

## Hospice Outreach Email – September 2023

### Email Subject

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

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### Welcome

### Annual Payment Update Reminders

FY 2024 Hospice Reconsideration Period Update

**The APU reconsideration request period closed August 18, 2023. If you submitted a reconsideration request, you should have received an email acknowledgement from CMS. CMS will notify hospices of the Agency’s decision on all reconsideration requests on or before October 1, 2023.**

FY 2025 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. The Calendar Year (CY) 2023 data collection began on January 1, 2023, and impacts your Annual Payment Update (APU) for the Fiscal Year (FY) 2025. Beginning with FY 2024, the payment penalty is 4% for hospices not meeting the HQRP 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 Assessments 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](http://www.hospicecahpsurvey.org). For CAHPS, the data collection quarters are based on patient deaths, January 1, 2023, through December 31, 2023, inclusive.
- **Claims:** Administrative data are collected from claims, and hospices are considered automatically 100% compliant with the 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](#).

#### **Provider-initiated requests for exemption or extension for extraordinary circumstances:**

If a hospice experiences an extraordinary circumstance, it can initiate a request for an 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.

#### **COVID-19 Public Health Emergency (PHE) Updates**

Based on current COVID-19 trends, the Department of Health and Human Services as planned for the federal Public Health Emergency for COVID-19 (PHE), declared under Section 319 of the Public Health Service Act, expired at the end of the day on May 11, 2023. More information can be found within the CMS transition forward [fact sheet](#).

#### **HQRP Informational Updates**

- The HQRP Quarterly Q&A for Q2 2023 is now available. This Q&A includes selected questions received by the Hospice Quality Help Desk during the second quarter of 2023 (April 1 to June 30). A link to the document can be found in the Downloads section of the [HQRP Requirements and Best Practices](#) page.
- **Fiscal Year (FY) 2024 Hospice Wage Index and Payment Rate Update, Hospice Conditions of Participation Updates, Hospice Quality Reporting Program Requirements, and Hospice Certifying Physician Provider Enrollment Requirements Proposed Rule (CMS-1787-F)**

The final rule went on display at the Federal Register and is available at: <https://www.federalregister.gov/public-inspection/current>

## **HQRP and Health Equity**

A new Hospice QRP Health Equity tab is now available on the HQRP website. This webpage contains information relevant to CMS’s ongoing health equity efforts, as described in President Biden’s [Executive Order 13985](#).

CMS has released the Home Health & Hospice Health Equity Technical Expert Panel (TEP) Report. This report provides a summary of the TEP’s input on options for health equity measurement in the home health and hospice care settings. Specific topics include health equity in hospice and home health, social determinants of health, disparities in access to care and quality of care, and health equity measurement and monitoring.

- The [Home Health & Hospice Health Equity TEP Report](#) is available in the “Related Links” section of the [Hospice QRP Health Equity](#) webpage.

## **Home Health, Hospice and DME Open Door Forums (ODF’s)**

The next Open Door Forums will be posted on the [Home Health, Hospice and DME Open Door Forum website](#).

## **Care Compare Updates**

The next refresh of hospice data on Care Compare will be in November of 2023. Provider Preview Reports for the November 2023 refresh are now available.

## **CAHPS Hospice Survey**

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 receive patient/caregiver lists on time to meet the requirements for the HQRP.

## **HOPE Update**

CMS plans to convene a HQRP forum that will cover analysis, future plans, and other HOPE-related topics. CMS thanks all participating hospices for their outstanding efforts and their contributions to the development of the HOPE tool!

## **NEW: Training and Education and Provider, and Stakeholder Engagement**

**UPDATED RESOURCE AVAILABLE:** Introduction to the Hospice Quality Reporting Program (HQRP) Web-Based Training

The Introduction to the HQRP Web-Based Training is a two-part training series for Hospice providers.

**Course 1: Getting Started with the HQRP and Public Reporting** Provides a general overview of the HQRP and reviews the program’s use of three data sources: The Hospice Item Set (HIS), the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Hospice Survey, and the Medicare claims.

**Course 2: HQRP Data Submissions and Reports** Provides an introduction to the HQRP data submission requirements and reports available to providers.

If you have questions regarding resources and training, please email the [PAC Training Mailbox](#). Content-related questions should be submitted to [HospiceQualityQuestions@cms.hhs.gov](mailto:HospiceQualityQuestions@cms.hhs.gov).

CMS continues to provide 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](#) web pages.

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.

*Work performed under CMS Contract # 75FCMC19C0039*