

CMS will host a Hospice Special Open Door Forum

SODF Information:

- *Date: Wednesday, December 19, 2012, 1-2 pm EST*
- *The Dial in is: 1-800-837-1935*
- *The Conference ID: 81540883*

Agenda Topics will include:

- *Updates about the upcoming availability of the data submission website*
- *Information about how to access the data submission website and create a user account*
- *Details about the data submission process*
- *Question and Answer session*

Hospice Providers, as well as Software developers and vendors, are highly encouraged to attend.

Audio File for Transcript:

<http://downloads.cms.gov/media/audio/121912HospiceSODFAudioFileID81540883.mp3>

CENTERS FOR MEDICARE AND MEDICAID SERVICES

**Moderator: Matthew Brown
December 19, 2012
1:00 p.m. ET**

Operator: Good afternoon, my name is (Stephanie) and I will be your conference facilitator today. At this time, I would like to welcome everyone to the Centers for Medicare & Medicaid Services Hospice Special Open Door Forum.

All lines have been placed on mute to prevent any background noise. After the speakers' remarks, there will be a question and answer session. If you would like to ask a question during this time, simply press star then the number one on your telephone keypad. If you would like to withdraw your question, press the pound key. Thank you.

Matthew Brown, you may begin your conference.

Matthew Brown: Thank you (Stephanie). Good afternoon and good morning to those joining us in Mountain and Pacific Time Zones. Welcome to our Hospice Special Open Door Forum. We apologize for getting started a couple minutes late here. We were trying to let everyone dial-in, we have a number of folks still trying to get through.

Hopefully you have the agenda in front of you that was posted on the hospice open door forum Web site, if not I'll quickly list the agenda topics: updates about the upcoming availability of the data submission Web site; information about how to access the data submission Web site and create a user account; details about the data submission process; and then we will have a question and answer session.

Of course we invited the hospice provider community as well as software developers and vendors. There will be an encore to this call, I'll give you the number now, the operator will also give you that number at the end of the call. If you want to jot it down now, 855-859-2056, and you would use this same conference I.D. you use to dial-in for this call.

With that, I will turn the call over to the call leader Robin Dowell with our Center for Clinical Standards and Quality. Robin.

Robin Dowell: Thanks Matthew and I will reiterate and good afternoon and good morning to everyone. As Matthew said, my name is Robin Dowell, I'm a nurse consultant in the Center for Clinical Standards and Quality here at CMS and I'd like to welcome you all to the special open door forum on the hospice quality reporting program.

We have a very focused purpose today and that is to provide you with details regarding the availability of the hospice quality reporting data entry and submission Web site, the registration process and the establishment of user accounts for access to the Web site, the data submission process itself and the user account deactivation process.

Our speakers today include myself, Lori Grocholski from CMS's Division of National Systems and Kathy Langenberg from Telligen.

First I'd like to provide some information on the upcoming availability of the data submission Web site.

On December 20th 2012 which is tomorrow, CMS anticipates posting the link to the hospice quality reporting program data entry and submission Web site, on the CMS Web site. This link will be located on the hospice quality reporting data submission page in the related links section at the bottom of that page. This link will allow users to begin registration prior to the January 1st start date for hospice quality reporting. If you are unfamiliar with the CMS hospice quality reporting program Web site, we will provide the Web site address at the end of this presentation.

I'd also like to tell you about user accounts.

A very important note that we want to emphasize about registration in general is this, there is only one user account allowed per hospice CCN or provider number.

Any registration of a hospice user account for a specific hospice CCN is only for the actual live or "production" data entry and submission. This means: do not register for a user account if you do not intend to complete data entry, submission and attestation tasks for your specific hospice provider.

Also, do not register for casual viewing purposes as this will directly impact your hospice's ability to register a user who will actually submit hospice quality reporting data.

Again, there is only one user account per CCN allowed for the submission of all the reporting program data for both the structural QAPI measure and the NQF #0209 Pain Measure.

