

HOPE Unlocking

FAQ

Prepared for

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Overview

If a HOPE has been marked as exported in Billing, it needs to be unlocked prior to making changes in Clinical. Failure to do so will cause the HOPE to decline in the Clinical Integration log with a message "HOPE has already been sent to State."

If the HOPE has *not* been marked as Exported in Billing for transmission to the State (assessment is in a 'Locked Awaiting Export' status), go straight to Clinical to make the changes and re-export the HOPE record to Billing.

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.

 Patient: 000000051 - Evvtest, Kristin Admit: 10/1/2025 Disch: 12/2/2025

Patient	Admit	Diagnosis	Assign	Insurance	Certify	Authorize	Docs	Other	Notes					
From-Date	Thru-Date	Actual	FBV/A	Final-E	Hipp	Final-F	FBV/A	Hipps-P2	Initial-C	Final-C	F-Visit	Hip	He	Pe
10/1/2025	12/29/2025													

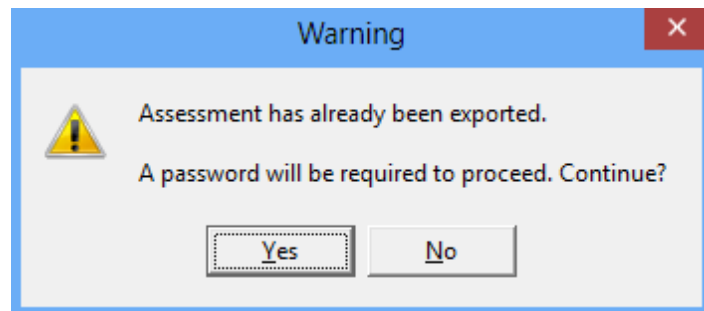
From: 10/01/2025 To: 12/29/2025 Days: 90 Docs-Not-Rcvd

☒ Period-2 ☒ Hipps
☐ Initial-Bill ☒ Medicaid

Assess-Date	Assessment-Reason	Status	Hipps	Hipps-P2	Hipps-C	Hhrg-C
10/1/2025	HOPE Admit	Exported				
10/10/2025	HOPE HUV 1	Exported Inactivation				
10/11/2025	HOPE HUV 1	Exported				
10/28/2025	HOPE HUV 2	Exported				

Find Save Cancel Print

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.

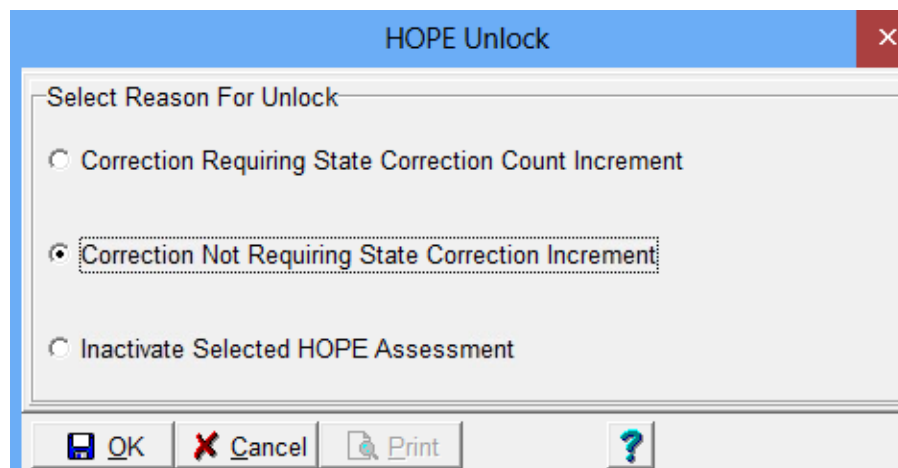
- Correction Requiring State Correction Count Increment (assessment was previously accepted by iQIES).
- Correction Not Requiring State Correction Increment: Use to correct internal mistakes prior to submission or if the assessment was rejected by iQIES (assessment was NOT accepted).
- Inactivate Selected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

If changes are made to a key field, then the assessment should be inactivated. HOPE key fields are:

- A0220 – Admission Date
- A0250 – Reason for record
- A0270 – Discharge Date
- A0500A – Patient First Name
- A0500C – Patient Last Name
- A0600A – Social Security Number
- A0800 – Patient Sex
- A0900 – Patient Birthdate
- Z0350 – Date Assessment Completed

Correcting Assessments not Accepted by CMS

When making changes to an assessment that has NOT been accepted by the state but is in Exported status, choose the default option 'Correction Not Requiring State Correction Increment' and click 'OK'.



The unlocked assessment will be in Awaiting Validation status:

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 a HOPE export file for transmission to the State.

