HOPE Set-Up and Export Process

Guide

Prepared for

myUnity Essentials Financial

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Overview

Starting October 1, 2025, Medicare-certified agencies must begin submitting HOPE records. There is a transition period where both HIS and HOPE records will be accepted, dependent upon when the patient was admitted and discharged. The HIS records should continue to be submitted to QIES and HOPE records will be submitted to iQIES.

For patients admitted prior to 10/01/25 and discharged on or after 10/01/25, the HIS admission record must be submitted but at discharge the HOPE discharge record is required.

For patients admitted on or after 10/01/25 only HOPE records will be accepted. HUV (HOPE Update Visit) records are only required for patients admitted on or after 10/1/25.

Setup

CMS Agency

Netsmart Support creates a CMS Agency record used for submitting HOPE records based on information provided by your agency.

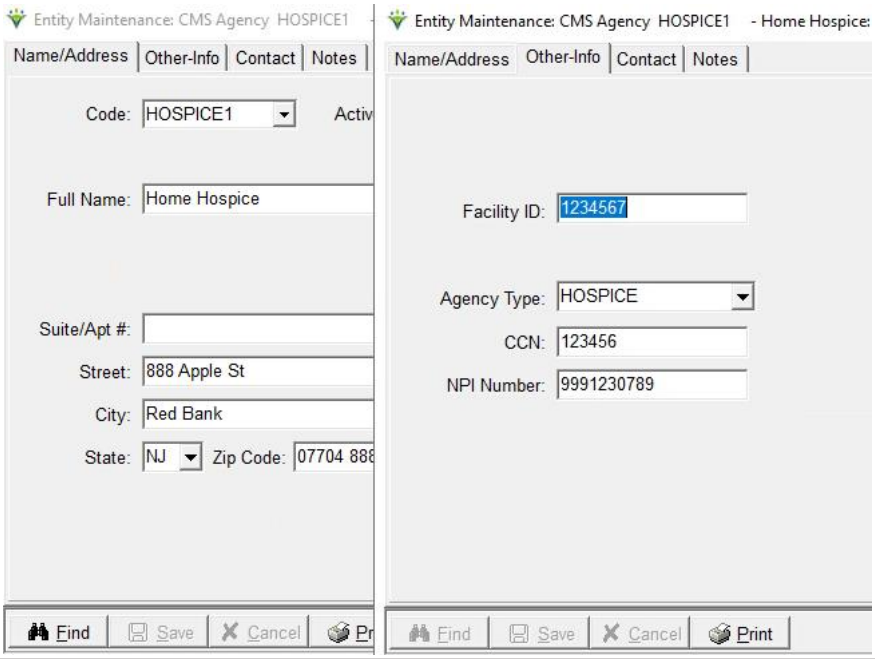
If your agency has successfully submitted HIS records from Billing, there is no need to create a new record for HOPE. The same Agency record will be used for HOPE records.

To confirm the setup in the Billing Module, you can review the following.

In **File > File Maintenance > Entity**, press **Change Type** and set the radio button to **CMS Agency**.

The Code field will match the Clinical code (ex. HOSPICE1). The **Full Name** field will contain the name of the hospice agency**.**

The **Other Info** tab should contain the agency's **Facility ID** (assigned by CMS and must match the ID in Clinical), **CCN** (6-digit CMS Certification No), and agency **NPI Number**. The **Agency Type** must be set to Hospice.



SFV and HUV Charge Code Setup

The HUV1, HUV2, SFVRN, and SFVLPN charge codes will be loaded for databases to ensure they match the default billing codes on Clinical's HOPE visit forms. The Bill Rate and Revenue Code tabs for these charge codes should be updated by the agency:

Go to **File > File Maintenance > Charge Code** and click **Find** to select HOPE charge code(s) to be updated.

Code: Enter the billing code (ex. HUV1, HUV2, SFVRN, and SFVLPN).

Description: Confirm the correct name is entered.

Modality: choose Skilled Nursing *EXCEPT* for SFVLPN choose Licensed Practical Nurse.

Go to the **Bill-Rate** tab and click the **Add** button.

Start Date: enter 10/01/2025

End Date: keep default date 12/31/2099

Basis: Visit

Gross and Net: enter an amount determined by your agency

Go to the **Revenue-Codes** tab and click **Add**.

Type: Select the Insurance Revenue Type (s) for each hospice payer (e.g. Medicare Hospice Rev Type or Medicaid Hospice Rev Type, etc.). Then select the appropriate Code/Description for that charge.

