



Hospice Item Set (HIS) File Submission Process



Training Outline: Module 4

- QTSO Website
- Important Reminders
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- QTSO Help Desk Information



QTSO Website

- The QTSO website contains the hospice technical user's guides and other important technical information that you will use for the QIES 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



Important Reminders

- The HIS file submission process should not be attempted if any of the steps below are not complete.
 - To connect to the CMS Network and access the QIES ASAP system, ensure that you have a CMSNet User ID and password and the Juniper software is correctly installed on your PC
 - To successfully log into the QIES ASAP system, you must have registered for and activated your QIES User ID.



Important Reminders

- To obtain instructions about registering for a CMSNet User ID, a QIES User ID, or installing your communications (Juniper) software, refer to the recorded training modules and user's guides available on the QTSO website.
- Each hospice must obtain HIS data entry software capable of formatting HIS records and exporting files in accordance with CMS's standard record layout specifications.



Important Reminders

- The Facility ID you received when registering for your QIES User ID must be entered into the HIS data entry software you have selected.
 - This ID can be found on the Confirmation of Hospice User ID Registration that you printed at the time you registered for your QIES User ID.
 - Ensure this ID is correctly entered into your hospice software.



CMS Hospice Welcome Page

- Contains the following links:
 - Hospice User Registration – this is the link to application where you registered for your QIES Hospice User ID that allows access to the Hospice Submission and CASPER Reporting systems.
 - Hospice Submissions – this is the link to the system where you will submit the Hospice Item Set (HIS) record files.



CMS Hospice Welcome Page

- CASPER Reporting - this is the link to the system where you will obtain reports for the HIS records submitted to the ASAP system for your provider.
- QIES User Maintenance Application – this is a link to the application where you can update or reset the password associated to your QIES User ID.



CMS Hospice Welcome Page

- Contains the following user guides:
 - Hospice Item Set (HIS) Submission User's Guide - provides detailed information about the Hospice Submission system, the system-generated Hospice Final Validation Report, and the Error Message Guide. Included in this user's guide is Appendix A, which is a condensed step-by-step guide for the file submission process. This appendix will be very beneficial as you learn the file submission process.



CMS Hospice Welcome Page

- CASPER Reporting User's Manual - provides information about the Hospice reports that are available in the CASPER Reporting system.
- QIES User Maintenance Application User's Guide - provides instructions for using the QIES User Maintenance application.



Tips for Successful Submissions

- QIES ASAP system only processes zipped files that have a file extension of .zip.
 - Files with extensions other than .zip will not be accepted into the QIES ASAP system.
- QIES ASAP system will accept submission of files that are 5 MB or less in size.
 - If your file exceeds the size limitation, you will receive an online message notifying you of such.
 - You must reduce the size of your file and submit it to the QIES ASAP system.



Tips for Successful Submissions

- An online message will display confirming your file was received by the QIES ASAP system.
 - This confirmation message only confirms successful receipt of the file by the QIES ASAP system.
 - It does NOT confirm the file has processed or the records have been accepted by the QIES ASAP system.
 - You are encouraged to print a copy of the confirmation message for your records.



Tips for Successful Submissions

- After your submitted Hospice data file is successfully received by the QIES ASAP system, the system will validate the file structure and data content.
 - Within 24 hours of a successful submission, a system-generated Hospice Final Validation Report is created in the CASPER reporting system.
 - This report provides a detailed account of any errors found during the validation of the records in the HIS submission file.



Tips for Successful Submissions

- You may view a list of submissions you performed by selecting the Submission Status link in the menu bar.
 - Refer to the Hospice Item Set (HIS) Submission User's Guide for additional information about this functionality.



QTSO Help Desk Support

- If you have questions or encounter issues during the Hospice Item Set (HIS) file submission process, contact the QTSO Help Desk by:
 - Phone at (877) 201-4721
 - E-mail at help@qtso.com