Correcting Assessments Accepted by CMS

When making changes to an assessment that has been accepted by the state, choose the default option 'Correction Requiring State Correction Count Increment' and click 'OK'.

The unlocked assessment will be in Awaiting Validation status:

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 a HOPE export file for transmission to the State.

The correction counter can be viewed via the Print button although the HOPE questions and responses will not be shown and can only be viewed in Clinical:

9/25/2025 11:56:26 AM

Hospice Item Set Report

Page 1

SYNC Scheduling Test

Patient:	Evvttest, Kristin: 000000051	Admit:	10/1/2025	RFA:	
Assessed:	10/11/2025	HIPPS:		Lock:	
Claim-Key:		HHRG:		Export:	
					Oasis-Ver: Correction: 1

(M0001) Agency State Assigned Unique ID:
(M0010) Agency Medicare Provider Number:

HOSTEST
123456

Do not increase the correction counter if the assessment was rejected by iQIES or if correcting a key field in the assessment.

To confirm or correct the correction counter click on the 'Update State Correction' Count button:

Patient: 000000090 - Cone, Jane Admit: 10/1/2025 Disch: 11/1/2025 - Browse

Patient | Admit | Diagnosis | Assign | Insurance | **Certify** | Authorize | Docs | Other | Notes

From-Date	Thru-Date	Actual-Ei	FBV/Acc	Final-Bill	Final-P2	FBV/Acc	Initial-C	Final-C	F-VisitC	Heli	Pep
10/1/2025	12/29/2025										

From: 10/01/2025 To: 12/29/2025 Days: 90 Docs-Not-Rcvd ☒ Period-2 ☐ Hipps ☐ Initial-Bill ☒ Medicaid

Orders **Assessments**

Assess-Date	Assessment-Reason	Status	Hipps	Hipps-P2	Hipps-I	Hhrg-C
10/1/2025	HOPE Admit	Awaiting Validation				
10/14/2025	HOPE HUV 1	Inactive				
10/14/2025	HOPE HUV 1	Locked Awaiting Export				
10/30/2025	HOPE HUV 2	Awaiting Validation				
10/30/2025	HOPE HUV 2	Inactive				
11/1/2025	HOPE DC	Locked Awaiting Export				

Update State Correction Count

Find Save Cancel Print ?

Review the CMS State Correction Count and click OK after making any changes:

Patient: 000000090 - Cone, Jane Admit: 10/1/2025 Disch: 11/1/2025 - Browse

Patient | Admit | Diagnosis | Assign | Insurance | **Certify** | Authorize | Docs | Other | Notes

From-Date	Thru-Date	Actual-Ei	FBV/Acc	Final-Bill	Final-P2	FBV/Acc	Initial-C	Final-C	F-VisitC	Heli	Pep
10/1/2025	12/29/2025										

From: 10/01/2025 To: 12/29/2025 Days: 90 Docs-Not-Rcvd ☐ Hipps ☒ Medicaid

Orders **Assessments**

Assess-Date	Assessment-Reason	Status	Hipps	Hipps-P2	Hipps-I	Hhrg-C
10/1/2025	HOPE Admit	Awaiting Validation				
10/14/2025	HOPE HUV 1	Inactive				
10/14/2025	HOPE HUV 1	Locked Awaiting Export				
10/30/2025	HOPE HUV 2	Awaiting Validation				
10/30/2025	HOPE HUV 2	Inactive				
11/1/2025	HOPE DC	Locked Awaiting Export				

CMS State Correction Count

Patient: 000000090 - Cone, Jane

Assess Date: 10/1/2025

Reason For Assess: HOPE Admit

State Correction Count: 2

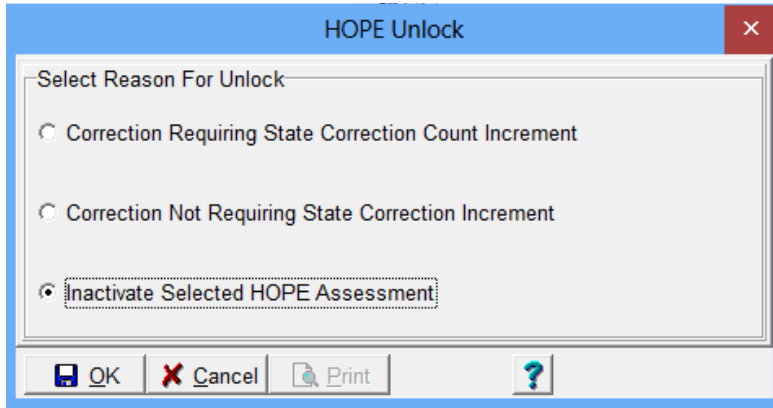
New State Correction Count:

Find Save Cancel Print ?