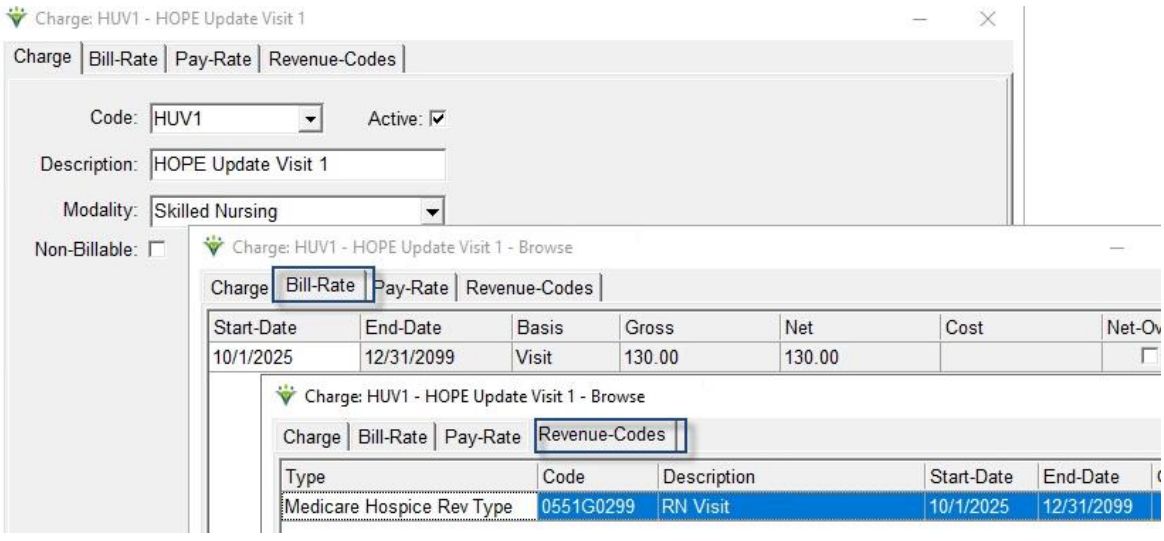
Start-Date/End-Date: Enter 10/1/2025 as the Start-Date and 12/31/2099 as the End-Date.

Pay-Rate Tab: Enter Pay Rate Type data if utilizing Payroll Reporting in Billing.

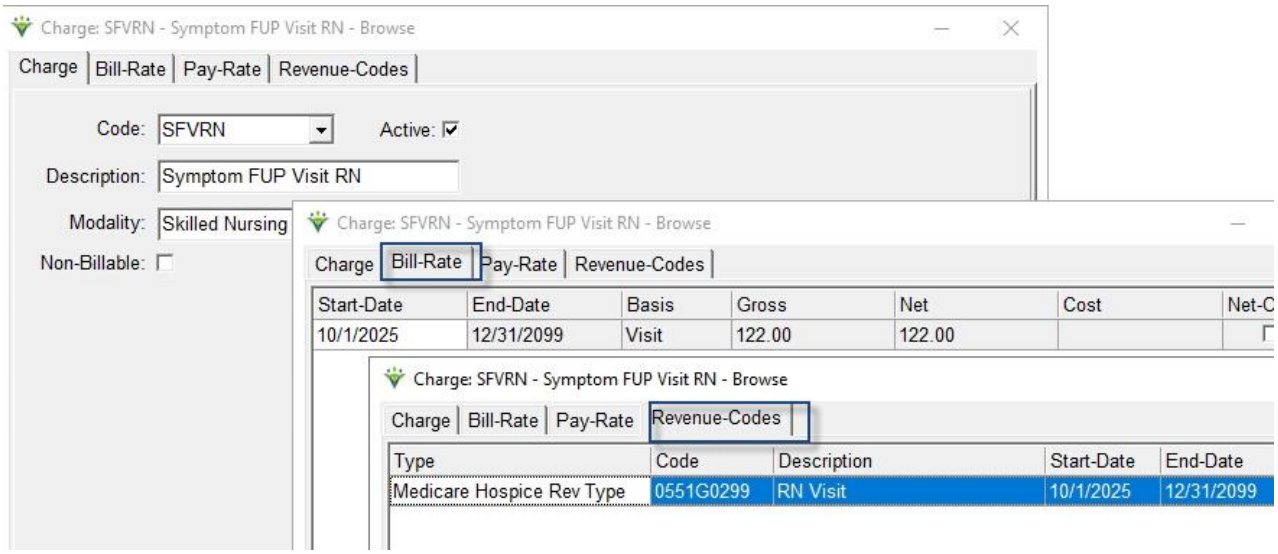
Save changes.

Repeat prior steps for all new HOPE charge codes.

