

Hospice Outreach Email – March 2020

Method of Communication

This message will be sent via email to hospices with email addresses in STAR and to providers whose email addresses Swingtech has obtained through the Help Desk.

Anticipated Distribution Date

March 23, 2020

Email Subject

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

Email Content

Good morning/afternoon,

Hospice Quality Reporting Reminder

The Calendar Year (CY) 2020 HQRP data began 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.
- **For CAHPS:** All Medicare-certified hospices that 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.

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](#).

CAHPS® Survey Size Exemption Reminder

The 2020 Size Exemption form for small hospices is now available on the [CAHPS Hospice Survey website](#). Hospices with fewer than 50 survey eligible patient/caregiver pairs in 2019 are eligible to fill out the form and submit it for an exemption from data collection in 2020. The form will be up until December 31, 2020.

New Resources for Assisting Hospice with QRP Compliance

CMS has issued a fact sheet containing requirements for FY 2021 and future reporting fiscal years. The fact sheet includes background information, requirements, reporting timeframes, and frequently asked questions. The requirements fact sheet is available in the Downloads box on the [HQRP Requirements and Best Practices webpage](#).

CMS held a webinar on Tuesday, March 3, 2020, to provide a general overview of the Hospice Item Set (HIS) and associated submission requirements. [Sign up](#) to receive notice of when a recording of the session is available for viewing.

Hospice Compare Updates

On February 20, 2020, the Hospice Compare website was updated with the quarterly refresh of data. The next quarterly refresh is scheduled for May 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).

The Information Gathering Report and Focus Group Addendum prepared to support the development of the Hospice Outcome & Patient Evaluation (HOPE) are now available on 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

[Sign up for CMS Post-Acute Care Quality Reporting Updates](#)