NHPCO NewsBriefs December 20, 2018

- Palliative Care Playbook for Hospices
- HHS/OCR Seeks Input on Burdens of HIPAA Rules
- New Medicare Card: MAC Look-Up Tool Updated
- CMS Posts Update to CERT Program
- HQRP Reminders for Providers
- Disaster Exceptions and Extensions Information
- CAHPS Hospice Survey Mail & Telephone Materials
- Hospice Compliance Certificate Program comes to DC
- That Time of the Year: Our E-OL Freebies to You!
- 2019 Webinar Packages
- Limited Space Still Available for ICM Train-the-Training
- State Report on Palliative Care Released
- Article on LifeCourse Research and Outcomes
- Technical Panel Nominations for CMS Measures Project
- Edo Hosts Podcast with VA Leadership
- Podcast from Physician & Advanced Practice Provider
- Upcoming Chats Not to Miss
- In Case You Missed It – Chat Recordings on MyNHPCO
- My Hospice Thank You!

NHPCO extends best wishes for the holiday season and approaching New Year. President and CEO Edo Banach shares a message in his latest blog post, “Perspective,” to remind us to focus on what’s important in our lives during the season.

As a reminder, NHPCO offices will be closed from December 21 and reopen on January 2, 2019.

TOP STORY

NHPCO is Developing a Palliative Care Playbook for Hospices
If your organization operates a palliative care program, separate from your hospice program, please consider sharing your tools and resources through this project. Your program will be acknowledged for any contributions that are used. NHPCO has contracted Kathy Brandt, of the kbgroup, to be the primary author of The Palliative Care Playbook. The Playbook will be a comprehensive resource that will include business case examples, job descriptions, budgets, documentation templates, metrics, competencies, and more. Please submit tools and resources for consideration to palliativecare@nhpco.org. Thank you for sharing your expertise with the field!

REGULATORY AND COMPLIANCE

HHS/OCR Seeks Input on Burdens of HIPAA Rules
HHS, Office for Civil Rights, issued a Request for Information seeking input from the public on how the Health Insurance Portability and Accountability Act Rules, especially the HIPAA Privacy Rule, could be modified to further the HHS Secretary’s goal of promoting coordinated, value-based healthcare. The RFI
requests information on any provisions of the HIPAA Rules that may present obstacles to these goals without contributing to the privacy and security of protected health information and/or patients’ ability to exercise their rights with respect to their PHI. Visit the HHS website for more information.

New Medicare Card: MAC Look-Up Tool Updated
Your Medicare Administrative Contractor’s secure portal Medicare Beneficiary Identifier look-up tool now returns the MBI even if the new Medicare card has not been mailed. If you do not already have access, sign up for your MAC’s portal to use this tool.

CMS Posts Update to CERT Program
CR 10931 - Update to Chapter 12 (PDF) “Update of the Comprehensive Error Rate Testing (CERT) Program of Publication 100-08 (Medicare Program Integrity Manual).” These instructions provide the MACs with guidance on entering feedback and payment adjustment information for the CERT program for claims that are canceled/replaced after the date of the CERT transaction file. In instances where the MAC has knowledge that a provider or supplier is part of a fraud investigation, the MAC may contact the CERT review contractor. The CERT review contractor will cease contact with the provider or supplier.

QUALITY

HQRPs Reminders for Providers

- **Hospice Provider Preview Reports Are Available**
  As previously reported, hospice provider preview reports and CAHPS® Survey provider preview reports have been updated and are now available. These two separate reports are available in your CASPER non-validation reports folder. Hospice providers are encouraged to review their Hospice Item Set quality measure results from Quarter 2, 2017 to Quarter 1, 2018 and their facility-level CAHPS survey results from Quarter 2, 2016 to Quarter 1, 2018. Providers have 30-days to review their HIS and CAHPS results (December 10, 2018 through January 9, 2019). Read the CMS notice online.

- **Hospice Compare Quarterly Refresh**
  The December 2018 quarterly refresh is available; visit Hospice Compare to view the data. This update reflects Hospice Item Set quality measure results based on data collected for the first through fourth quarters of 2017 and on CAHPS Survey results reported for the first quarter of 2016 through the fourth quarter of 2017.

Disaster Exceptions and Extensions Information Now Available
For all disaster related information moving forward, please visit the Reconsiderations and Exceptions & Extensions web page for your Quality Reporting Program. Memos will be posted in the downloads section of this page with additional information for each specific disaster impacting the Quality Reporting Programs.

CAHPS Hospice Survey Mail & Telephone Materials Posted
The CAHPS Hospice Survey mail and telephone materials from the Quality Assurance Guidelines V 5.0 have been posted. To view or download the revised CAHPS Hospice Survey materials, please click on the left-hand Survey Instruments navigation button. Survey vendors must utilize the revised CAHPS Hospice Survey materials beginning with January 2019 decedents (caregivers surveyed beginning April 1, 2019). Information is available on the CMS hospice CAHPS webpage.

PROFESSIONAL DEVELOPMENT AND EDUCATION

Hospice Compliance Certificate Program Comes to DC
Sold out in its inaugural offering last November, this program comes back as part of the 2019 Leadership and Advocacy Conference in Washington, DC, April 15-17; preconference offerings, like the Hospice Compliance Certificate Program are on April 13-14. Learn more and register now for the greatest possible savings. Early bird rates available until January 31, limited space for this program is available.