Therefore, it is very important that providers do their best to plan and think through assigning the task of data entry and submission prior to registering for a user account. The person tasked with this responsibility of data entry and submission should be available throughout both submission periods to complete the submission for the structural measure by January 31st 2013 and the pain measure data by April 1st 2013.

We do realize there are circumstances where it may become necessary to replace one registered user with another. Therefore, the first user account must be deactivated in this circumstance. For these instances, there is a user deactivation process in place which will be discussed later on this call.

This deactivation policy or process is for those circumstances where providers cannot control the fact that the first user must be deactivated. However, we strongly encourage providers to try to plan for the best scenario to get them through both submission reporting periods with one user account. Again, if you do not intend to complete the tasks of registration, data entry, attestation and submission for a specific hospice provider, please do not register for an account.

Next Lori Grocholski will discuss the registration process and the data submission Web site itself.

Lori Grocholski : Thank you Robin. Again this is Lori Grocholski from CMS Division of National Systems. My first topic is going to be registration. Users who are tasked with the responsibility of entering and submitting hospice quality reporting data for a designated hospice will be allowed to self register for a user account starting on or about December 20th 2012.

Once registration is complete, the registered user will have view only functionality within the application through December 31, 2012. This means, the user will be able to view the Structural Measure and the NQF #0209 Pain Measure web pages. No data entry will be allowed until January 1, 2013 as previously communicated.

Early access functionality will include the ability to register for a user account for a designated hospice CCN. This means the user account will be considered live or production registration data to be utilized through and after January 1, 2013.

Also, the user has the ability to register for one or multiple CCN accounts through and after January 1, 2013. An example of this would be a corporate entity that has multiple hospices with different CCNs and wants one person submitting for all.

Also a user account will be active through both submission periods until April 1, 2013. Early access functionality will also include view only functionality to view the Structural Measure and the NQF #0209 Pain Measure pages.

This allows users to familiarize themselves with the Structural Measure and the NQF #0209 Pain Measure pages. No data entry functionality is available until January 1, 2013. No save functionality is available until January 1, 2013 and no attestation and submission pages are available until January 1, 2013. Early access functionality will not include the ability to view the attestation or submission pages.

For step by step guidance on registration for a user account to data enter and submit hospice quality reporting data, please refer to the Technical Users Guide for Hospice Quality Reporting, Data Entry and Submission located in the Download section of the CMS Hospice Quality Reporting Program website Data Submission page and on the www.qtso.com website under the hospice link on the left navigation bar.

The next topic I'm going to discuss is the data submission website.

As mentioned earlier, the hospice data entry and submission link will be made available on the CMS website on or about December 20th 2012. The link will be located on the CMS Hospice Quality Reporting website on the bottom of the Data Submission page. Selecting the link will take you to the Hospice Quality Reporting Data Entry and Submission home page.

Once on this page, users will click on the registration link located at the top of the page. A self registration page will appear and users may begin entering the following information.

- User information for the person requesting the user account
- The hospice provider information for the hospice which the user represents.

Registration information as well as data entry, attestation and submission information is detailed in the step by step instructions provided in the Technical Users Guide for Hospice Quality Reporting Data Entry and Submission.

We strongly encourage you to print and utilize this guide prior to and during your time in the Hospice Quality Reporting Data Entry and Submission website. Again, this Users Guide is available on the CMS Hospice for Quality Reporting Program website on the Data Submission page under Downloads located at the bottom of the page and also on www.qtso.com under the hospice link on the left navigation bar.

At this time, I'd like to introduce Kathy Langenberg from Telligen who will discuss the data submission process. Kathy.

Kathy Langenberg: Thanks (Lori). Hi everyone, I just want to highlight a few things about the data submission process that may or may not be highlighted in the manual that hopefully you have already downloaded and reviewed.

But in order to make the data entry a little bit easier, we'd really like to encourage that you complete the worksheets provided in the appendixes of the User Guide for Hospice Quality Reporting Data Collection.

