

## Hospice Outreach Email – June 2024

### Email Subject

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

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### Welcome

### Annual Payment Update Reminders

#### FY 2025 Reconsideration Period

We are reaching out to remind you of the upcoming reconsideration period for the Fiscal Year (FY) 2025 Hospice Quality Reporting Program (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 2024. 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 [Hospice QRP Announcements & Spotlight](#) webpage. 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 with the Annual Payment Update (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.

### **Annual Payment Update Reminders**

#### FY 2026 Hospice Quality Reporting Reminder

For hospices to meet the HQRP requirements, both Hospice Item Set (HIS) and the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Hospice Survey requirements must be submitted timely each year. The Calendar Year (CY) 2024 data collection began on January 1, 2024, and impacts your Annual Payment Update (APU) for the Fiscal Year (FY) 2026. 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 [Requirements and 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 web](#)page.

### **HQRP New and Updated Resources**

A new page has been added to help hospice providers with correcting demographic data. The page is titled How to Update Hospice Demographic Data. Here is a link to the page: [How to Update Demographic Data](#)

- Hospice providers should regularly review their reports to verify that their demographic data is accurate. The Provider Preview Reports reflect the quality measure data and hospice demographic information that will be posted to [Care Compare](#) in the following quarter.
- If any piece of demographic information is incorrect, the hospice provider must complete form CMS-855A in PECOS with the updated demographic information. Request your Medicare Administrative Contractor (MAC) to send the completed form to the appropriate State Agency with a request to update the demographic data in Internet Quality Improvement Evaluation System (iQIES).
- Please note, updates to demographic data do not happen in real time and can take up to 6 months to appear on Care Compare.
- The HQRP Quarterly Q&A for Q1 2024 is now available. This Q&A includes selected questions received by the Hospice Quality Help Desk during the first quarter of 2024 (January 1 to March 31, 2024). A link to the document can be found in the Downloads section of the [HQRP Requirements and Best Practices](#) webpage.
- The PAC Hospice Quick Reference Guide has been updated and is now available on the [HQRP Requirements and Best Practices](#) webpage at:  
<https://www.cms.gov/files/document/pac-hospice-quickreferenceguide-20240425.pdf>.

CMS has posted updated documents on the Requirements and Best Practices and HIS webpages.

- On the Requirements and Best Practices page, we updated the Timeliness Compliance Threshold for HIS Submissions Fact Sheet.
- On the HIS Page we updated the HIS Manual and HIS Item Sets
  - HIS Manual V3.01 and an HIS Manual Change Table V3.001 to V3.02.
  - HIS Manual V3.02
  - HIS Admission V3.02
  - HIS Discharge V3.02

Please visit the Requirements and Best Practices and HIS webpages to access the updated documents.

### **CMS released the HQRP 2023 Information Gathering Report.**

This report provides information from literature reviews and expert interviews that supports the expansion of the hospice quality reporting program.

The updated Information Gathering Report is available in the downloads section of the Provider and Stakeholder Engagement page.

### **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** Provide 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](#) webpages.

### **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 for the Calendar year 2024 will be posted on the [Home Health, Hospice and DME Open Door Forum](#) webpage.

### **Public Reporting Updates**

The current refresh of Hospice Care Compare data was in May of 2024. Provider Preview Reports for the May Refresh were released in February 2024.

### **CAHPS® Hospice Survey**

The CAHPS® Hospice Survey continues to collect data. The 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**

On April 4, 2024, the Centers for Medicare & Medicaid Services (CMS) issued a proposed rule ([CMS-1810-P](#)) that provides updates to the fiscal year (FY) 2025 Hospice Quality Reporting Program (HQRP). This rule proposes to clarify current policy related to the “election statement” and the “notice of election”, as well as to add clarifying language regarding hospice certification. The rule also proposes the implementation of collecting and submitting HOPE data as of October 1, 2025. The comment period for the proposed rule ended on May 28, 2024.

## **CMS Hospice Quality Reporting Program Forum**

CMS hosted an online seminar on Tuesday, November 14, 2023, to share hospice-related updates around the Calendar Year (CY) 2024 Medicare Home Health Prospective Payment System (HH PPS) Final Rule published on November 1, 2023.

Topics covered included:

- Finalized Informal Dispute Resolution (IDR) process, and
- The finalized Hospice Special Focus Program (SFP) including: selection, public reporting, enforcement, completion, and termination.

The slide deck presented and transcript of the presentation are available in the Downloads section of the [Hospice Special Focus Program](#) webpage.

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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