Hospice Outreach Email – March 2019

Distribution Date
March 19, 2019

Email Subject
Important Updates on the Hospice Quality Reporting Program (HQRP)

Email Content
Good morning/afternoon,

Please see below for important updates and information related to the Hospice Quality Reporting Program (HQRP).

Hospice Quality Reporting Program Update
The Calendar Year (CY) 2019 HQRP began January 1, 2019. Hospice Item Set (HIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS®) Hospice Survey data from CY 2019 impacts your Annual Payment Update (APU) in Fiscal Year (FY) 2021. To ensure your hospice achieves its full APU, please continue to meet the hospice quality reporting requirements for both HIS and CAHPS® Hospice Survey 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 [Best Practices webpage](#) and related educational trainings found on the [Training and Education Library webpage](#).

Achieving a Full APU Webinar
Materials from the January 23, 2019 "Hospice Quality Reporting Program (HQRP): Achieving a Full Annual Payment Update (APU) Webinar" are available in the Downloads box on the [HQRP Training and Education Library webpage](#). This webinar provides information on HIS and CAHPS® compliance, how quality reporting relates to APU, and which reports can assist your hospice with quality reporting.

HQRP QM Manual Updates
Version 3.0 of the HQRP QM Manual is available for download on the [Current Measures webpage](#). The measure specifications for "Hospice Visits when Death is Imminent Measure 1 and Measure 2" are included in this new version.

HQRP Quarterly Update
The HQRP Quarterly Update for Q4 of 2018 has been posted to the [HQRP Requirements and Best Practices webpage](#). This document features frequently asked questions that were received by the Hospice Quality Help Desk, as well as general HQRP updates and events from the fourth quarter of 2018.

General Reminders
Visit the [HQRP website](#) to access its many useful pages. If you have any questions, please email the Hospice Quality Help Desk at HospiceQualityQuestions@cms.hhs.gov.

For additional help specifically with the CAHPS® requirements, contact the CAHPS® Survey Project Team at hospicecahpssurvey@HCQIS.org or 1-844-472-4621.

CORMAC sends informational messages to hospices on a quarterly basis. If you need to add or change the email addresses to which these messages are sent, please email QRPHelp@cormac-corp.com and be sure to include your facility name and CMS Certification Number (CCN) along with any requested updates.

CORMAC 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 CORMAC Help Desk Team

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