



# Hospice Introduction to QIES ASAP and CASPER Reporting Systems



# Training Outline: Introductory Module

- Acronyms
- QTSO Website
- Minimum Hardware and Software Requirements
- Location of Detailed Technical Information
- Hospice Technical Training Opportunities
- QTSO Help Desk Information



# Acronyms

## **ASAP** (Assessment Submission and Processing)

- The part of the Quality Improvement and Evaluation System (QIES) where the CMS-required Hospice Item Set (HIS) records are submitted and processed

## **CASPER** (Certification and Survey Provider Enhanced Reporting)

- The part of the QIES system where users may obtain reports about the HIS records submitted to the ASAP system



# Acronyms

## **CCN** (CMS Certification Number)

- A six or ten position identification number that is assigned to a certified provider.
  - This is your hospice's Medicare provider number
  - The hospice provider numbers are six-digits long



# Acronyms

## **CMS** (Centers for Medicare & Medicaid Services)

- A federal agency within the United States Department of Health and Human Services (DHHS)
  - Administers the Medicare program and works in partnership with state governments to administer Medicaid, the Children's Health Insurance Program (CHIP), and health insurance portability standards



# Acronyms

## **CMSNet** (CMS Network)

- The private CMS Network used to access the ASAP and CASPER Reporting systems

## **Fac\_ID** (Facility ID)

- The CMS-assigned unique facility identifier that must be entered into your software for HIS record submissions
  - This ID is used to identify submissions from your provider
  - You will receive this ID when you obtain your QIES user ID



# Acronyms

## **FVR** (Final Validation Report)

- Also known as the Hospice Final Validation Report
  - Provides detailed processing information about the HIS records contained in the submission file

## **HIS** (Hospice Item Set)

- HIS – Admission Record
- HIS – Discharge Record



# Acronyms

## **QIES** (Quality Improvement and Evaluation System)

- The system that collects and validates patient data from designated providers and produces quality measure and other provider reports
  - Hospice is the newest provider type for this collection
  - QIES also collects and reports on survey and certification data for all certified providers





# Acronyms

## **QTSO** (QIES Technical Support Office)

- The entity that provides technical help desk support for the QIES User ID registration process and the HIS Submission and CASPER Reporting systems



# QTSO Website

- The QTSO website contains the hospice technical user's guides and other important technical information that you will use for the User ID Registration and HIS record submission process
- To access the QTSO website, enter <https://www.qtso.com> in your browser
- Bookmark this website for future use



# Hardware and Software Requirements for HIS Submission

- A document, titled *FY2014 System Requirements* identifying the minimum system requirements for submission of the HIS record is available on the QTSO website home page
  - Medicare-certified hospices will submit a HIS-Admission record and a HIS-Discharge record for each patient admission on or after July 1, 2014.



# Hardware and Software Requirements for HIS Submission

- Carefully review the hardware and software requirements. It is important to note and comply with the following requirements for new PCs:
  - Minimum Operating System (OS) requirements for new PCs:
    - Windows 7 – 32 bit or
    - Windows 7 – 64 bit
    - \*All current security patches
  - Minimum browser requirements for new PCs
    - Internet Explorer v9.0



# Hardware and Software Requirements for HIS Submission

- Carefully review the hardware and software requirements. It is important to note and comply with the following requirements for existing PCs:
  - Minimum Operating System (OS) requirements for existing PCs:
    - Windows XP – 32 bit or
    - Windows Vista – 32 bit
    - \*All current security patches
  - Minimum browser requirements for existing PCs
    - Internet Explorer v8.0
    - Internet Explorer v9.0



# Hospice Technical Information

- Hospice Information page on the QTSO website
  - Access this page by selecting the Hospice link in the left navigational bar  
(<https://www.qtso.com/hospicetrain.html>)
- Hospice User Guides and Training
  - Access this page by selecting the Hospice User Guides and Training link in the menu bar on the Hospice Information page  
(<https://www.qtso.com/hospicetrain.html>)



# Hospice Training Opportunities

- Hospice Item Set Submission User's Guide
  - Available on the Hospice User Guides and Training page on QTSO
  - Print the manual and refer to it in conjunction with the training module viewing



# Hospice Training Opportunities

- Seven WebEx training modules are available for viewing on the QTSO website
  - The following three slides demonstrate how to access the training modules
  - The Introduction module should be viewed first, followed by the remainder of the modules in numeric order





# QIES Technical Support Office

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## Minimum System Requirements for Home Health Agencies, Hospice Providers, Long Term Care Facilities, Inpatient Rehabilitation Facilities and Long Term Care Hospitals.