Now this is the data collection guide, not the technical user guide that I'm referring to. The data collection guide actually has an Appendix A that contains the worksheet for the Structural Measure as well as the Appendix C that contains the worksheet for NQF #0209 Pain Measure. These worksheets actually mimic the web site pages and therefore if you complete these prior to entering the web site, your time in the web site will be minimal.

A few other things I'd like to highlight about the web site, you will have the ability to save without submitting the data to CMS. And what this allows you

to do is actually enter data or change data and save it as many times as you possibly need to prior to your final submission to CMS.

Warning and fatal messages are available throughout the actual web site. And as you'll notice in the technical users guide, we follow what we kind of call the "happy path". What it does is it will take you step by step through the entire application and guide you through the application to attestation and submitting your data to CMS.

Throughout the web site, you will see there may be warnings and what we call fatal messages throughout this process. You will find these in registration as you're doing the data entry as well as attestation and submission.

So the warning messages that may appear and like I said, these are not mentioned in the technical guide because we do follow the happy path, and what this does is help guide you through the process to enter and submit accurate data on behalf of your facility.

Warning messages are there to let you know that there maybe some inconsistency in the items that you've checked or entered but they do allow you to continue to submit. An example of this is if you say yes to the question that you have QAPI program with three or more quality indicators related to patient care but, you've only checked one topic, do you want to continue. All we're doing is identifying that you needed just double check your answers and if they're correct, you can continue or we're just giving you some things to double check your data.

Also available are a few of what we call fatal messages and what these messages do is basically warn you that you are not going to be able to submit your data unless that issue is fixed.

An example of this is on the NQF #0209 Pain Measure, if your pain measure numerator, which is question five, is larger than your pain measure denominator, which is question two, you'll need to fix that prior to your submission of your data to CMS.

And all we do with this is to help guide you through the application and all we're asking is that you pay attention to all the messages to ensure that your data that you enter and you submit is accurate.

Also, I'd like to talk a little bit about the print functionality. As with anything, we recommend that you do a print of each of the Structural Measure page and the NQF#0209 Pain measure page. Within the application you will see that there will be a page for the Structural Measure as well as the page for the NQF #0209 Pain Measure.

And even though you may have documented on a hard copy in front of you, what you're data entering, it's always good to have a double check or what some people maybe even call the triple check.

So what we're encouraging you to do is after your data entry and before or even after you've submitted your data to CMS is to actually print that information out. You can do this by selecting the print icon located on the menu bar at the top of your page or by going to the actual menu and selecting file and print in that fashion.

I'd like to talk a little bit more about attestation since that maybe a new concept to some people. Within the application, once you have enter your data, there is at the bottom of the page of both measures, there is what we call a "Save and Attest" button.

Once you're ready to actually submit your data, you select this button and what pops up is the attestation page. This attestation page is for you to verify that what you've entered is accurate to the best of your knowledge.

On that attestation page, it's required that you certify the data that you're sending is accurate and complete. And in order to do that, what you're going to do is enter your password to attest to the data. You're going to be using the same password as what you use to get into the application.

By entering the password and selecting "I Attest" and the "I Submit" buttons, you will get a popup message again saying you're about to submit your data to

CMS, you will no longer be able to make changes and are you sure you want to continue.

So, once you receive that and you select “Continue” your data is successfully submitted to CMS. Now you will notice there is an “I Decline” button on this page. If you do select the “I Decline”, you will also get a pop up message saying that your data has not been submitted to CMS.

So just to make it clear, in order to successfully submit your data to CMS, you must attest to the information your submitting. Once you attest you’re going to get another lovely page called the confirmation page and on this page, it’s basically going to say you have successfully submitted your data to CMS and here is a timestamp as well as the present on the page to show you that you’ve successfully submitted.

Again, we encourage you to print this for your record and in the same fashion as I talked previously...from the menu bar and the browser, go to file and then select print or you can select the print icon at the top of the page.