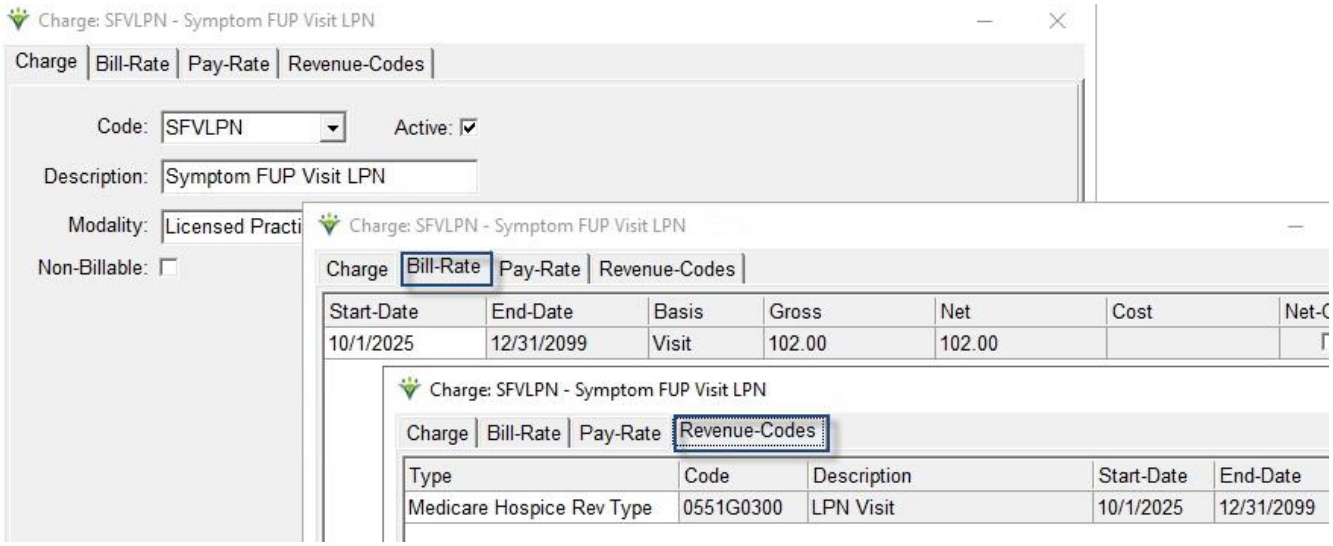
HUV1 Example:



SFVRN Example:



SFVLPN Example:



HOPE Export

The Assessment Export menu provides the ability to create an export file of HOPE assessments ready for submission to the State system.

Go to Clinical > Assessment Export or click the OASIS/HOPE shortcut button on the home page.

Creating the Export File

From and To Dates: Enter a date range encompassing the assessment dates but not spanning 9/30/25 – 10/01/2025. For HIS assessments the end date must be prior to 10/01/2025 and for HOPE assessments the From Date must be after 9/30/2025.

File Location: Assign a unique file name for each file that is created with a .ZIP extension.

Test Submission: Should only be selected if sending test files with an assigned Testing ID or if creating a file for benchmarking software. Checking this box causes the assessment to not get marked as exported.

Export Unlocked Only: Check if creating export files to submit to a benchmarking vendor only or creating a test file. This will pick up assessments that are in an Unlocked status.

