

## Hospice Outreach Email – December 2019

### Anticipated Distribution Date

December 19, 2019

### Email Subject

Hospice Quality Reporting Program (HQRP) – Important Updates

### Email Content

Good morning/afternoon,

#### **Hospice Quality Reporting for Calendar Year 2020 Begins January 1, 2020**

The Calendar Year (CY) 2020 HQRP data begins January 1, 2020 for hospices to meet the quality reporting requirements that apply to BOTH Hospice Item Set (HIS) and the CAHPS® Hospice Survey requirements. Data from CY 2020 impacts your Annual Payment Update (APU) in FY 2022. To ensure your hospice achieves its full APU, please be sure to meet the quality reporting requirements:

- **For HIS:** The threshold for HIS is 90%. This means that 90% of all HIS assessments must be submitted and accepted within 30 days of the admission or discharge date. The 90% threshold began with calendar year 2018 data for FY 2020 payment impact to the APU and must be met for all subsequent calendar years (CY) for their related FY payment impact.
- **For CAHPS:** All Medicare-certified hospices are required to conduct the CAHPS®. Hospice Survey Hospices 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).

Educational trainings on how to achieve HQRP Requirement compliance can be found on the [Training and Education Library webpage](#), including the November 14, 2019 session “Success with the HQRP: Putting the Pieces Together to Meet Compliance” that includes great information for providers considering switching their vendor for the CAHPS® Hospice Survey.

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](#).

#### **HQRP Quarterly Updates**

The Hospice Quarterly Update for the third quarter of 2019 is now available. This update includes Hospice Quality Reporting Program highlights from this past quarter (July – September 2019), events and engagement opportunities planned for this coming quarter (October – December 2019), and selected questions and answers from the Hospice Quality Help Desk. The Quarterly Update is available in the Downloads box on the [HQRP Requirements and Best Practices webpage](#).

#### **Hospice Compare Updates**

On November 15, 2019, the Hospice Compare website was updated with the quarterly refresh of data, including the Hospice Visits when Death is Imminent three-day measure, which was first publicly reported in August 2019.

Hospice Compare refreshes occur quarterly, with the next one scheduled for February 2020.

For more information on these measures relating to public reporting, please visit the [Public Reporting: Background and Announcements webpage](#) and click on the Fact Sheet or Q&A document in the Downloads box. To track key dates related to public reporting, please visit the [Key Dates for Providers webpage](#).

**HOPE Tool Update**

CMS is developing a new patient assessment tool to be proposed in future rulemaking. As finalized in the [Fiscal Year 2020 Hospice Wage Index and Payment Rate Update and Hospice Quality Reporting Requirements Final Rule](#), the hospice patient assessment instrument is identified as the Hospice Outcomes & Patient Evaluation (HOPE).

CMS is actively seeking to engage with stakeholders as it develops the new patient assessment tool. A Special Open Door Forum (ODF) series on the Hospice Outcomes & Patient Evaluation (HOPE) Tool was held on September 12 and December 4, 2019. For more information on the HOPE tool, including access to the ODF presentations, please visit the [HOPE webpage](#).

Swingtech is contracted by CMS to provide outreach and share important reminders with providers for the IRF, LTCH, SNF, and Hospice Quality Reporting Programs.

Thank you,  
The Swingtech Help Desk Team  
*Work performed under CMS Contract # 75FCMC18C0039*

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