To review the submission deadlines that Lorie and Robin touched on. The Structural Measure submission deadline is January 31, 2013. You still have until April to submit your NQF #0209 Pain Measure data. February 1, 2013, the Structural Measure pages will go to a view only mode. So you will still be able to see what you entered and submitted but you will no longer be able to make any changes.

The NQF #0209 Pain Measure submission deadline is April 1, 2013 and the same thing will happen on April 2nd, you will still be able to view what you have submitted for the Pain Measure as well as the Structural Measure, but again no data entry will be allowed.

We’re emphasizing utilizing the technical users guide prior to and during the time you are in the data entry and submission Web site. We’ve mentioned a couple times where it is located and available and we do strongly encourage you to use this. It’s a very useful guide, it will walk you step by step through the application, through the data entry and through the attestation and submission process.

But if you do have any technical difficulties or any questions whatsoever, we have the QTSO helpdesk that is available with plenty of years of experience in data submission for a lot of our assessment tools and this will be handled no differently. They're helpfully to you and available and their phone number is 1-877-201-4721. Or you can contact them at www.help@qtso.com. Again they're there for any technical difficulties or questions regarding the web site. They'd be more than happy to walk you through whatever questions you may have.

So, at this time, I think I will hand this back over to Robin to talk about the deactivation process.

Robin Dowell: Thanks Kathy. As we already stated, since there is only one user account allowed per hospice CCM, it is in the best interest of every provider to thoroughly think through and identify a person who is best suited for the responsibility of registering, entering, attesting to, and submitting their hospice quality reporting program data on behalf of their hospice provider.

In circumstances where a new user needs to replace an existing user, CMS has established a user deactivation process. Now this process allows deactivation or deletion of an existing user account which enables then a new user to access the hospice CCN for data entry and submission on the – on the Web site.

In instances where this process is required, it is vitally important that providers understand the following information:

When a user account is deactivated, all data entered and/or submitted by that user on behalf of that provider is deleted.

This means that all data previously entered or submitted to CMS will be deleted and no longer associated with the provider. The hospice will not have access to that data; they will not be able to see it and know what was previously entered once the account is deactivated.

So as Kathy stated, we strongly recommended that you print each measure page for your record.

All data previously entered or submitted must be re-entered and submit – resubmitted by a new user.

This means that if the user account is deactivated prior to the end of January so the January 31st submission deadline, the new user must reenter and/or resubmit the structural measure data prior to January 31st 2013.

It also means that if a user is deactivated after the end of the January 31st submission deadline, there is no ability to reenter or resubmit that data.

Now consideration will be given to hospices who, due to circumstances well beyond their control, must request deactivation after completing the structural measure data entry, attestation and submission by the deadline.

For this reason CMS strongly encourages the hospice provider again to plan as best they can that the person assigned this responsibility be available throughout both reporting period.

We do realize that there are circumstances that will require this user deactivation process to be used.

However, we strongly encourage you to think this through when making plans for submission to try to avoid using the deactivation process.

If the deactivation process must be utilized, a completed User Deactivation form along with the provider letterhead must be submitted to the QTSO helpdesk via e-mail and that e-mail address again is help@qtso.com or that deactivation user form can be submitted via fax to 888-477-7871.

The hospice individual User Deactivation request form will be available by contacting the QTSO helpdesk at 1-877-201-4721. I'm going to repeat that number, 1-877-201-4721. The form includes instructions for completion and submission of the deactivation request. But if you have any questions, you can contact the QTSO helpdesk by phone at that number I just gave you or e-mail them at help.qtso – help@qtso.com.

So next (Lori) will provide a recap for us. (Lori).

Lori Grocholski : Thank you Robin. The link will be made available on or about December 20th on the CMS Hospice Quality Reporting website.

- Also on or about December 20th, registration may begin. The registration will be available until the end of the second submission period. Between December 20th – 31st registered users will be able to view the structural measure and pain measure pages within the application. However, no data entry will be possible during this time period.

On January 1, 2013, data entry and submission of the structural measure and the NQF #0209 Pain Measure may begin. There is only one user account allowed per hospice CCN for the data entry and submission of quality reporting data for both the structural measure and the NQF #0209 Pain Measure.