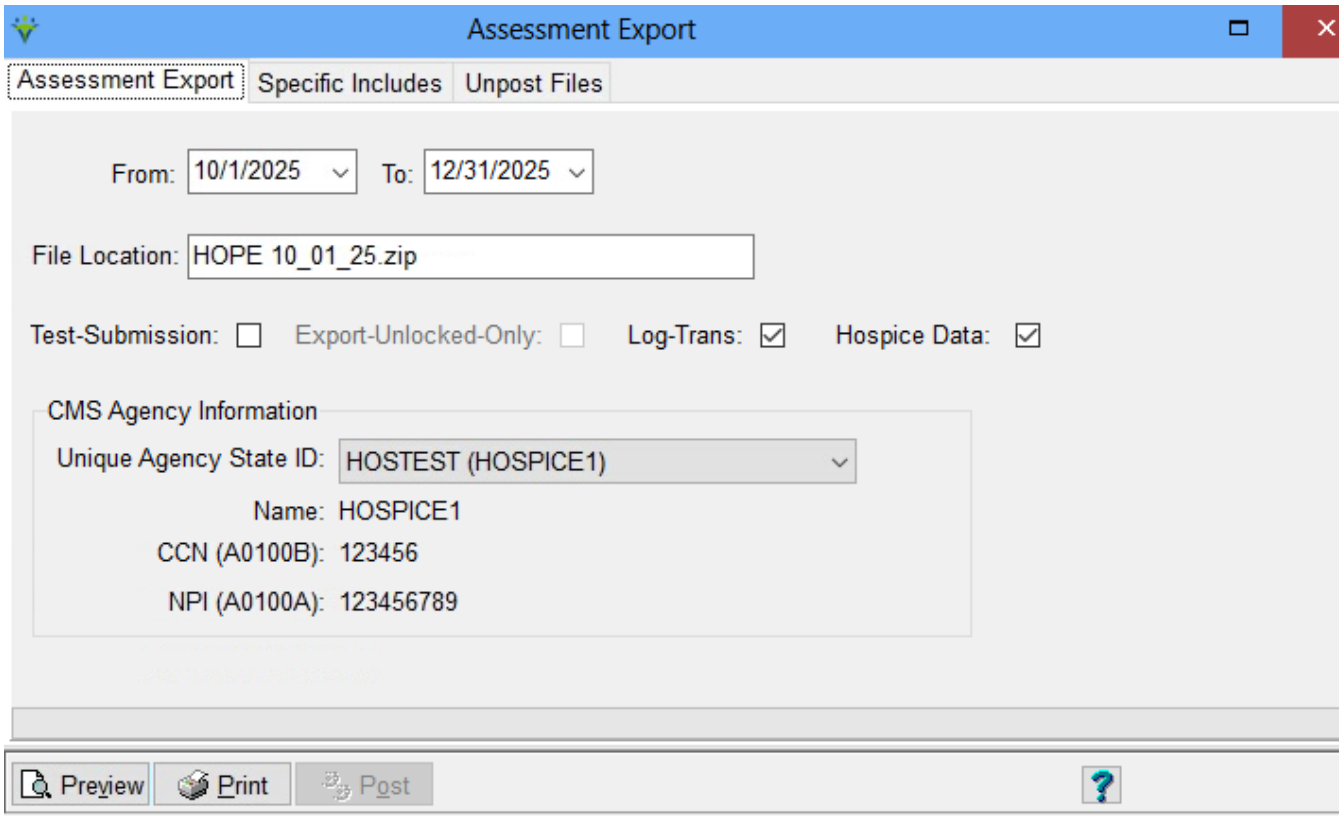
Log Transactions: If selected, postings will be written to the System Log.

Hospice Data: Check this option.

Unique Agency State ID: Select your agency's hospice ID number (as entered in File>File Maintenance>Entity>CMS Agency Type>Other-Info tab). If this number is changed after an assessment has been entered, that assessment must be edited in Clinical and re-posted to Billing to write the correct agency ID to the assessment record).

Preview or Print: Review the Assessment Export report to confirm which records will be included in the export file.

Post: Once previewed or printed, the Post button will be enabled. The export file is not created until successfully Posted.



Sample Report:

8/28/2025 11:06:04 AM

HOPE Data Export
SYNC Scheduling Test

Page 1
10/1/2025 - 12/31/2025

CMS Agency ID: HOSTEST File: HOPE test.zip

Name	Pat-Code	Date	RFA	File-Name
CONE, JANE	000000090	10/30/2025	3	000000090_20251001HUV300.XML
CONE, JANE	000000090	11/01/2025	9	000000090_20251001HD900.XML
CONE, JANE	000000090	10/01/2025	1	000000090_20251001HA100.XML

Total Records Exported: 3

During the Post, the export file will save to the location specified by the user's browser settings. The user can then upload that zip file to iQIES. Do not submit the pdf report file.

Submitting the Export File

Starting 10/1/2025 all HOPE records must be submitted to iQIES. All HIS Admission and Discharge assessments should still be submitted to QIES. QIES will no longer accept HIS records after February 15, 2026.

Register for a HARP account at https://harp.cms.gov/register/profile-info

Access iQIES at https://iqies.cms.gov/iqies.

After submitting the file(s) to iQIES, refer to the iQIES Final Validation Report to confirm the data was accepted.

