

Hospice Outreach Email – June 2020

Method of Communication

This message will be sent via email to hospices with email addresses in STAR and to providers whose email addresses SWINGTECH has obtained through the Help Desk.

Anticipated Distribution Date

June 10, 2020

Email Subject

Hospice Quality Reporting Program (HQRP) FY 2021 Annual Payment Update (APU) Reminder

Email Content

Good morning/afternoon,

COVID-19 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, 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, 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](#)

Annual Payment Update Reminder

We are reaching out to remind you of the upcoming reconsideration period for the Fiscal Year (FY) 2021 HQRP. 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 2020. 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.

HQRP Requirements:

- HQRP data collection requirements for both the Hospice Item Set (HIS) and CAHPS® Hospice Survey are defined for the **Calendar Year (CY): January 1-December 31**. To **comply** with the HQRP, hospices must submit and ensure acceptance of their HIS and CAHPS® Hospice Survey data, in accordance with HQRP requirements, each CY.
- **Payment** is impacted during the corresponding **Fiscal Year (FY): October 1-September 30**. Hospices are subject to a 2% reduction in their annual payment update (APU) if they fail to comply with the HQRP requirements. Hospices must be compliant with both HIS and CAHPS® in the CY to receive the full APU for the corresponding FY.
- Please review the November 14, 2019 Training called “Success with the HQRP: Putting the Pieces Together to Meet Compliance” at <https://www.cms.gov/files/document/november-14-hospice-quality-reporting-program-webinar.pdf> for more information on HQRP requirements.

Figure 1. Calendar Year Compliance Rules and Fiscal Year Payment Impacts



Table 1. Compliance Criteria for the HQRP

Reporting Requirement	Sample for FY 2021 APU Determinations	Compliance Criteria
HIS	HIS records with a target date CY Data 1/1/19 – 12/31/19	At least 90% of all HIS records must be submitted and accepted by QIES ASAP within 30 days of the target date.
CAHPS®	Patient decedents CY Data 1/1/19 – 12/31/19	Vendor submits data quarterly – each submission must be complete (have 3 months’ worth of data) and must be submitted and accepted by the quarterly deadlines (second Wednesday of February, May, August, and November).

Exemptions related to Hospice QRP (note that the March 27, 2020 MLN provides the accurate quarters for Hospice QRP Exemptions for HIS and CAHPS):
[Guidance memo - Exceptions and Extensions for Quality Reporting and Value-based Purchasing Programs \(PDF\)](#)

Hospice Compare Updates

On May 21, 2020, the Hospice Compare website was updated with the quarterly refresh of data. The next quarterly refresh is scheduled for August 2020.

Table 2. August 2020 Hospice Compare Refresh Schedule

Refresh Reflects Patient Stays Discharged for Quarters (HIS)	CAHPS Quarters included in Refresh (Dates refer to patients' dates of death)	HIS and CAHPS Provider Preview Reports Available in CASPER Folder	30-Day HIS and CAHPS Provider Preview Period <i>Requests for CMS review of HIS or CAHPS data must be submitted by 11:59:59 p.m. E.T. on day 30 of the preview period</i>
Quarter 4 2018 – Quarter 3 2019	Quarter 4 2017- Quarter 3 2019	05/28/2020	5/28/2020 – 6/29/2020

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](#).

HOPE Tool Update

CMS is developing a new patient assessment tool to be proposed in future rulemaking. As finalized in the [Fiscal Year 2020 Hospice Wage Index and Payment Rate Update and Hospice Quality Reporting Requirements Final Rule](#), the hospice patient assessment instrument is identified as the Hospice Outcomes & Patient Evaluation (HOPE).

The presentation slides, audio, and transcript for the Spring 2020 Hospice Quality Forum on the HOPE Update Webinar are available in the Downloads box of the [HOPE 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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