Providers are strongly encouraged to plan PRIOR to registration who will be responsible for the tasks of registering for a user account, data entry of QPR data, and attestation and submission of that data to CMS

If you have any technical questions, please contact the QTSO helpdesk. I know Kathy already provided this to you but I'm going to repeat, you can contact the QTSO Help Desk at help@qtso.com or 1-877-201-4721.

The CMS Hospice Quality Reporting website is located at:

<http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Hospice-Quality-Reporting/Data-Submission.html>

Or, when you are on the CMS.gov webpage, enter "Hospiceqrp" in the search box.

OK, our special Hospice Open Door Forum is concluded at this time, we will now hand this over to Matthew Brown to begin our question and answer session.

Matthew Brown: Thank you (Lori). And with that, (Stephanie) actually, will you remind the callers how to enter the queue to ask their questions.

Operator: As a reminder ladies and gentlemen, if you would like to ask a question, please press star then the number one on your telephone keypad. If you would like to withdraw your question, press the pound key. Please limit your question to one question and one follow-up to allow other participants to have the question. If you require any further follow up, you may press star one again to rejoin the queue.

Your first question comes from (Javier Martinez) with Legacy Hospice.

(Javier Martinez): I'm sorry?

Operator: Could you (inaudible)?

Matthew Brown: You can go ahead. Go ahead sir.

Operator: You have question?

(Javier Martinez): I'm sorry.

Operator: I'm sorry, your first question comes from (Jill Martin) with Dignity Home Health home, your line is open.

(Jill Martin): Hi. I have a question regarding the fact that previous users' data, once deactivated will be deleted and not viewable. Does that mean that it's not even viewable to CMS, it's like it never existed?

(Lori Grocholski): No, it's just submitted and not viewable to the provider.

(Jill Martin): OK. Thank you.

Operator: Your next question comes from (Nancy Elliot) with (Care Soap), your line is open.

(Nancy Elliot): Thank you very much, I appreciate all the specific information. My question is for Kathy I believe, regarding the worksheet that was in the data collection guide. Kathy, can you just refresh your thought, your comment on where to find that worksheet that we need to complete prior to submission?

Kathy Langenberg: Sure. The data collection users' guide as I'm popping on the CMS Web site right now, I believe is located under the highest spotlight section of the CMS hospice quality reporting Web site.

At the bottom of the page under downloads is the data collection guide. Now, within that guide, there are some nice appendices in the back of the guide and those will be appendixes that I was referring to.

Appendix A has a worksheet that is actually for the structural measure. And then, appendix B actually gives you a little bit more descriptions about the topics and categories and the domains that are identified in appendix A. Appendix C actually contains the worksheet that is – that can be utilized for the – for the NQF #0209 Pain Measure.

And if you – if you utilize those two actually, obviously your data collection time period is for fourth quarter of 2012 and gathering your data and accumulating your data, those worksheet will help guide you and come to your conclusions of what you're actually going to enter into the Web site.

(Jill Martin): Thank you very much for that.

Kathy Langenberg: Sure.

Operator: Your next question comes from (Wendy Bolton) with Mercy Hospice, your line is open.

(Wendy Bolton), your line is open.

(Wendy Bolton): I'm sorry, I was in, had mute on. Can you hear me now?

Matthew Brown: We can hear you.

(Wendy Bolton): OK. My question is regarding the deactivation process also. If you have a person enters all the submission for this period including the pain measure and then, before the end of the 2013, we have to put a new person in. Is that going to affect the data that was entered as far as CMS is concern for the hospice reporting or will that just go forward and the new user will be for the next enter period?

Robin Dowell: If you mean that you have one user that has submitted their both measures by April 1, 2013? (inaudible).

(Wendy Bolton): That's right.

Robin Dowell: And you're referring to what happens for the next year's data entry, that will be all a ...

(Wendy Bolton): Good (inaudible).

Robin Dowell: ... new process.