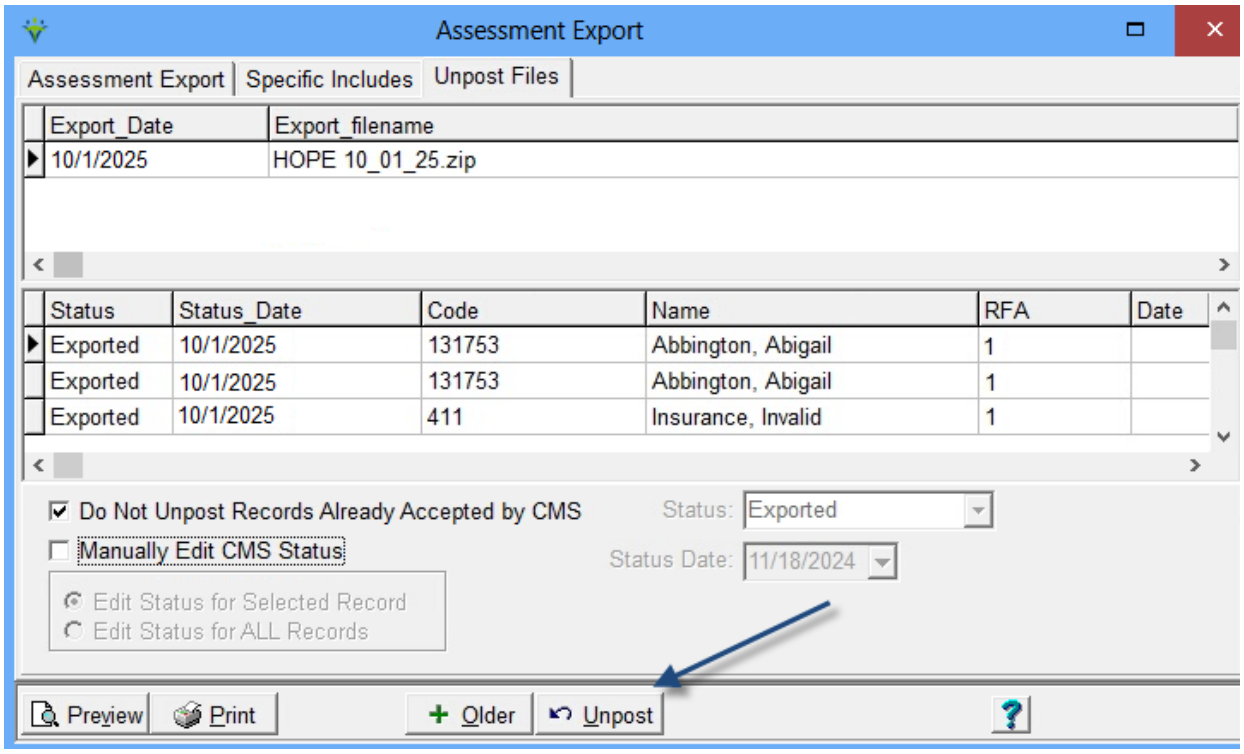
Un-posting an Export File

An export file should not be Un-Posted unless the entire file needs to be re-created (for example, an issue occurred during original file creation, or the entire file rejected). Un-locking of individual patient assessment records is done from the Patient file.

Click on the **Unpost Files** tab.

Highlight the export file to be unposted and press the **Unpost** button. To un-post a HOPE file, the HOPE-Data box must be checked on the Assessment Export tab first.

To select files older than 90 days, click the **+Older** button.



After clicking **Unpost**, enter the Master Password, and press "No" in the confirmation window to the 'Cancel Unpost?' prompt. Preview the Unpost HOPE Export report and select 'Yes' at the 'Continue Unpost?' prompt.

Once the file is un-posted, the HOPE assessment records from the un-posted file will have a 'Locked Awaiting Export' status and will be available for posting to a new export file.