NEW: [FY2014 System Requirements \[PDF 22KB\]](#) Effective 10/01/2013 - 09/30/2014

[FY2013 System Requirements \[PDF 30KB\]](#) Effective 10/01/2012 - 09/30/2013

### For all Medicare-Certified Agencies: (updated 04/08/2013)

There is still time to sign up for Home Health Care CAHPS (HHCAHPS). Please go to the official HHCAHPS website at <https://homehealthcahps.org> to register for HHCAHPS and to authorize your HHCAHPS survey vendor. If you are an agency with 59 or less patients in the period of April 1, 2012 and March 31, 2013, go to the HHCAHPS website to complete an HHCAHPS Participation Exemption Form for the CY 2015 Annual Payment Update. Please email [HHCAHPS@rti.org](mailto:HHCAHPS@rti.org) with any questions about HHCAHPS.

### FAQ - CMSNet VPN Issues (posted 01/22/2013)

NEW: [FAQ - CMSNet VPN Issues \[PDF 65KB\]](#)

### State Website Help (02/08/2006)

The link below provides instructions to help users who receive messages similar to "Page cannot be displayed; try back later" on State websites.

[Clearing Cache In Internet Explorer.pdf](#)

### CMSNet Information

[CMSNet Information](#)  
 (Select to access CMSNet Submission Access)

### Access Request Information / Forms

Please note all providers MUST submit a request for a CMSNet User ID to access secure CMS sites (e.g., submissions pages / reports) unless an otherwise secure connection has been established.

[ePOC](#) (Long Term Care, Nursing Home Facilities)

[MDS](#) (Long Term Care, Nursing Home Facilities)

[OASIS](#) (Home Health Agencies)

[IRF / Swing Bed / LTCH](#) (Inpatient Rehabilitation Facilities, Swing Beds, Long-Term Care Hospitals)

**State and Federal Personnel ONLY** (State Agency, CMS RO/CO, ASPEN, AO & VA Users)  
[National Data Access Requests](#) NOT for Providers

[Hospice Individual User Account Deactivation Request Form](#) (Hospice Providers)



# QTSO e-University

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# QTSO e-University


## Recorded Training Sessions


How to access Captions in a Windows Media File: [Closed Captioning Instructions](#)


Please contact the QTSO Help Desk at 800-339-9313 for assistance with passwords or any difficulties viewing recordings.


If you have additional comments or suggestions, please submit them via the [QIES Suggestion Page](#).


View the list of archived recordings for this category: Hospice Recordings List


 [Hospice Introduction to QIES ASAP and CASPER Reporting](#) (recording) Hospice Introduction to QIES ASAP and CASPER Reporting


 [Obtaining a CMSNet User ID](#) (recording) Obtaining a CMSNet User ID


 [Installing Juniper Software to Access CMSNet](#) (recording) Installing Juniper Software to Access CMSNet

 [Obtaining a QIES User ID](#) (recording) Obtaining a QIES User ID

 [HIS File Submission](#) (recording) HIS File Submission

 [Retrieving the Hospice Final Validation Report](#) (recording) Retrieving the Hospice Final Validation Report

 [Understanding the Hospice Final Validation Report](#) (recording) Understanding the Hospice Final Validation Report

 [Other CASPER Reports for Hospices](#) (recording) Other CASPER Reports for Hospices



# Hospice Training Opportunities

## WebEx Training Modules

**Introduction** - Hospice Introduction to the  
QIES ASAP and CASPER Reporting  
Systems



# Hospice Training Opportunities

## WebEx Training Modules

**Module 1 - Obtaining a CMSNet User ID:**  
How to obtain a CMSNet User ID



# Hospice Training Opportunities

## WebEx Training Modules

**Module 2** - Installing Juniper Software to  
Access CMSNet:

How to install the required CMSNet  
communication software



# Hospice Training Opportunities

## WebEx Training Modules

### **Module 3 - Obtaining a QIES User ID:**

How to obtain a QIES User ID to access QIES ASAP and CASPER systems



# Hospice Training Opportunities

## WebEx Training Modules

### **Module 4 – HIS File Submission:**

How to submit a HIS record file to the QIES ASAP system





# Hospice Training Opportunities

## WebEx Training Modules

**Module 5** - Retrieving the Hospice Final Validation Report (FVR):

How to locate the Final Validation Report (FVR) in the CASPER system



# Hospice Training Opportunities

## WebEx Training Modules

### **Module 6** – Interpreting the Hospice Final Validation Report (FVR):

How to read the Final Validation Report (FVR) and what to do about any errors that display on the report



# Hospice Training Opportunities

## WebEx Training Modules

### **Module 7 - CASPER Reports for Hospices:**

How to request other Hospice reports in the CASPER system



# QIES Technical Help Desk Support

If you have questions with any of the technical aspects of the HIS submission process, you may contact:

The QIES Technical Support Office Help Desk by phone at (877) 201-4721 or by e-mail at [help@qtso.com](mailto:help@qtso.com)

*(Please print this page and post by the PC used for HIS submissions)*