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National Provider Call

CASPER Reports for Hospice Providers

CMS
Date: September 2015
Module 3 of 4: CASPER Reports for Hospice Providers

Welcome to the Centers for Medicare & Medicaid Services presentation, "CASPER Reports for Hospice Providers."

Purpose

- CASPER Reporting Application
- New Hospice reports
- Other Hospice reports

The purpose of this presentation is to provide an overview of new hospice reports that are available to providers in the CASPER Reporting application. The presentation will also include a review of other hospice reports available to providers.

The presentation will provide specific information about how the reports can be utilized to assist you to track the status of the HIS records submitted to the ASAP system.

Monitoring the HIS record status and correction of errors, should they be present, will assist you toward meeting the Quality Reporting Program (QRP) requirements.

The CASPER Reporting application enables you to connect electronically to the National Reporting Database. It contains a variety of useful reports for hospice providers.

Accessing the CASPER Reporting Application

- Link to the CASPER Reporting application is available on the Welcome to the CMS QIES Systems for Providers web page
  - To access the web page, you must log into the CMS Network using your CMSNet user ID and password
  - Log into the CASPER Reporting application using your QIES user ID and password

The link to access the CASPER Reporting application is available on the Welcome to the CMS QIES Systems for Providers web page.

To access this web page, you must log into the CMS Network using your CMSNet user ID and password. Once you have successfully logged into the CMS Network, locate the CASPER Reporting link on the QIES Systems for Providers web page. You must log in to the CASPER Reporting application with your QIES user ID and password.

New CASPER Reports for Hospice Providers

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As of April 19, 2015, three new reports are available in the Hospice Provider report category in the CASPER Reporting application.

The names of the new reports are:

- HIS Record Error Detail by Provider
- HIS Record Errors by Field by Provider
- HIS Records With Error Number XXXXX

Subsequent slides will describe the new reports.

HIS Record Error Detail by Provider

- **Report specifics**
  - Identifies fatal errors and warning messages for all HIS records that were successfully processed during a specified period
    - Only includes HIS records with fatal errors or warning messages
  - Easily identify records with fatal errors that require correction and resubmission
  - Easily review records with warning messages to determine next steps

The HIS Record Error Detail by Provider report lists the fatal errors and warning messages received by all HIS records that were successfully processed during a specified period.

This report only includes information for HIS records that contain fatal errors or warning messages. You must continue to access and review the Hospice Final Validation Report for each submission. The final validation report allows you to track the HIS records that were accepted or rejected by the ASAP system.

This report allows users to easily identify records with Fatal errors that may require correction and resubmission. Fatal errors must be corrected in the HIS record and the HIS record must be resubmitted to the ASAP system. It also allows users to review records that received Warning messages. You may evaluate the warning messages to determine whether additional action is required.

HIS Record Error Detail by Provider

- Report uses
  - Determine which errors occurred
    - Address recurring Fatal errors with your software vendor
      - Recurring errors may be due to use of an older version of software
    - Some recurring errors are to be expected, such as -915 (Patient Information Mismatch)
  - Incorporate in your hospice's QA program
    - Monitor timeliness and proper HIS record submission sequence

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This report may be useful to you to determine which errors occurred for each HIS record.

- Recurring Fatal errors should be addressed with your software vendor as they may be due to use of an older version of software.
- Some recurring errors are to be expected, such as -915 (Patient Information Mismatch). Monitor records receiving error -915 to determine whether follow-up action is required.
- The report may be used as a tool in your Quality Assurance (QA) program to track timeliness or proper sequence of HIS record submission.
- Utilize to monitor for trending of fatal errors or warning messages. The repeated presence of a fatal error, such as error -907 Duplicate Record, may indicate the need for a mechanism to track the HIS records that have or have not been submitted to the ASAP system.

