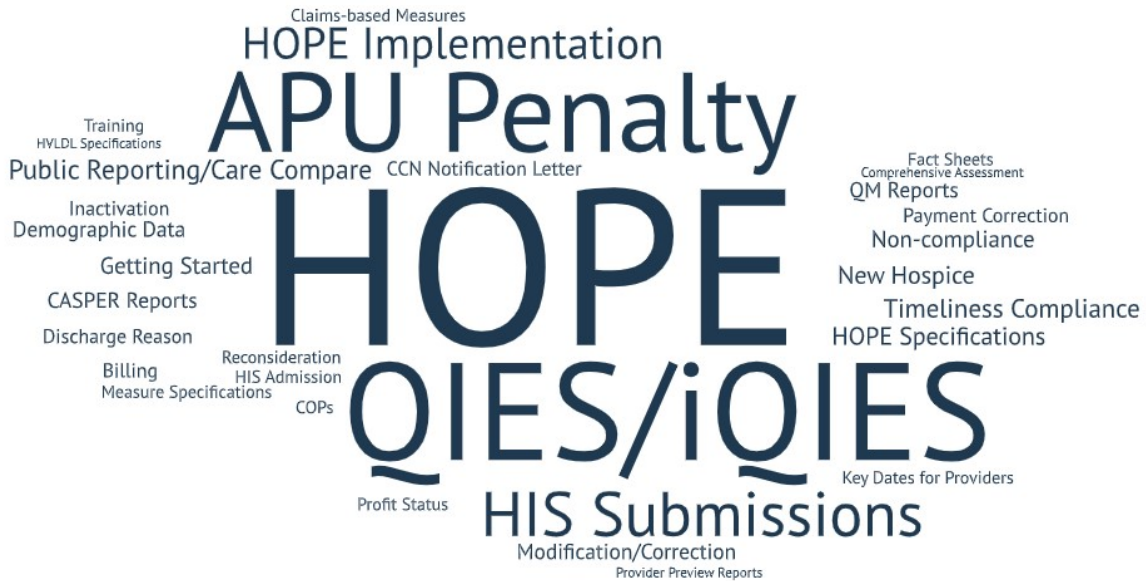


Hospice Quality Reporting Program (HQRP)



Help Desk Questions and Answers: Quarter 2, 2024

Word cloud reflects frequency of keywords for questions received during the quarter.

The HQRP Help Desk responded to **66** questions in the second quarter of 2024. This quarter covers questions received between April 1 and June 30, 2024. The questions below reflect newer and/or more common questions.

Question 1:

Low Scores on Hospice and Palliative Care Composite Process Measure - Comprehensive Assessment at Admission (CBE #3235)

Our hospice is very small with a low average daily census (ADC). Although we conduct a complete and comprehensive assessment on every new patient, (including pain, spiritual, and psychosocial assessments), our scores do not reflect the care and services we deliver. Does a low ADC affect the scores on this measure?

Answer 1:

We suggest you review your **Patient Stay-Level Quality Measure Report** in CASPER to understand the details of the *Hospice and Palliative Care Composite Process Measure – Comprehensive Assessment at Admission (CBE #3235)* QM. You can learn about these QM reports in the document - [Getting Started with Hospice CASPER Quality Measure Reports: August 2022](#), which is located on the Requirements and Best Practices webpage in the Provider Toolkit or Downloads section. There are also other useful fact sheets on this webpage.

Additionally, a training on the composite measure was conducted in June 2021 - *Understanding the Composite Quality Measure*. This training discussed how individual scores differ from composite scoring and it can be found in the *Downloads* section of the [HQRP Training and Education Library](#) page.

Lastly, to understand how CBE #3235 is actually calculated, you can refer to the HQRP Quality Measure Specifications User's Manual which can be found in the *Downloads* section of the [Current Measures](#) page.

Question 2:

Data Specifications for HOPE Implementation

Software vendors need technical data specifications to program EHR software for HOPE implementation. When will CMS publish the data specifications for HOPE, and does the user interface in our software need to look like the forms in the draft HOPE Guidance Manual?

Answer 2:

The technical data specifications and other materials related to HOPE, including the final HOPE Guidance Manual and the item sets will be available soon **after the publication of the FY2025 Hospice Final Rule (CMS-1810-F)**. Regarding your EHR user interface, CMS does not provide guidance on what that interface should look like. CMS requires that the software comply with the final HOPE data specifications.

Question 3:

HIS Timeliness Compliance Threshold Report

I am able to access my hospice's FY2025 and FY2026 HIS threshold reports in CASPER, however I am looking for the previous reports from FY2024 and FY2023. Is there any way to retrieve these older reports?

Answer 3:

The **HIS threshold report is only available for the current and prior year** within CASPER. Therefore, the FY2024 and FY2023 Timeliness Compliance Threshold Reports are not available. For these reports, there is no access to historical CY data.



Question 4:

HIS Submission Process

Does CMS have instructions or a checklist available to ensure that we are submitting all of the items required for the HQRP?

Answer 4:

Please visit the HQRP [Requirements and Best Practices webpage](#) and review the document, **Getting Started with the HQRP** available under “Provider Toolkit.” This document provides information about the HQRP, HIS, and CAHPS® Hospice Survey submissions. For more detailed information about HIS submission, you can refer to the *HIS Submission Users Guide* available on the QIES Technical Support Office website under “[References & Manuals](#).”

There are also useful resources on the [HQRP Training and Education Library](#). We suggest [Course 1: Getting Started with the HQRP and Public Reporting](#) which provides a general overview of the HQRP and [Course 2: HQRP Data Submissions and Reports](#) provides an introduction to the HQRP data submission requirements and reports available to providers.

If you have any further questions, please reach out to the Technical Help Desk. They provide assistance with technical issues and questions regarding data transmission and submission, error messages, and registration for User IDs. The Technical Help Desk email is: iqies@cms.hhs.gov. You can also reach them by phone at: 1-877-201-4721, Monday-Friday from 7:00 a.m. – 7:00 p.m. Central Time.

Question 5:

Hospice Provider Preview Reports and Claims-based Measures

I have a question about our May 2024 Hospice Provider Preview Report. The Claims based measures reporting period still says January 1, 2021, through December 31, 2022. Why is this the same reporting period used for the last hospice provider preview report?

Answer 5:

The claims-based measures are only updated annually, in November. The data will not change until November 2024. To understand the dates for Public Reporting, we suggest you access the [Key Dates for Providers](#) webpage.