

## Hospice Outreach Email – September 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 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](#).

### **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](http://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](#).

### **Final Rule Updates**

On July 29, 2021, CMS released the Fiscal Year (FY) 2022 Hospice Payment Rate Update 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](#).

### **Public Reporting 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 was 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.

### **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 June 2, 2021, CMS held a webinar on Understanding the Composite Quality Measure. Training materials are available in the downloads section on [the HQRP Training and Education Library webpage](#).

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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