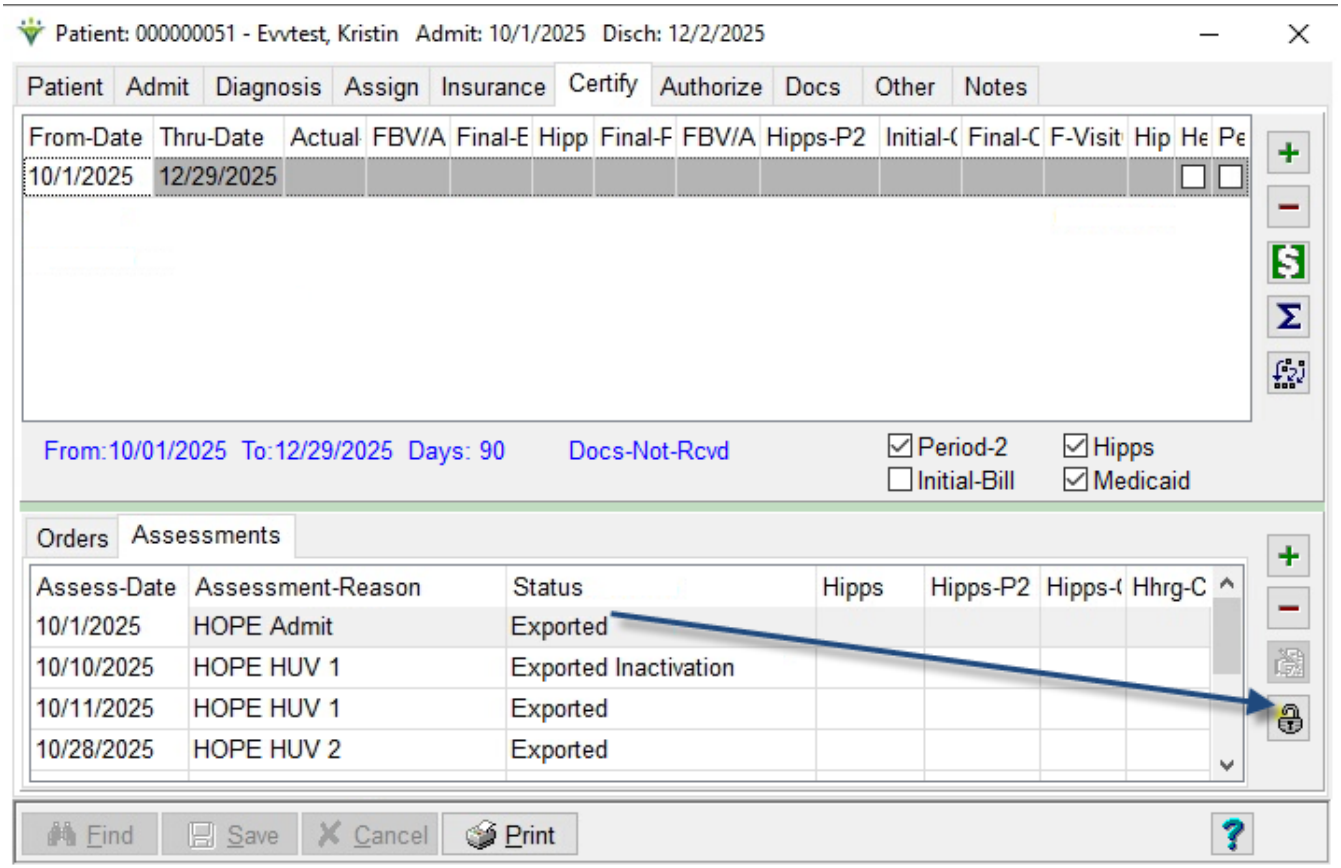
Correcting/Inactivating an Assessment

Go to **Patient > Admit/Maintain** (or press the **Patients** button). Press **Find** to search for and select the patient.

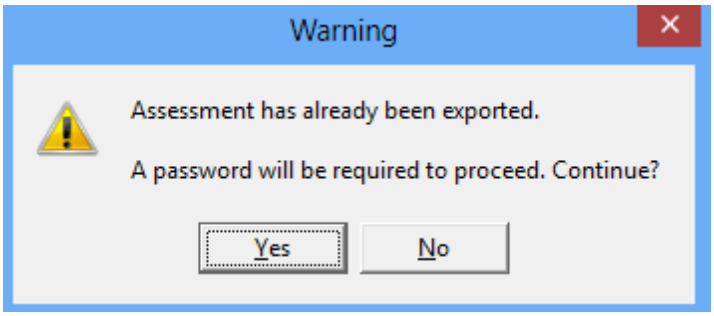
Click the **Certify** tab. Select the cert record under which the assessment was done.

On the **Assessment** tab on the lower half of the window, click on the assessment to be unlocked.

Click the **Unlock** button to the lower right.

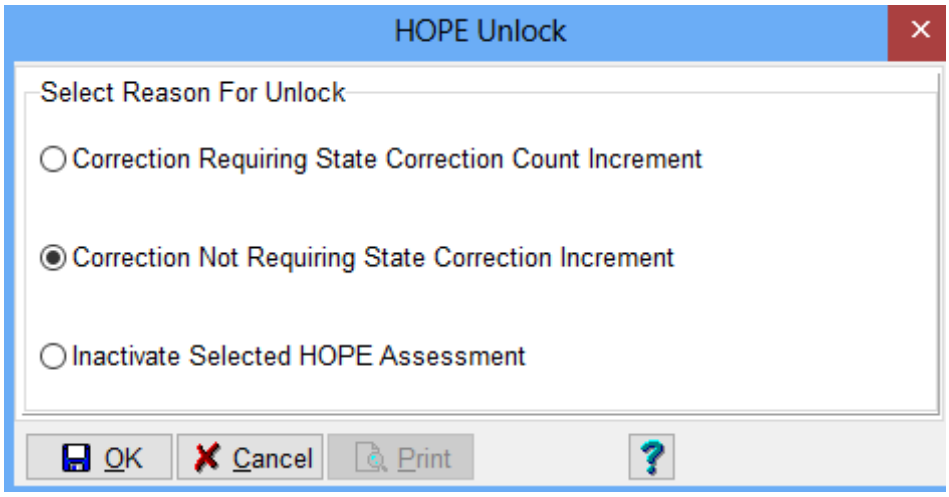


Press **Yes** to unlock the assessment and enter the Master Password (check with your System Administrator for the password if unknown).



