



Centers for Medicare & Medicaid Services

## **Internet Quality Improvement & Evaluation System (iQIES)**

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# **Hospice Outcomes & Patient Evaluation (HOPE) Error Message Reference Guide**

**Version 1.0**

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## 1. Introduction

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This user guide addresses Hospice Outcomes and Patient Evaluation (HOPE) error messages and troubleshooting.

## 2. Troubleshooting – iQIES Service Center

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The iQIES Service Center supports users working within the various iQIES components: Survey and Certification (S&C), Patient Assessment, and Reporting.

Always attempt to determine the nature or source of a particular problem in order to contact the appropriate department for assistance and give detailed information about the issue.

**For assistance accessing iQIES:** Contact the iQIES Security Officer (SO) for your organization.

**For technical support:** Contact the iQIES Service Center:

**Phone:** 800-339-9313

**email:** [iQIES@cms.hhs.gov](mailto:iQIES@cms.hhs.gov)

**Idea Portal:** Feedback for future iQIES software development: [CCSQ Support Central](#). Click **Idea Portals**.

**For more information on iQIES:** Refer to the [QIES Technical Support Office](#) (QTSO) and the [Quality, Safety, & Education Portal](#) (QSEP).

iQIES reference materials include:

- Links to Training Videos for Providers
- Assessment Management User Manual
- Quick Reference Guides
- Onboarding Guide
- Managing User Information

### 3. Submission ERROR Messages for HOPE Data

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During the file submission process, iQIES displays a limited number of error messages. iQIES errors are detailed in [Step 5, Error Messages](#).

Additionally, you may experience error messages, warnings, or failures from other software or hardware components used in association with iQIES. For those situations you should refer to the appropriate vendor-provided documentation.

## 4. File Processing Error Messages for HOPE Data

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A **HOPE Provider Final Validation Report** is automatically generated within 24 hours of successful submission of a file. A file may include one or more records. The Report details the errors, if any, in the submitted records within the file. Go to the **Reports** section in iQIES to view this report.

Each error is noted on the report by its numeric identifier and severity (**Fatal** or **Warning**). The report also includes a brief description of the error and notes the submitted item values that triggered the error.

### Notes:

- The **HOPE Submitter Final Validation Report** must be requested by the user who submitted the file.
- Records with fatal errors will be rejected. All fatal errors in a file or record must be corrected and the file or record must be resubmitted.
- All warning errors must be reviewed and corrected if appropriate, to ensure the data uploaded is accurate and complete.
- Providers who submit files for multiple providers receive one **HOPE Provider Final Validation Report** for each provider for which records were submitted in a file.
- Certain fatal errors in the submitted file or one of its records can prevent the system from creating and placing the automatically-generated **HOPE Provider Final Validation Report** in the Provider's folder. To view these errors, the submitter can request the **HOPE Submitter Final Validation Report** in iQIES.

## 5. HOPE Error Messages

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This section contains a links to the HOPE Error Message Reference Guide. This guide lists the error messages in order by **Error ID** followed by **Error Message**. The severity and type of error message are shown. A type of error can help determine the solution.

The first four explanatory columns are followed by five additional columns explaining the potential cause, tips to correct the error, actions to take, and the last active date.

- [Hope Error Message Reference Guide \(Providers\)](#)
- [Hope Error Message Reference Guide \(Vendors\)](#)