HIS Record Error Detail by Provider

- Report specifics continued
  - The following information displays for the specified period:
    - CCN
    - Provider Name
    - Provider City
    - HIS ID
    - Submission Date
    - Error Number
    - Error Message
    - Error Type
    - HIS Item(s)
    - Data Submitted

The report presents the following information for the specified period:

- CCN – provider's CMS Certification Number (CCN)
- Provider Name – name of the hospice provider
- Provider City – city where the hospice provider is located
- HIS ID – unique ID assigned to the record at the time it is processed by the ASAP system
- Submission Date – date and time that the submission file was received by the ASAP system
- Error Number – number used to identify the error that was encountered for the corresponding field
- Error Message – the description of the error that was encountered for the corresponding field
- Error Type – the type or severity of the error is identified as either Warning or Fatal
- HIS Item(s) – the Hospice item identifier(s) of the items in error
- Data Submitted – the submitted data value that caused the error or warning condition

Shown here is a sample HIS Record Error Detail by Provider report.

HIS Record Errors by Field by Provider

- **Report specifics**

  - Lists the errors encountered in the fields of successful submissions during a specified period

    ◦ Only includes HIS records with fatal errors or warning messages

  - Use to determine training needs for your hospice

  - Use to identify potential software issues

The HIS Record Errors by Field by Provider report lists the errors encountered in the fields of successful submissions during a specified period. You can request the report for fatal errors, warning messages, or both.

The report can be used to determine training needs for your hospice. For example, a high percent of errors associated with item Z0500B - Signature Complete Date indicating late completion of the HIS record may warrant additional training. This report could be run regularly to determine if the number of errors associated to the field are increasing or diminishing.

HIS Record Errors by Field by Provider

- **Report specifics continued**
  - The following information displays for the specified period:
    - CCN
    - Provider Name
    - Provider City
    - Message Type
    - Total HIS Records Submitted
    - Error Number
    - Error Message
    - HIS Items(s)
    - Number of HIS Records
    - Percent of HIS Records

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The report presents the following information for the specified period:

- CCN – provider's CMS Certification Number (CCN)
- Provider Name – name of the hospice provider
- Provider City – city where the hospice provider is located
- Message Type – the user-selected type or severity of the errors displayed on the report: Fatal, Warning or Fatal and Warning.
- Total HIS Records Submitted – total number of HIS records submitted during the selected time period.
- Error Number – number used to identify the error that was encountered for the corresponding field.
- Error Message – the description of the error that was encountered for the corresponding field.
- HIS Item(s) – the Hospice item identifier(s) of the items in error.
- Number of HIS Records – the number of HIS records that had one or more errors with the exact same set of HIS items.
- Percent of HIS Records – the percent of HIS records that had one or more errors with the exact same set of HIS Item(s).

HIS Record Errors by Field by Provider

CASPER Report

(NV) HIS Record Errors by Field by Provider

from 10/01/2014 thru 03/20/2015

CCN: 291509
Provider Name: CIRCLE OF LIFE HOSPICE
Provider City: RENO

Message Type: Fatal and Warning

Total HIS Records Submitted: 15

Error Num	Error Message	HIS Item(s)	Number of HIS Records	Percent of HIS Records
-3010	Invalid Date. This item must contain a valid date in YYYYMMDD format or an allowable special character.	F2100B	1	6.67
-3033b	Record Completed Late. If A0250 is equal to 09 (Discharge), then Z0500B (Date of Signature Verifying Record Completion) minus A0270 (Discharge Date) should be less than or equal to 7 days.	A0250, A0270, Z0500B	1	6.67
-3034a	Record Submitted Late. If A0250 is equal to 01 (Admission), then Submission Date minus A0220 (Admission Date) should be less than or equal to 30 days.	A0250, Submission Date, A0220	1	6.67
-3034b	Record Submitted Late. If A0250 is equal to 09 (Discharge), then Submission Date minus A0270 (Discharge Date) should be less than or equal to 30 days.	A0250, Submission Date, A0270	1	6.67

This report may contain privacy protected data and should not be released to the public.