(Wendy Bolton): Yes, we put a new person in at that point without losing anything as far as the entry.

Robin Dowell: Right, because your entry by then by the next year will already have been counted towards your, you know, your APU, your Annual Payment Update.

(Wendy Bolton): That's what I want to be sure of, thank you very much.

Robin Dowell: You're welcome.

Operator: Your next question comes from (Linda Ruddick) with VNS Hospice, your line is open.

(Linda Ruddick): Hi, this is just very really quick question. At the very beginning of your talk today, you've mentioned about some kind of your agenda or hand-out. When I look on the side, I didn't see your current respond and everything. Is there something that I can access for this out I'll talk (inaudible) said?

Matthew Brown: Sure, if you go to the – you're familiar with the hospice, the home health hospice DME open door forum?

(Linda Ruddick): OK, it's under DME?

Matthew Brown: Yes.

(Linda Ruddick): OK. (Inaudible).

Matthew Brown: (Inaudible) – the cms.gov Web site.

(Linda Ruddick): OK.

Matthew Brown: And the easy way – the easiest way to do it is there's a search feature in the top right, type-in ...

(Linda Ruddick): OK.

Matthew Brown: ... open door forum.

(Linda Ruddick): OK.

Matthew Brown: Click on that. It'll bring you to the main open-door forum page, on the left-hand side, you'll see the different topics and click on the home health hospice DME.

(Linda Ruddick): OK, does it have today's dates then?

Matthew Brown: It does, so just look at the bottom for ...

(Linda Ruddick): OK.

Matthew Brown: ... in the download section, you'll see December 19th and you'll see the title of this call.

(Linda Ruddick): OK, now I saw a lot of the other one but I didn't see this one but I'll look then. I know where you're talking about.

Matthew Brown: OK.

(Linda Ruddick): OK, thank you.

Matthew Brown: No problem.

Operator: Your next question comes from (Jim Joyce) with Excelsa Health Hospice, your line is open.

- (Jim Joyce): Yes, I was wondering on the CMS Web site, the technical users' guide, the one I'm seeing is version 1.2. Is that the most up-to-date version?
- (Ellen Berry): Hi, this is (Ellen Berry). We will be posting an updated one possibly later this week I believe.
- (Jim Joyce): OK, thank you.
- Operator: Your next question comes from (Julie Kemp) with Mercy Home Care, your line is open.

(Julie Kemp), your line is open.
- (Julie Kemp): Hi, this is (Julie) and I have a question about the structural measures. In January, the question I have is we're just choosing the structural measures. Is that correct? Please clarify.
- Robin Dowell: In January, anytime between January 1st and January 31st, you are submitting to CMS those quality indicator topics that you utilized between October 1st, 2012 and December 31st, 2012 in your QAPI program and those are the indicators that are patient care related only.

So, ...
- (Julie Kemp): (Inaudible).
- Robin Dowell: ... when you said, we're selecting, you are – you are telling us what indicators you have been using for this last quarter of 2012.
- (Julie Kemp): OK, the other question I have in regards to that then is do we put in that application, that information in regards to the numerator or denominator, the outcomes of that data?
- Robin Dowell: No, for the structural measure, you are simply answering our question that whether you do or do not have at least three patient care related indicators in your QAPI program and then you are telling us what those indicators are. You are not reporting any performance data to us. No numbers in the structural measure, just the topics.

Now, for the NQF #0209 measure, the pain measure, you are giving us a numerator and denominator but not for the QAPI structural measure.

(Julie Kemp): OK, for the pain, is that been submitted in April or submitted in January?

Robin Dowell: The pain measure is to be submitted by April 1st, 2013. So, if you have all your information about how you perform on that pain measure from October 1st, 2012 through December 31st, 2012 earlier than April 1st, you may submit it earlier.

(Julie Kemp): OK, thank you.

Robin Dowell: There is a WebEx training on the measures posted on the cms.gov site.

(Julie Kemp): Thank you.

