

Hospice Quality Reporting Program (HQRP)



Help Desk Questions and Answers: Quarter 3, 2023

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

The HQRP Help Desk responded to sixty seven (67) questions in the third quarter of 2023. This quarter covers questions received between July 1 and September 30, 2023. The questions below reflect newer and/or more common questions.

Question 1:

How to Update Hospice Demographic Data

Our Agency information on Care Compare is inaccurate. We have a new address and phone number. How can we correct these?

Answer 1:

CMS has created a new webpage to help providers understand how to update their demographic data. Provider demographic data is displayed on Care Compare in addition to the



quality data for the Hospice Quality Reporting Program (HQRP). This new page, [How to Update Hospice Demographic Data](#), can be accessed via the [CMS HQRP website](#) by browsing down the left-hand navigation column. This page will guide providers through the process for verifying and then updating their demographic information to ensure accuracy. Demographic data includes information, such as address, telephone number, and ownership status for the hospice.

Note: Updates to hospice provider demographic information do not happen in real-time and can take up to 6 months to appear on Care Compare.

Question 2:

No Medicare Number

We have a Hospice patient that does not have Medicare and we have received rejections when submitting their billing number on the HIS for item # A0600B. Can you please advise us on how to handle this situation?

Answer 2:

On the HIS Admission and HIS Discharge Item sets, #A0600B can ONLY be a Medicare number or an RRB number.

The Medicare Number or RRB number entered in A0600B is not intended to reflect the patient's payer source. The Medicare Number or RRB number is used for patient identification purposes only. For the purposes of HIS item completion, if the patient has a Medicare Number or RRB number, enter it in A0600B, even if Medicare is not a payer or is a secondary payer. If there is no Medicare number, leave this blank.

Question 3:

Administrative Discharges

How do we handle submitting the HIS for hospice patients who require an administrative discharge? Do we need to submit an HIS-Discharge, then readmit the patient and submit an HIS-Admission?

Answer 3:

Provided there is no interruption in care, when a discharge is solely for administrative purposes (e.g., from private payer to Medicare, or another administrative reason) no further action is needed. There is no need to complete an HIS-Discharge record as long as there is no



interruption in care. For HIS submission purposes, the hospice should submit the HIS-Discharge record once the patient is no longer receiving services from the hospice or there is an interruption in care related to one of the reasons listed in Item #A2115 Reason for discharge.

Reasons for discharge include: 01. Expired, 02. Revoked, 03. No longer terminally ill, 04. Moved out of hospice service area, 05. Transferred to another hospice, and 06. Discharged for cause.

Please refer to the [HIS Manual V3.00](#) for more information.

Question 4:

Training on the Hospice Quality Reporting Program (HQRP).

I am searching for the most recent training to understand the Hospice Quality Reporting Program (HQRP). Can you advise me?

Answer 4:

There is a newly revised web-based training course that you will find by scrolling through the [HQRP Training and Education Library](#) located on the CMS HQRP website. The training, *Introduction to the Hospice Quality Reporting Program (HQRP) Web-Based Training*, can be found near the top of the page and is dated May 30, 2023.

This web-based course has two parts.

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. Provides an introduction to the HQRP data submission requirements and reports available to providers.