Select the Unlock reason.

- Correction Requiring State Correction Count Increment (assessment was previously accepted by iQIES).
- Correction Not Requiring State Correction Increment: Use to correct internal mistakes prior to submission or if the assessment was rejected by iQIES (assessment was NOT accepted).
- Inactivate Selected HOPE Assessment: Use to remove/delete the record from the state database.



Press **OK** once you've made the selection and press **Save**. The assessment Status will be 'Awaiting Validation'.

Correct the assessment in Clinical, re-validate, and re-export it to Billing. The corrected record comes over in 'Locked Awaiting Export' status and is ready to be picked up in an export file for transmission to the State.

If you Inactivated the assessment and exported a corrected assessment from Clinical, there will be 2 records – the original Inactivated record and a new record with the changed information. Both need to be exported to the State.

Updating Acceptance Status Manually

The Final Validation Report import option for HOPE assessments is not yet available. To track the status of submitted HOPE records in Billing, users can update records manually.

Go to **Clinical > Assessment** Export and click the **Unpost Files** tab.

Highlight the export file in the top grid that has the HOPE record to be marked as Accepted or Rejected.

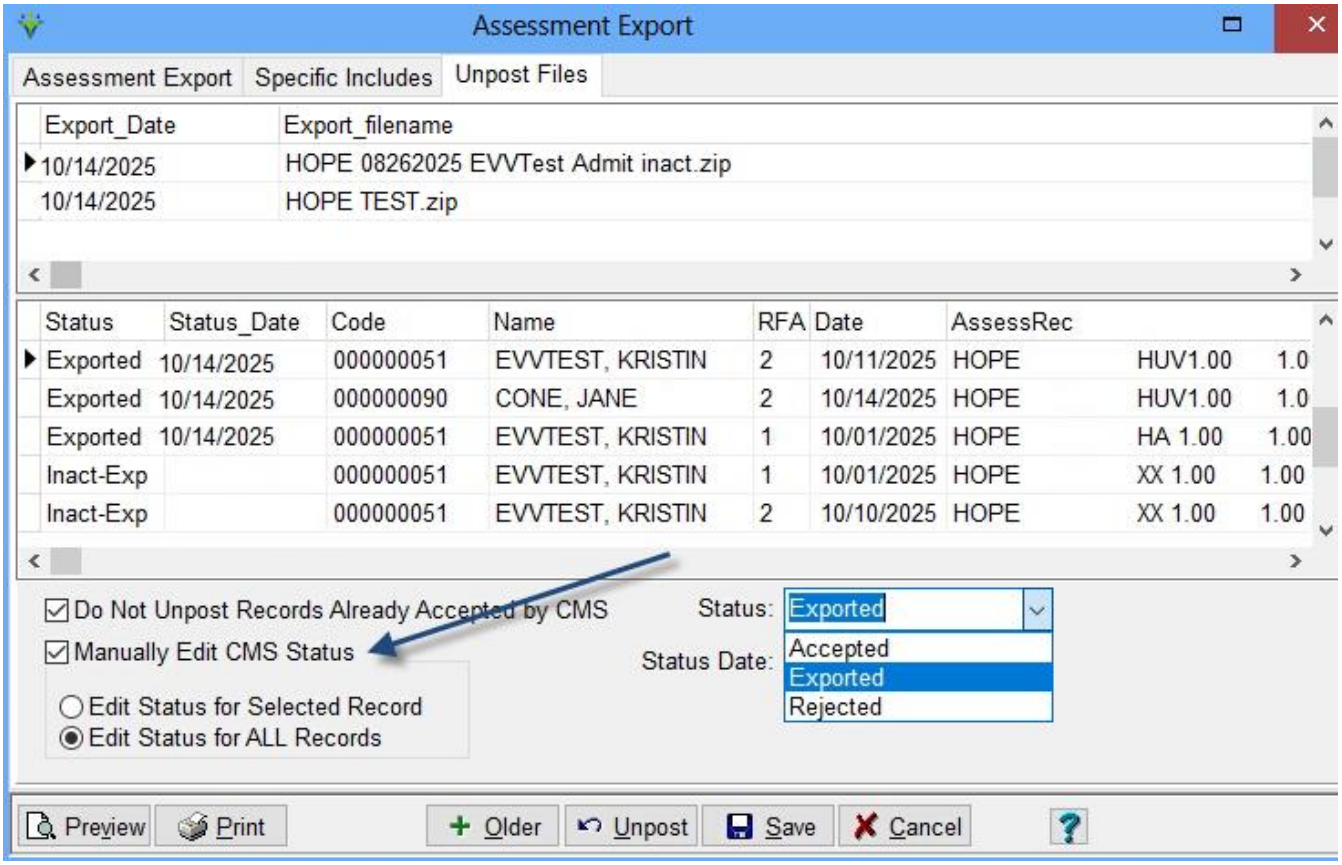
Check the box for **Manually Edit CMS Status.**

Edit Status for Selected Record: if this radio button is selected, click on the assessment in the grid to mark the status for only the selected assessment (used if one assessment status is different from the other assessments in the file).