Shown here is a sample HIS Record Errors by Field by Provider report.

- Report specifics
- Lists the HIS records submitted with a specified error for a specified period
  - Identify records with certain fatal errors that need to be corrected and resubmitted
  - Determine which records were not completed or submitted under CMS timing rules
  - Determine which records were not submitted under CMS record sequencing rules
  - Identify software-related errors

The HIS Records with Error Number XXXXX lists the HIS records submitted with a specified error for a specified period. You may request the report for up to five errors.

Some uses of the report are as follows:

- Identify records with certain fatal errors that need to be corrected and resubmitted to the ASAP system.
- Identify a pattern of HIS records that were not completed or submitted according to the CMS timing and sequencing rules contained in Chapter 1 (Background and Overview of the Hospice Item Set Manual) of the HIS Manual. Identification of the pattern will allow you to provide additional training or modify your hospice's policies.
- Identify software-related errors.

HIS Records With Error Number XXXXX

- Report specifics continued
  - The following information displays for the specified period:
    - CCN
    - Provider Name
    - Provider City
    - Error Number
    - Error Message
    - Submission Date
    - Last Name
    - First Name
    - HIS ID
    - HIS Item(s)
    - Submitted Data

The report presents the following information for the selected period:

- CCN – provider's CMS Certification Number (CCN)
- Provider Name – name of the hospice provider
- Provider City – city where the hospice provider is located
- Error Number – number used to identify the error that was encountered for the corresponding field
- Error Message – the description of the error that was encountered for the corresponding field
- Submission Date – date and time that the submission file was received by the ASAP system
- Last Name – the last name of the patient
- First Name – the first name of the patient
- HIS ID – unique ID assigned to the record at the time it is processed by the ASAP system
- HIS Item(s) – the Hospice item identifier(s) of the items in error
- Submitted Data– the submitted data value that caused the error or warning condition

HIS Records With Error Number XXXXX

CASPER Report
(NV) HIS Records with Error Number -903
from 10/01/2014 thru 03/25/2015

CCN: 291509
Provider Name: CIRCLE OF LIFE HOSPICE
Provider City: RENO

Error Number: -903
Error Message: Required Item Missing or Invalid. Based on the Hospice Item Set Data Specifications in effect on the target date of this record, this item is required.

Submission Date	Last Name	First Name	HIS ID	HIS Item(s)	Submitted Data
10/02/2014			548781	A0270	-

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Shown here is an HIS Records With Error Number XXXXX report.

Other useful hospice reports are available in the Hospice Provider report category in the CASPER Reporting application.

Other Useful CASPER Reports

- Hospice Admissions
  - Lists patients who were admitted during a specified period

- Hospice Discharges
  - Lists patients who were discharged during a specified period

- Hospice Admissions: Lists patients who were admitted to your hospice during a specified period.
  — The data on this report can be compared to the roster of patients in your hospice to ensure each new patient has an accepted HIS admission record in the ASAP database.
  — Only patients for whom an accepted admission record (A0250 = 01) was submitted with an admission date (A0220) within the specified period are reported.

- Hospice Discharges: Lists patients who were discharged from your hospice during a specified period.
  — If a patient has been discharged but continues to display on the Hospice Roster report, a HIS discharge record may be missing. Request this report to determine whether the HIS discharge record was accepted into the ASAP database.
  — Only patients for whom an accepted discharge record (A0250 = 09) was submitted with a discharge date (A0270) within the specified period are reported.

Other Useful CASPER Reports

- **Hospice Error Number Summary by Provider by Vendor**
  - Summarizes the warning messages and fatal errors encountered in HIS records during a specified period

- **Hospice Final Validation**
  - Provides detailed information about the status of select submission files.
  - Indicates whether the records were accepted or rejected and details the warning messages and fatal errors encountered.

