

## **Announcement: Recorded Hospice Item Set (HIS) Technical Training Modules Available**

Hospice Item Set (HIS) technical training will be available beginning the week of May 5, 2014 on the QIES Technical Support Office website at <https://www.qtso.com/>. This training is for Medicare-certified hospices required to submit Hospice Item Set (HIS) records for the Hospice Quality Reporting Program.

The Hospice technical training consists of a series of short recorded WebEx modules that will demonstrate the registration and submission process to hospice users. Information covered in these training modules include registration of two separate user IDs; installation of the Juniper communication software; submission of HIS record files to the QIES ASAP system and accessing the CASPER Reporting system to retrieve the Hospice Final Validation Reports. The Hospice Item Set (HIS) Submission User's Guide and CASPER Reporting User's Guide For Hospice Providers will also be available on the <https://www.qtso.com/> website on the Hospice User Guides & Training page. These guides are essential and provide step by step instructions that coincide with the WebEx modules to guide users through the HIS record submission process.

Below is essential information about accessing the Hospice (HIS) Technical WebEx training modules.

- Access the QTSO e-University page by selecting the Online Training link on <https://www.qtso.com/> or by accessing <https://www.qtso.com/webex/qiesclasses.php>.
- Select the Hospice link located in the Recorded Training Sessions Categories box and the QTSO e-University login page will display.
- Enter your first and last name and Email address in the Name and Email fields.
- Select the Go button and the Recorded Training Sessions page will display
- Select the Hospice Introduction to QIES ASAP and CASPER Reporting Systems link from the Recorded Training Sessions box to begin the first recording in the training module series.

Please view these short WebEx modules and then read/review the technical user's guides that are provided. This is critical to ensure successful registration for user IDs and subsequent submission of the HIS records for the Hospice Quality Reporting Program.

CMS encourages users to plan and schedule time in early May to watch the technical modules as registration for user IDs begins May 19, 2014.

### **Important notes:**

- You are strongly encouraged to view the recorded training modules in numerical order after the Introduction Module.
- These recorded training modules will be available indefinitely as a reference tool. There is no limit to the number of times that you or other staff members for your provider may view these recordings.
- You are encouraged to print the training slides that are posted with each training module.
- The file format for this recording is Windows Media Video (WMV). Windows Media Player is recommended for viewing.

- This training session contains audio and visual information. Ensure that the computer's speakers are turned on to hear the audio.
- The recorded training sessions contain closed captioning. Select the Closed Captioning Instructions link in the Recorded Training Sessions box to access instructions for enabling the closed captioning feature, if needed.
- Please contact the QTSO Help Desk by phone at (877) 201-4721 or by email at [help@qtso.com](mailto:help@qtso.com) if you have questions regarding these training modules.