

Hospice Outreach Email – June 2022

Email Subject

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

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Welcome!

FY 2023 Annual Payment Update (APU) Reminder

We are reaching out to remind you of the upcoming reconsideration period for the Fiscal Year (FY) 2023 HQRP. Data submitted in 2021 impacts your FY 2023 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 on July 12, 2022. 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 request, please be advised CMS will not review any 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 2024 Hospice Quality Reporting Reminder

Hospice Calendar Year (CY) 2022 data, starting on January 1, 2022 impacts Fiscal Year (FY) 2024 payments, starting on October 1, 2023---Be ready to meet the full Annual Payment Update (APU) and avoid the 4% payment reduction increase

Beginning with FY 2024, the payment penalty increases to 4% for hospices not meeting the HQRP Requirements. To ensure hospices achieve the full APU, be certain to **meet the quality reporting requirements**:

- **Hospice Item Set (HIS):** The threshold for HIS is 90%. This means that 90% of all HIS assessments must be submitted to and accepted by CMS within 30 days of the admission or discharge date. For HIS assessments, the quarters are based on submission of HIS admission or discharge assessments.
- **Consumer Assessment of Healthcare Providers and Systems (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, 2022 through December 31, 2022, inclusive.

- **Claims:** Administrative data are collected from claims, and hospices are considered automatically 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 the Centers for Medicare & Medicaid Services (CMS) greatly value all that you do every day to care for patients receiving hospice services, their families, caregivers and loved ones 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. For a complete and updated list of CMS actions, and other information specific to CMS, please visit the [Current Emergencies](#) webpage.

Provider-initiated requests for exemption or extension for extraordinary circumstances: If a hospice experiences an extraordinary circumstance, it 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.

HQRP Updates

Hospice Resource Documents Available

- **Proposed Rule CMS-1773-P**

The Centers for Medicare & Medicaid Services (CMS) issued a proposed rule (CMS-1773-P) which provided routine updates on the development of a patient assessment instrument Hospice Outcomes and Patient Evaluation (HOPE) assessment tool, which would contribute to the patients plan of care when adopted within the Hospice Quality Reporting Program (HQRP). CMS also proposes an update on potential future quality measures within the HQRP based on HOPE and administrative data including HOPE-based process measures as well as hybrid quality measures which could be based upon multiple sources including HOPE, claims and other data sources. This rule also proposes an update on the CAHPS Hospice Survey and seeks information on our Health Equity Initiative within the HQRP. The proposed rule went on display on March 30, 2022 at the Federal Register’s Public Inspection Desk and is available under “Special Filings,” at the [Federal Register](#) and the subsequent comment period closed for this rule on May 31, 2022.

- **HQRP Requirements and Best Practices Webpage**

To assist hospices since the FY 2022 Hospice Final Rule went into effect on October 1, 2021, CMS updated its webpages and documents. The updated documents include, *HQRP Requirements FY 2023 and Future FY Reporting Years* and the *HQRP Quick Reference Guide FY 2023*. These documents can be found in the **Downloads** section. The *Getting Started with the HQRP* document can be found in the **Toolkit** section of the [HQRP Requirements and Best Practices](#) webpage.

Public Reporting by Refresh Date

- **May 2022 Refresh:**

Please note that while CMS had originally planned to publicly display the Hospice Visits in the Last Days of Life (HVLDL) and the Hospice Care Index (HCI) claims-based measures during the May 2022 refresh, the measures have been suppressed by CMS for all hospices due to a technical issue and therefore will be displayed during a latter refresh.

- **August 2022 Refresh:**

CMS is targeting the August 2022 refresh of Care Compare for the inaugural display of the two new claims-based QMs, Hospice Visits in the Last Days of Life (HVLDL) and Hospice Care Index (HCI).

Public reporting of the CAHPS Hospice Survey Star Ratings will begin with the August 2022 refresh of Care Compare. Additional information about Star Ratings, including FAQs and a detailed description of the methods used to calculate CAHPS Hospice Survey Star Ratings can be found on the [CAHPS Hospice Survey](#) webpage.

Additional Updates

CMS will release a technical report providing descriptive analyses and detailed contextual information about the new Hospice Care Index (or HCI) quality measure. The technical report will be available on the [Provider and Stakeholder Engagement](#) webpage.

In addition, CMS will soon publish an updated QM User's Manual on the [Current Measures](#) webpage.

CAHPS Hospice Survey Update

The CAHPS Hospice Survey is continuing to collect data. Data submission deadlines for the CAHPS Data Warehouse are the second Wednesday of the month in February, May, August, and November. Vendors must timely receive the patient/caregiver lists to meet the requirements for the HQRP.

HOPE Update

HOPE beta testing began November 2021. It follows from the success of Alpha Testing. Future updates on HOPE will take place on 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 online education and training that is available 24/7, 365 days a year for convenient access on a variety of topics. Please check out the [HQRP Training and Education Library | CMS](#) and the [Provider and Stakeholder Engagement | CMS](#) webpages.

Please refer to the [Hospice QRP Announcements & Spotlight | CMS](#) for additional updates.

[Sign up for CMS Post-Acute Care Quality Reporting Updates](#)

Thank you,

The Swingtech Help Desk Team

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

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