Operator: Your next question comes from (Peg Eisenhower) with Multicare Good Samaritan Home Health & Hospice, your line is open.

(Peg Eisenhower): Thank you. On the clarification after the data entry time, so the – we can begin entering the structural data January 1st and then submit that on the 31st and from what I'm understanding them, you can – is there a way to enter the pain information – I guess what I am saying is I may not have all the pain information and if I start entering pain medication along with the structural and hit submit, is that going to give me a whole bunch of error messages?

Robin Dowell: No, there are two submission pages. One, for the structural measure and you mentioned, you could start entering your structural measure data on January 1st. You do not have to wait until January 31st to attest to it and submit it. You can submit that anytime between January 1st and January 31st. Then, there is a second submission and attestation for the pain measure.

(Peg Eisenhower): OK, perfect. Thank you so much.

Robin Dowell: They are – they are separate.

Operator: Your next question comes from (Cynthia Drecker) with Provident Hospice, your line is open.

(Cynthia Drecker): Thank you. I have a technical question about the pain measure data submission. Where would I go to get an answer for that?

Robin Dowell: Why don't you tell me what the question is and I'll be better able to help you.

(Cynthia Drecker): OK, all right. Well, so, we did the WebEx and we saw that it collated the percentages. And my – so, actually, two questions. One is if you do not have any data, it appeared as it's the only place to enter that would be in unable to report. Is that correct? And that would be, you know, let say, you had 20 patient and you had one patient that there was no data for. So, would that go into the unable to report? Obviously, it's not a yes or a no.

Robin Dowell: I believe it would go into the unable to report but, you know, you can send me this question to R-O-B-I-N dot D-O-W-E-L-L @ cms.hhs.gov and I will make sure I've answered you adequately.

(Cynthia Drecker): OK, would you just give me that one more time. I got robindowell@cms.

Robin Dowell: Dot hhs.gov.

(Cynthia Drecker): OK. And it's HHS as in Sam dot gov. OK, all right.

I guess, and then I did have a second question and that was in regard to the patients that are unable to report with the way it's collated on the WebEx, those patients were not removed. So, if there was a desk or just alive discharge or a patient became comatose and was unable to report, it appeared as if that data would not be – that data would be considered a no – a no – as a no and that the number – the only number that collates are the patients that have a yes? Should I send that one to you in writing as well?

Robin Dowell: You can do that unless there is someone on the line that – but (Francie), can you answer that one?

(Francie): I believe that what she's referring to here is that the patients remain in the denominator and that is part of the measure specification. It is explained in

detail in the user guides, the clinical user guides for data collection which is available on the CMS Web site the same place where you saw the webinars.

So, I believe actually that both of your questions would be answered by taking a look at the section about the 0209 measure there but, if you have additional questions, feel free to e-mail them in.

(Cynthia Drecker): Yes, I have read and study that actually ...

(Francie): Yes.

(Cynthia Drecker): ... and it wasn't as clear as I would have hope. So, that's why I was asking the question.

(Francie): OK, well, free ...

(Cynthia Drecker): (A part).

(Francie): ... to submit – yes?

(Cynthia Drecker): A part of the denominator was there but there was also some other conflicting information that didn't make sense to me. So, I'll go ahead and write the questions but I think I have my answers, thank you very much.

(Francie): OK.

Operator: Your next question comes from (Jacquelyn Capman) with (Health) of New York, your line is open.

(Jacquelyn Capman): Hi, how are you? I have one more question about the deactivation process. I just don't understand if someone is testing to submission of data that you're then deleting and then requesting that different person than it says to it. Could you explain why that's been gone?

Robin Dowell: It is the hospice that is requesting that their user be deactivated. It's only in those circumstances where beyond your control where you must have a second user registered. So, it is (inaudible).

(Jacquelyn Capman): I under – I under ...

Robin Dowell: It's the nature ...

(Jacquelyn Capman): I understand that.

Robin Dowell: ... of the – of the web – it's the nature of the Web site that that data will be deleted and you will have to reenter it.

