

CAHPS Hospice Survey Podcast for Hospices – Transcript

Overview of Requirements

Presentation available at <https://hospicecahpsurvey.org/en/hospice-tools/podcasts-for-hospices/>

Updated March 2024

Slide 1

Welcome to the CAHPS Hospice Survey: Podcast for Hospices series. These podcasts were created for staff at hospice organizations. In this podcast, we will review basic requirements for compliance with national implementation of the CAHPS Hospice Survey. We will discuss how a hospice's APU may be affected by failure to participate. We will also discuss whether your hospice needs to participate or if it qualifies for an exemption. Finally, we will review the basic requirements for hospices that do not qualify for an exemption.

Slide 2 – Everybody take note

Participation in the CAHPS Hospice Survey is required to meet the pay for reporting requirement of the Hospice Quality Reporting Program for the associated fiscal year annual payment update, or APU.

All eligible Medicare-certified hospices must participate in the CAHPS Hospice Survey in order to receive their full APU. The slide provides an example of when a hospice's CAHPS Hospice Survey compliance in a given year will affect its APU.

Some hospices are exempt from participation in the CAHPS Hospice Survey. Hospices that qualify for an exemption are either very small or very new.

Slide 3 – Hospice Eligibility

If your hospice served 50 or more survey-eligible patients in the previous calendar year and received its CCN after January 1st of the previous calendar year, it is required to participate in the CAHPS Hospice Survey in order to receive its full Annual Payment Update (APU).

To comply with CMS's quality reporting requirements, all eligible hospices are required to contract with an approved survey vendor to collect CAHPS Hospice Survey data on an ongoing monthly basis.

Please note, if a survey vendor is non-compliant with program requirements, the non-compliant action may affect that hospice's APU for a given fiscal year. In other words, if your survey vendor fails to comply with CMS requirements for data collection and submission, this non-compliance may impact your hospice's payments from CMS.

For the CAHPS Hospice Survey, hospices are identified by their CMS Certification Number, or CCN. If multiple hospice facilities or programs share a single CCN, they will be counted together for the CAHPS Hospice Survey.

Slide 4 – Hospice Exemptions

There are two situations in which a hospice may be exempted from participation in the CAHPS Hospice Survey. Hospices that are too small or too new are exempted from participation.

Slide 5 – Participation Exemption for Newness

If a hospice receives its CCN on or after January 1st, it is eligible for a one-time exemption for newness for the remainder of that calendar year. All hospices that receive their CCN in a calendar year are required to participate beginning with January decedents in the next calendar year, unless they meet the exemption for size.

CMS will identify hospices eligible for this exemption, and there is no form for hospices to submit.

If your hospice is exempt from participation because of newness, you will **not** need to contract with a survey vendor until the beginning of the following calendar year.

Slide 6 – Participation Exemption for Size

Hospices can apply for an exemption from CAHPS Hospice Survey data collection and reporting requirements for the performance year if they have served fewer than 50 survey-eligible decedents/caregivers in the previous calendar year.

The form your hospice needs to submit is available on the CAHPS Hospice Survey Website at www.hospicecahpssurvey.org.

For multiple hospice programs sharing one CCN, the survey-eligible decedent/caregiver count is the total from **all** facilities under that CCN.

The Participation Exemption for Size Form must be received by December 31 of the calendar year for which the exemption is being claimed. The Participation Exemption for Size Form must be submitted for every year the hospice wishes to be considered for the exemption.

If your hospice is exempt from participation because of size, your hospice does **not** need to contract with a survey vendor for the performance year.

Slide 7 – Participation Exemption for Size

The Participation Exemption for Size Form documents the number of survey-eligible decedents/caregivers for the calendar year. On this form you must include, for the previous

calendar year, the number of patients who died while in hospice care and a count of patients who fell into the following categories:

- Patients who were discharged alive
- Decedents who were under the age of 18 when they passed away
- Decedents who died within 48 hours of their final admission to hospice care
- Decedents for whom there is no caregiver of record
- Decedents for whom the caregiver is a non-familial legal guardian or paid caregiver
- Decedents for whom the caregiver has a foreign (non-US or US Territory) home address, or
- Decedents whose caregiver requested that they not be contacted.

A patient may not be included in more than one of these categories. It is the hospice's responsibility to accurately portray the counts of patients on this form.

Slide 8 – Participation Exemption for Size

Please note that the CAHPS Hospice Survey Project Team will confirm receipt of the Participation Exemption for Size Form immediately upon its submission. Confirmation of receipt does **not** constitute approval or denial of this request.

CMS will determine the eligibility for size exemption for the APU period when they review all hospices to see if they met the Fiscal Year APU. If your exemption is accepted, you will not face a reduction in your APU. However, if CMS data indicates that your hospice has served 50 or more survey-eligible patients in the year, your hospice would not qualify for the exemption and in that instance, your hospice would face the reduction.

For this reason, it is the responsibility of the hospice submitting the Participation Exemption for Size Form to accurately portray the number of survey-eligible decedents/caregivers it has served for the year, as well as the other information required on the form.

Slide 9 – Hospice Roles and Responsibilities

If your hospice does not meet the exemptions for size or newness, then your hospice will need to participate in the CAHPS Hospice Survey. Your responsibilities for participation include the following:

First, you will need to select a survey vendor and negotiate a contract with the survey vendor to collect and submit CAHPS Hospice Survey data on your hospice's behalf. The approved survey vendor list is located under the left hand Approved Vendor List navigation button on the CAHPS Hospice Survey Website at www.hospicecahpsurvey.org. You will need to notify the CAHPS Hospice Survey team of the vendor you have authorized to collect and submit data on your hospice's behalf. Another podcast in this series describes the process for submitting the Vendor Authorization Form.

Your hospice will need to compile and deliver a complete and accurate monthly decedents/caregivers list, also known as the sample file. This file must be sent to your survey

vendor by a pre-determined date each month, which you will agree upon with your survey vendor. The sample file must be transmitted via a secure method.

Once the survey is underway, your hospice will need to review quarterly data submission reports to ensure that the survey vendor has submitted data on time and without problems.

Finally, your hospice must not do anything that influences caregivers' responses to the CAHPS hospice survey questions.

Additional details about all of these roles and responsibilities are included in other podcasts in this series.

Slide 10 – CAHPS Hospice Survey Technical Assistance

More information on these topics can be obtained at the CAHPS Hospice Survey website at: www.hospicecahpsurvey.org, by email at hospicecahpsurvey@hsag.com, or by calling 1-844-472-4621.

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