That Time of the Year: Our E-OL Freebies to You!
In the spirit of the holidays, NHPCO is making some E-OL courses free for members. They include:
• Trauma-Informed End of Life Care, with Leanna Anderson, MSW, LICSW, Barbara Ganzel, PhD, LMSW, and Scott Janssen, MA, MSW, LCSW.

• The Future of Healthcare, with Michael Burcham, MBA, DHA.

Access the entire freebie course catalog for all eight offerings. Happy Holidays!

2019 Webinar Packages
It’s not too late to purchase a 2019 NHPCO Webinar package and save up to $450. Look over the expanded range of Webinar topics scheduled for 2019.

Limited Space Still Available for ICM Train-the-Training
We encourage providers to take advantage of this special opportunity from NHPCO and Sutter Health to participate in the Integrated Care Management Train-the-Trainer Series for palliative and hospice care professionals. Improve patient engagement and satisfaction while achieving high quality outcomes. Delivered via eight webinars and four online modules; the first session is January 16. Continuing education is available. Learn more and register by January 14 (as long as space is available).

PALLIATIVE AND SERIOUS ILLNESS CARE

State Report on Palliative Care Released
The National Academy for State Health Policy just released a comprehensive review of what all 50 states are doing to support the delivery of palliative care to adults. The main report describes trends in the following categories: State Regulation of Palliative Care Services; State Reimbursement Strategies; and Advancing Public Awareness and Stakeholder Engagement. Visit the NASHP website to access the full report, along with two policy scans. NASHP will be hosting a free webinar on January 17, 2019 from 1:00-2:00 p.m. ET to discuss its findings in greater detail; registration is required. NHPCO extends its congratulations to Kitty Purington and her team for this great work.

Article on LifeCourse Research and Outcomes
Through the gracious support of the Robina Foundation, Allina Health has pursued the innovative LifeCourse research and implemented this work into practice. An article sharing the major outcomes from the LifeCourse research is now available online through the American Journal of Hospice and Palliative Medicine. Congratulations to Allina Health for this innovative approach to care for seriously ill individuals.

Technical Panel Nominations for CMS Measures Project
The National Coalition for Hospice and Palliative Care (that includes NHPCO and AAHPM) and RAND are seeking nominations for a Technical Expert Clinical User Patient Panel (TECUPP) and Measure Specification Panel (MSP) for the CMS Palliative Care Measures Project. Those who have an interest in providing input in the development of patient-reported outcome performance measures for the seriously ill population are encouraged to submit a nomination. The nomination period closes on January 4, 2019. More information, including all requirements needed for nominees, is available online.

NOTES FROM NHPCO

Edo Hosts Podcast with VA Leadership
NHPCO’s Edo Banach spoke with leaders from the Department of Veterans Affairs about caring for Veterans and the important role that hospice and palliative care professionals can play. They also shared updates about the We Honor Veterans program. Listen to Podcast #54, “Honoring Veterans.”

NATIONAL COUNCIL OF HOSPICE AND PALLIATIVE PROFESSIONALS

New Podcast from Physician & Advanced Practice Provider Section
The new episode of HPM Talk is here. Episode 8 of the NCHPP Physician and Advanced Practice Provider section’s podcast is part 1 of 3 in a series on the use of methadone in Palliative medicine. Join our host, Dr. Steve Baumrucker as he discusses the use of methadone in Palliative medicine with Laura
Hutchinson, the lead Nurse Practitioner for Wellmont Hospice. Subscribe to HPM Talk today in your favorite podcast player or go here to listen.

Upcoming Chats Not to Miss

- **Sweet Spot Part III: On-Going Dialogue with Members**
  Join the Spiritual Caregiver Section chat for a discussion related to ethical existential care for non-theists including atheists, agnostics, and humanists. Section Leader, Rev. Dr. Carla Cheatham will facilitate a discussion using participants’ comments and questions from last month’s chat to get this chat started –new questions will be solicited and we will learn more from and with each other. Join in on Thursday, January 3 at 3:00 p.m. ET. Register online.

- **New to Bereavement Coordination**
  Are you new to your role in bereavement? Are you a new bereavement manager? Join the Bereavement Professional Section for our “newbie” chat where you can learn the basics of your role and ask questions to help you be successful. On Wednesday, January 2 at 2:00 p.m. ET. Register online.

- **Pet Peace of Mind: Adding a Pet Care Program for Your Patients**
  Pet Peace of Mind helps hospices, home health agencies, palliative care programs and hospitals put a volunteer-driven program in place designed to ensure patients have the pet care assistance they need throughout their end of life journey and to aid with re-homing the pet after they pass. While not a specific NCHPP chat, we hope you will join the discussion to learn why starting a Pet Peace of Mind program can make sense for your organization. Held on Wednesday, January 9 at 1:00 p.m. ET. Please register online.

In Case You Missed It – Chat Recordings on MyNHPCO

- **Simulated Learning**
  December 18 – Education/Research/Academics chat recording – Check it out on MyNHPCO.

MY HOSPICE CAMPAIGN

My Hospice Thank You!

NHPCO and HAN would like to say THANK YOU to all who participated in the My Hospice campaign this year. We received an overwhelmingly positive response from the hospice and palliative care community. Many providers from across the country have embraced the campaign and shared their stories and photos through social media. My Hospice will continue in 2019! There is still more work to be done, educating lawmakers about the value of hospice. Stay tuned for more information about you can get involved next year. To see how others are contributing to the campaign, go to MyHospiceCampaign.org and scroll down to see the social media feed.