

National Hospice and Palliative Care Organization

Quality Alert



June 3, 2024

TO: NHPCO Provider and State Members
FROM: NHPCO Quality Team
RE: Care Compare Provider Preview Reports for August 2024 Care Compare Refresh

[Provider preview reports](#) for the August 2024 Care Compare refresh were made available in the Certification and Survey Provider Enhanced Reports (CASPER) application on June 3, 2023. The preview period for this Provider Preview Report is from June 3, 2024 to July 3, 2024.

Once released in CASPER, providers have 30 days during which to review their quality measure results and [request corrections](#) if necessary. Although the actual “preview period” is 30 days, the reports will continue to be available for another 30 days, or a total of 60 days. CMS encourages providers to download and save their Hospice Provider Preview Reports for future reference, as they will no longer be available in CASPER after this 60-day period.

For further instructions on how to access preview reports, providers are encouraged to review [CMS Hospice Provider Preview Report Access Instructions](#) and [NHPCO Charting a Course to Quality Comprehensive HQRP Resource Guide](#). *Charting a Course to Quality: Comprehensive HQRP Resource Guide* provides step-by-step guidance to hospice organizations on how to incorporate robust processes to collect, submit, and monitor performance on the required HQRP measures into their quality and performance improvement programs, as well as guidance related to maintaining compliance, discussing publicly reported quality measures with stakeholders, and navigating provider preview reports. Please reach out to quality@nhpco.org with questions.

Care Compare is a website published by the Centers for Medicare and Medicaid Services (CMS) that allows members of the public to search for and compare healthcare providers, including hospice agencies. Quality data is collected from hospice claims, patient assessments, and caregiver satisfaction surveys and is publicly reported on a quarterly, biannual, or annual basis. Additional resources are included at the end of this Alert.

Additional HQRP Resources

- CMS HQRP QM User’s Manual V1.01 (Aug 2022): <https://www.cms.gov/files/document/hqrp-qm-users-manual-v101aug2022.pdf>
- CMS Hospice Quality Reporting Program (HQRP): <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting>
- CMS HQRP Current Measures: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/Current-Measures>
- CMS HQRP Public Reporting: Key Dates for Providers: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/Public-Reporting-Key-Dates-for-Providers>
- CMS HQRP Announcements and Spotlight: <https://www.cms.gov/medicare/quality/hospice/hospice-grp-announcements-spotlight>

- CMS Calculating and Reporting Claims-Based Measures within the HQRP: <https://www.cms.gov/files/document/questionsandanswersclaims-basedmeasuresfeb2022.pdf>
- CMS Open Door Forum Podcast and Transcripts: <https://www.cms.gov/training-education/open-door-forums/about/odf-podcast-and-transcripts>
- CMS Hospice Quality Reporting Program (HQRP) Informational Video: <https://www.youtube.com/watch?v=nfcq80J6csw>

Please reach out to quality@nhpco.org with any questions.

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