

Hospice Outreach Email – March 2025

Email Subject

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

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Welcome

Annual Payment Update Reminders

FY 2027 Hospice Quality Reporting Reminder

For hospices to meet the HQRP requirements, both the Hospice Item Set (HIS) and the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Hospice Survey must be submitted timely each year. Data collection for the Calendar Year (CY) 2025 began on January 1, 2025, and impacts your Annual Payment Update (APU) for the Fiscal Year (FY) 2027. Beginning with FY 2024, hospices that fail to meet HQRP requirements face a 4% payment penalty.

- **Hospice assessment:** 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 reporting periods are based on the submission of HIS admission or discharge assessments between 1/1/2025-9/30/2025, whereas HOPE is scheduled to begin reporting on 10/1/2025.
- **Consumer Assessments of Healthcare Providers and Systems (CAHPS®):** All Medicare-certified hospices required to conduct the CAHPS® Hospice Survey must contract with an approved CAHPS® Hospice Survey vendor and conduct the survey for a 12-month period each calendar year. For more information on CAHPS® Hospice Survey requirements, please visit the survey website: www.hospicecahpssurvey.org. The data collection quarters for CAHPS® are based on patient deaths occurring between 1/1/2025-12/31/2025, inclusive.

- **Claims:** Administrative data collected from claims, and hospices are automatically considered 100% compliant upon 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](#) webpage.

How to Update Hospice Demographic Data

- The **How to Update Hospice Demographic Data** is available to help hospice providers with correcting 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 demographic information is incorrect, the hospice provider must complete the CMS-855A form in PECOS with the updated demographic information. Afterward, 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 the Internet Quality Improvement Evaluation System (iQIES).
 - Please note that 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 Q3 2024 is now available. This Q&A includes a selected questions received by the Hospice Quality Help Desk during the first quarter of 2024 (July 1 to September 30, 2024). A link to the document can be found in the Downloads section of the [HQRP Requirements and Best Practices](#) webpage.
- On the HOPE Page we updated the HOPE Manual and HOPE Item Sets.
 - [Hope Guidance Manual v1.00](#)
 - [HOPE v1.00 Admission](#)
 - [HOPE-v1.00_HOPE-Update-Visit_508c \(PDF\)](#)
 - [HOPE v1.00 Discharge](#)

Please visit the HOPE webpage to access the updated documents.

NEW HOPE RESOURCES AVAILABLE:

Introducing the HOPE Tool Web-Based Training

The Centers for Medicare & Medicaid Services is offering a web-based training course that provides an overview of the Hospice Outcomes and Patient Evaluation (HOPE) tool and how it relates to the Hospice Quality Reporting Program (HQRP) as described in the fiscal year (FY) 2025 Hospice Final Rule. The course is intended for all hospice providers.

The course contains five sections and includes interactive exercises to help you understand and apply the content presented. This 'Train-the-Trainer' program is the first in a series of training about the HOPE tool. More detailed comprehensive training will follow throughout FY2025 as hospices begin to prepare for HOPE implementation and data collection which starts on October 1, 2025 (FY2026). To access the training, click on the following link: [HOPE Web-Based Training](#).

HOPE Data Collection Timepoints Explainer Video

The Centers for Medicare & Medicaid Services is offering a 4-minute, animated explainer video, Hospice Outcomes and Patient Evaluations (HOPE) Data Collection Timepoints for hospice providers. This video describes HOPE, the timepoints, their data collection timeframes, and introduces the symptom follow-up visit (or SFV), if triggered during a HOPE timepoint.

HOPE data collection will be required for the Hospice Quality Reporting Program (HQRP) beginning on October 1, 2025 (FY 2026). The video is now available through the following link: [HOPE Timepoints Explainer Video](#).

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.

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.

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 August of 2024. Provider Preview Reports for the August 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 August 6, 2024, the Centers for Medicare & Medicaid Services (CMS) issued a final rule pdf ([CMS-1810-F](#)) that provides updates to the fiscal year (FY) 2025 Hospice Quality Reporting Program (HQRP). This rule clarifies 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 clarifies the implementation of collecting and submitting HOPE data as of October 1, 2025. The HOPE Guidance Manual and HOPE QM User Manual are available on the [HOPE](#) webpage in the **Downloads** section.

The [HOPE Technical Information](#) webpage is now available and provides updates and resources related to HOPE (Hospice Outcomes and Patient Evaluation) data submission specifications and other technical information.

- [HOPE Data Specs V1.00.0 \(DRAFT\) 09-17-2024](#)

On October 1, 2024, CMS posted a web-based training course, **Introducing the Hospice Outcomes and Patient Evaluation (HOPE) Tool** is now available for hospice providers. This resource can be accessed through the [HQRP Training and Education Library](#).

For questions related to content posted on this page, please contact the Technical Help Desk at iQIES@cms.hhs.gov.

On Thursday, December 12, 2024, the Centers for Medicare & Medicaid Services (CMS) hosted an HQRP Forum to provide an overview of the **Hospice Outcomes and Patient Evaluation (HOPE)** tool and the transition to the **Internet Quality Improvement and Evaluation System (iQIES)**. Materials from this HQRP Forum, including a recording of the presentation, are now available in the Downloads section of the [Provider and Stakeholder Engagement](#) webpage.

Thank you,
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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