Edit Status for ALL Records: if this radio button is selected, all assessments in the selected file will be updated with the specified Status.

After entering the Master Password, the **Status** and **Status Date** fields will be enabled. Select Accepted or Rejected and the date of acceptance or rejection by iQIES. The Status Date for Accepted records is used on reports to determine if timely submission was met.

Press **Save** after making changes.



HOPE Status Tracking

Go to **Clinical > Assessment Status Report** to track the status of assessments to ensure they are submitted to iQIES timely (within 30 days of completion date).

Hospice Records: Check this box

Selection Type: Select All Records or specific Patients, Units or Primary Insurances.

Cert Period Date Selection: Enter a From Date less than or equal to the dates you wish to track

Episode Type: All

Select Status to Process:

Not Locked – show only assessments in Failed Validation, Awaiting Validation or Successful status.

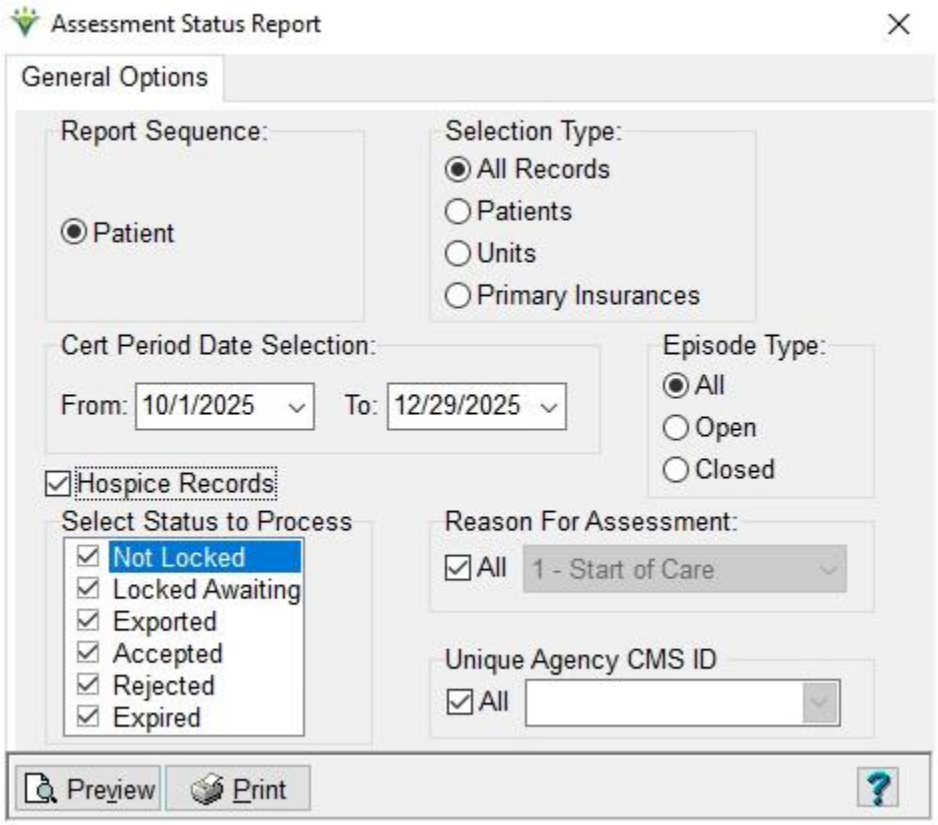
Locked Awaiting – show only assessments Locked but not Exported yet.

Accepted – show only assessments Accepted by iQIES.

Rejected – show only assessments Rejected by iQIES.

Expired – show only assessments not Accepted by iQIES by the 30-day deadline (indicated with an * asterisk on the report).

Reason For Assessment: All



Sample Report:

7/24/2025 10:56:18 AM
Patient Sequence

Hope Status Report

All Records From:10/1/2025 To:10/1/2025

All Episodes / All RFA
SYNC Scheduling Test

Start	End	Visit	Inital	Final	Status Date	Export	Reason	Status (*) = Expired	Expiration
Test, Hope - 000000051				Admit:10/1/2025					
10/1/2025	12/29/2025	10/1/2025							
OID: HOSPICE1		10/1/2025					1-SOC	Exported	

1 Total Records