Hospice Quality Reporting Program (HQRP)
Quick Reference Guide

This document is for HQRP data impacting FY2028 payment updates and all subsequent years.

The HQRP requirements were implemented in the FY2012 Hospice Final Rule and established under section 1814(i)(5) of the Social Security Act (SSA), requiring the Secretary to establish and maintain a quality reporting program for hospices. Beginning with FY 2014, the Act requires the Secretary to reduce the market basket update for hospices failing to meet quality reporting requirements. Section 1814(i)(5)(A)(i) of the Act was amended by section 407(b) of Division CC, Title IV of the Consolidated Appropriations Act (CAA), 2021 to change the payment reduction for failing to meet hospice quality reporting requirements from 2 to 4-percentage points beginning in FY 2024 for any hospice that does not comply with the quality data submission requirements for the corresponding calendar year (CY). If the required quality data are not reported by each designated submission deadline, the hospice will be subject to a 4-percentage point reduction in their Annual Payment Update (APU).

The HQRP reporting requirements include the Hospice Outcomes & Patient Evaluation(HOPE), the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Hospice Survey, and administrative data. In the FY2025 Hospice Final Rule, the Centers for Medicare & Medicaid Services (CMS) finalized a new standardized patient-level data collection tool, HOPE. The HOPE tool is a modification of, and functional replacement for, the Hospice Item Set (HIS). CMS also finalized the addition of two process measures to the HQRP no sooner than FY 2028. The new measures, Timely Follow-Up for Pain Impact and Timely Follow-Up for Non-Pain Symptom Impact will be calculated from data collected through HOPE.

- As of October 1, 2025, hospices must submit data from HOPE to CMS. The HOPE timepoints for the collection of data include the HOPE-Admission, two HOPE Update Visits (HUVs), when applicable, and HOPE-Discharge records. HOPE data must be transmitted to CMS via the Internet Quality Improvement Evaluation

System (iQIES). HQRP compliance includes the submission and acceptance of 90 percent of HOPE records within 30 days of the event date (admission date and discharge date) or completion date for each HUV.

- In addition, hospices are required to participate in the CAHPS® Hospice Survey for each CY. The CAHPS® Hospice Survey was designed to measure and assess the experiences of patients who died while receiving hospice care, as well as the experiences of their informal primary caregivers.
- The HQRP also includes administrative data (Medicare claims). The FY 2022 Hospice Final Rule added administrative data to the HQRP, and these are used to calculate two claims-based measures; (Hospice Visits in Last Days of Life (HVLDL) and the Hospice Care Index, or HCI). Since CMS obtains this data through claims submitted by hospice providers, hospices with claims are 100 percent compliant with this requirement.

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Help Desk Assistance

- iqies@cms.hhs.gov or 1-877-201-4721 (iQIES Service Center)
  For questions about HOPE submission and iQIES reports.
- HospiceQualityQuestions@cms.hhs.gov (Hospice Quality Help Desk)
  For questions about quality reporting requirements, quality measures, and reporting deadlines.
- HospiceQRPReconsiderations@cms.hhs.gov (APU/Reconsiderations Help Desk)
  For requesting reconsideration for a determination of non-compliance with hospice quality reporting
- HospicePRquestions@cms.hhs.gov (Public Reporting Help Desk)
  For questions related to public reporting of quality data.
- hospicecahpssurvey@hsag.com (CAHPS® Hospice Survey Help Desk) For information about the CAHPS® Hospice Survey.

Helpful Links

- [Post-Acute Care (PAC) Listserv](#)— Sign up for the official CMS PAC listserv to receive important QRP updates.
- [HQRP Requirements and Best Practices](#) webpage - Resources containing information about quality measures, provider compliance, and best practice methodology.
- [CAHPS® Hospice Survey](#) webpage - The official website for information on the CAHPS® Hospice Survey, including current measures and size exemption forms.

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- [HOPE](#) webpage - Resources containing the HOPE Guidance Manual, HOPE item sets for admission, HUVs, and discharge.
- [HOPE Technical Information](#) page - Resources and updates related to HOPE data submission specifications and other technical information.
- [HQRP Training and Education Library](#) - Links to current training, and past in-person and online training.
- [Current Measures](#) - Details on the current quality measures for the HQRP and the HQRP QM Specifications User's Manual (available in the Downloads section).
- [iQIES Portal](#) – Provides numerous resources related to Hospice reporting, including news on report availability, manuals, and training.