Inactivating an Assessment

When making changes to a key field in an assessment that was accepted by the state, the assessment must be inactivated.

Select the 'Inactivate Selected Assessment' option when unlocking the HOPE record:

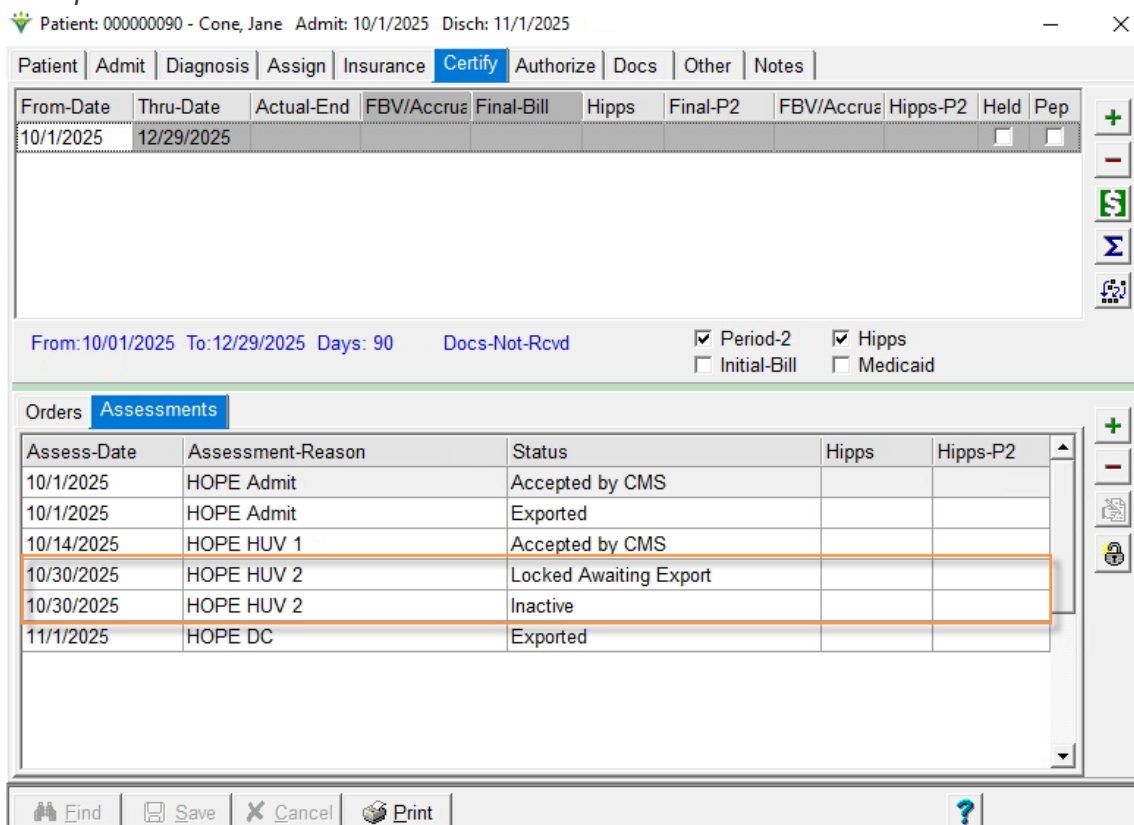


The dialog box titled 'HOPE Unlock' contains a section 'Select Reason For Unlock' with three radio button options. The third option, 'Inactivate Selected HOPE Assessment', is selected. At the bottom are buttons for 'OK', 'Cancel', 'Print', and a help icon.

Press **OK** once you've made the selection and press **Save**. The assessment will be in 'Inactive' status.

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 a HOPE export file for transmission to the State. When inactivating an assessment, 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.

Example:



The screenshot shows a patient record for 'Patient: 000000090 - Cone, Jane' with admission and discharge dates of 10/1/2025 and 11/1/2025. The 'Certify' tab is active. Below the patient information, there is a table of assessments.

Assess-Date	Assessment-Reason	Status	Hipps	Hipps-P2
10/1/2025	HOPE Admit	Accepted by CMS		
10/1/2025	HOPE Admit	Exported		
10/14/2025	HOPE HUV 1	Accepted by CMS		
10/30/2025	HOPE HUV 2	Locked Awaiting Export		
10/30/2025	HOPE HUV 2	Inactive		
11/1/2025	HOPE DC	Exported		

The 'Assessments' tab is selected in the 'Orders' section. The bottom of the window shows buttons for 'Find', 'Save', 'Cancel', 'Print', and a help icon.

Follow the steps in the [HOPE Export FAQ](#) to upload corrected assessments to iQIES.