(Jacquelyn Capman): Right. OK and I just have one more question for the next reporting period. Is that going to be all of 2014 then that's reported at one time or 2013 rather?

Robin Dowell: Yes.

(Jacquelyn Capman): Following? It will be.

Robin Dowell: Yes, you're correct.

(Jacquelyn Capman): So we won't have to – I'm sorry, we won't have to report again until sometime in 2014?

Robin Dowell: Correct.

(Jacquelyn Capman): OK, thank you very much.

Robin Dowell: Sure.

Operator: Your next question comes from (Heidi Perkins) with Hospice of Northwest Ohio, your line is open.

(Heidi Perkins): Thank you. I just have – I was curious, we have two Medicare provider numbers. So – because we have Ohio office and then we have a hospice in Michigan. So, we have two Medicare provider numbers. Does that mean we would submit two sets of data?

Robin Dowell: Absolutely. You are (good).

(Heidi Perkins): So, I would – so, I focus on my Michigan population with the one and Ohio population with the other, correct?

Robin Dowell: Exactly.

(Heidi Perkins): OK, thank you.

Robin Dowell: You're welcome.

Operator: Your next question comes from (Karen Gardner) with Family Life Care, your line is open.

(Karen Gardner): Yes, in regards to the structural measure that I'm going forward in January, is that only if the fact that has been then use for the whole (inaudible) process last quarter?

Robin Dowell: Right. Any indicators that you did not start using until – after January 1st or after December 31st you do not report and indicators that you stop using before October 1st, you don't report.

(Karen Gardner): But it is one that I started using November 1st and plans that carry on over (inaudible) year, would I report that?

Robin Dowell: Yes ma'am.

(Karen Gardner): OK, thank you very much.

Operator: Your next question comes from (Penny Lee) with Mary Washington Hospice, your line is open.

(Penny Lee): Thank you, our questions was answered.

Robin Dowell: OK.

Operator: Your next question comes from (Andrew Irish) with Hospice of the Valley, your line is open.

(Andrew Irish): Thank you. As I understand the registration process, is this something that will we be – will we have to do again for the next data reporting cycle or is this a one time deal?

Robin Dowell: You will have to re-register next year when you report your 2013 data – I mean, in 2014 rather, you'll have to re-register when you report to 2013 data.

(Andrew Irish): OK, so this registration for this particular user expires at the – at the end of this reporting cycle?

Robin Dowell: Correct.

(Andrew Irish): Thank you very much.

Robin Dowell: You're welcome.

Operator: Your next question comes from (Paula McKinley) with Staten Island University, your line is open.

(Paula McKinley): My question was just answered by the gentlemen before, thank you.

Matthew Brown: (Stephanie), I think we have time for one more question.

Operator: Your last question from (Lea Riddick) with Florida Hospital Hospice, your line is open.

(Lea Riddick): Yes, I have two questions. First question, with the webpage messages, once we submit the data and we do a – at this patient completion, will we see a message that says successfully submitted?

Robin Dowell: That's correct.

(Lea Riddick): OK. The second question, data collected in 2013 for reporting in 2014, is that still just one quarter the last quarter of 2013?

Robin Dowell: No ma'am and this will from – data from January 1st 2013 through December 31st 2013 and this is an entire 12 months of data.

(Lea Riddick): OK. All right, thank you.

Robin Dowell: Sure.

Matthew Brown: Thank you. With that, I would like to ask Robin if she has any closing remarks.

Robin Dowell: Just that I'd like to thank everyone for attending our special open door forum today and I wish you all happy holidays.

Matthew Brown: Thank you. (Stephanie), would you deliver the script for the Encore instruction please.

Operator: Thank you for participating in State Hospice Special Open Door Forum Conference Call. This call will be available for replay beginning at 4:00 p.m. Eastern Standard Time today, December 19th, 2012 until midnight on December 22nd, 2012. The conference ID number for the replay is 81-54-08-83. The number to dial for the replay is 1855-859-2056.

This concludes today's conference call, you may now disconnect.

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