- Hospice Error Number Summary by Provider by Vendor – summarizes the errors encountered in HIS records for your hospice during a specified period.
  — The report can be used to determine and report vendor specific issues, such as recurring fatal errors.

- Hospice Final Validation – provides detailed information about the status of the select submission files. The report indicates whether the records submitted in each were accepted or rejected and details the warning messages and fatal errors encountered.
  — The ASAP system-generated final validation report is automatically purged from the Validation Report (VR) folder after 60 days.
  — The Hospice Final Validation report can be requested if the system-generated report is removed from the system before it could be printed.

Other Useful CASPER Reports

- Hospice Item Set Print

  - Lists the item and item responses submitted for a select HIS record

- Hospice Item Set Submission Statistics by Provider

  - Summarizes the submissions made during a specified period

- Hospice Item Set Print: Lsts the item and item responses submitted for a select HIS record.
  - This report can be requested only for HIS records that were accepted into the ASAP database.
  - It allows you to easily view the values submitted for the HIS item in the record.

- Hospice Item Set Submission Statistics by Provider: Summarizes the HIS record submissions made during a specified period.
  - The report can also be used to identify the submissions for a specified period, as well as the statistics for each submission (number of records in the file, number of records accepted and number of records rejected).
  - This report prevents you from needing to compile this information manually from the individual final validation reports.

Other Useful CASPER Reports

- Hospice Item Sets Submitted
    - Lists accepted HIS records and inactivation requests that were submitted during a specified period
- Hospice Roster
    - Lists patients of the hospice for whom the latest accepted HIS record is not a Discharge record

- Hospice Item Sets Submitted: Lists the accepted HIS records and inactivation requests that were submitted during a specified period.
    — The report could be used to determine workload. For example, this report could be requested for a specified period, such as a six-month time period, to determine whether there is enough staff to manage the required HIS record submission activity for your hospice.
    — The report can also be used to determine whether an HIS record was submitted.
- Hospice Roster: Lists the patients in your hospice on the day the report is run.
    — Only patients for whom the most recent accepted HIS record is not a discharge record (A0250 = 09) are reported.
    — This report can be used as a Quality Assurance (QA) tool to ensure all current patients have an HIS admission record and all discharged patients have an HIS discharge record in the ASAP database.

Other Useful CASPER Reports

- Hospice Submitter Validation
  - Provides detailed information about the status of select submission files
  - Indicates whether the records were accepted or rejected and details the warning messages and fatal errors encountered
  - Can only be requested by the user that submitted the file

- Hospice Submitter Final Validation Report provides detailed information about the status of a select submission file.
  - The report indicates whether the records submitted were accepted or rejected and details the warning messages and fatal errors encountered.
  - There are some severe errors that can occur with a file or record. When the ASAP system cannot process the HIS record, it cannot identify to which hospice provider the record belongs; therefore, the errors associated with the record cannot display on the Hospice Final Validation Report. When this occurs, the submitter of the file should request the Submitter Validation Report.
- Listed below are some instances when the Submitter Validation Report should be requested:
  - When the ASAP system-generated final validation report is not available in the your VR folder after 24 hours and the Total Record Count on the List of Submissions page in the Hospice File Submission system displays zero. This indicates presence of a severe error in the submission or XML file that caused file processing to cease. Some examples of a severe error are:
    o The state code in the XML record was invalid.
    o The transaction type code (item A0050) is missing or invalid.

NOTE: This report can only be requested by the user that submitted the file to the ASAP system.

CASPER Reporting User's Guide

- CASPER Reporting User's Guide contains detailed information regarding all hospice reports outlined above

Refer to the CASPER Reporting User's Guide for detailed instructions for requesting the hospice reports outlined in this training module.

The CASPER Reporting User's Guide is available in the following locations:

- Welcome to the CMS QIES Systems for Providers web page
- Hospice User's Guide and Training page on the QTSO website (https://www.qtso.com/hospicetrain.html).