE). Data will remain frozen through the November 2021 refresh. No Provider Preview Reports will be issued for those refreshes that continue to display the constant or frozen data. For additional information on COVID-19 PHE data exemption, please refer to the [HQRP COVID-19 Public Reporting \(PR\) Tip Sheet](#).

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](#).

HIS Updates

The final HIS Manual V3.00 is effective as of February 16, 2021. The Manual has been updated from V2.01 to reflect the removal of Section O and associated measures. The new version of the Manual along with the updated HIS Admission and Discharge are available in the Downloads box on the [Hospice Item Set \(HIS\) webpage](#). You can also view a summary of the changes in the [HIS Manual Change Table](#).

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.

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

HOPE Tool Update

On May 12, 2021, CMS held a Hospice Quality Reporting Forum to share updates on the Hospice Outcomes & Patient Evaluation (HOPE) assessment. Please visit the [Provider and Stakeholder Engagement webpage](#) for more information on the Forum.

For more information on HOPE, please visit the [HOPE webpage](#).

Training and Education

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 webpage](#). Some recent and upcoming webinars include:

- On April 15, 2021, CMS held a webinar on Changes in the Hospice Item Set (HIS) Manual V3.00
- CMS has an upcoming webinar this summer on Composite Quality Measures. Please look for an announcement on the [HQRP Announcement and Spotlight webpage](#).

Thank you,

The Swingtech Help Desk Team

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