

Hospice Outreach Email – Sept 2022

Email Subject

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

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Welcome!**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 the 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) 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 that 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. *Requests must be initiated within 90 days of the extraordinary circumstances event* and must be sent to CMS via email following the instructions provided on the [Extension and Exemption Requests](#) webpage.

HQRP Updates

Reminder of Updated Hospice Resource Documents Available on the HQRP Webpages,

- **Fiscal Year (FY) 2023 Hospice Payment Rate Update Final Rule (CMS-1773-F)**

For the Hospice Quality Reporting Program, the final rule provides an update on the development of a patient assessment instrument, titled Hospice Outcomes and Patient Evaluation (HOPE). This includes an update on the beta testing and derivatives that will be achieved during this phase of testing, such as burden estimates and timepoints for collection, as well as additional outreach efforts that will be conducted during and after beta testing and during our planned adoption process. CMS also discusses potential future quality measures within the HQRP based on HOPE and administrative data, including HOPE-based process measures and hybrid quality measures, which could be based upon multiple sources that include HOPE, claims and other data sources. CMS appreciates the public comments we received on these updates.

This rule provides an update on testing conducted for the CAHPS Hospice Survey, which is used to collect data on experiences of hospice care from primary caregivers of hospice patients. In particular, CMS is providing an update on a survey-mode experiment whose goal was to test the effect of adding a web-based mode to the CAHPS Hospice Survey.

In this final rule, we note our appreciation of public comments we received on our request for information on a number of questions related to improving health equity in hospices and on a potential future structural measure under consideration for the HQRP. Public input is very valuable for the continuing development of CMS' health equity quality measurement efforts and broader commitment to health equity; a key pillar of our strategic vision as further described here, <https://www.cms.gov/files/document/health-equity-fact-sheet.pdf> (PDF).

The final rule displayed on July 27, 2022 at the *Federal Register's* Public Inspection Desk and will be available under "Special Filings," at <https://www.federalregister.gov/public-inspection>.

For further information, see the hospice webpage here: <http://www.cms.gov/Center/Provider- Type/Hospice-Center.html>.

- **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: *HRP Requirements FY 2023 and Future FY Reporting Years* and the *HQRP Quick Reference Guide FY 2023*. 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 (HVLDDL) and the Hospice Care Index (HCI) claim-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 later 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 and Hospice Visits in the Last Days of Life (HVLDDL) 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

CAHPS Hospice Survey Update

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

HOPE Update

CMS and their contractor, Abt Associates, are recruiting additional Medicare-certified hospice providers to participate in a beta test of the draft hospice patient assessment instrument called Hospice Outcomes & Patient Evaluation (HOPE). Recruitment is ongoing. Training began in mid-July 2022, with data collection slated to begin in August 2022 and continue through fall 2022. The detailed recruitment announcement is available on in the **Downloads** section of the [Provider and Stakeholder Engagement](#) below. Those interested in participating should email HOPETesting@abtassoc.com. The HOPE development work is conducted under CMS contract number 75FCMC18D0014 and task order number 75FCMC19F0001.

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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