



## HOPE Review Services: Support built around you

HOPE assessments bring new detail, deadlines, and responsibility, and your team deserves support that fits the way you work. MatrixCare's HOPE Review Services are designed to support hospice agencies in managing the documentation and coding demands of the CMS HOPE assessment process. Whether you need full-service support or more targeted assistance, these flexible service levels can help your staff stay focused on care while we assist in reviewing and guiding documentation. Here's a clear look at what each HOPE Review Services level includes so you can choose what fits your workflow.

### HOPE Review Services at a glance

Feature	HOPE and POC review with diagnosis coding (standard for admission)	HOPE and POC review (standard for admission and HUV 1&2; no coding)	HOPE review with diagnosis coding (standard for admission)	HOPE review (standard for admission and HUV 1&2; no coding)	HOPE review (standard for discharge)	Coding only (standard criteria for admission and recertification)
<p><b>Comprehensive review of all HOPE items</b> Recommendations to change original responses based on clinician documentation, interdisciplinary collaboration, medical records, and HOPE item responses.</p>						
<p><b>Comprehensive review of Plan of Care (POC) locators</b> Including Drug Regimen, DNR, Advance Directives/Healthcare Proxy, Interventions/Orders to manage pain and symptoms, Outcomes/Goals anticipated in accordance with CMS Conditions of Participation.</p>						
<p><b>Assignment of ICD 10 codes</b> Primary diagnosis from Certificate of Terminal Illness (CTI). Additional diagnoses will be coded to capture comorbidities. Coding will be based on CTI and medical record documentation in the current episode/admission of care in accordance with ICD-10 CM coding conventions and guidelines.</p>						

### How your agency can benefit

**Supports efforts to manage documentation and coding requirements** tied to the CMS HOPE assessment process

**Helps enhance data accuracy** in hospice from admission to discharge

**Assists in reviewing work and making suggestions** aligned with CMS plan of care guidance

**Provides flexible service options**, whether you need full-service support or targeted assistance

**Helps teams stay focused on patient care** while documentation review support is in place

**Offers your team support right away**, with flexible EHR-agnostic services that fits how you work

### Designed to support the full HOPE journey

Hospices are required to submit up to four records for each patient admitted to their organization, including a minimum of a HOPE-Admission record, a HOPE-Discharge record, and up to two HOPE Update Visits, depending on length of stay. But you don't have to take on this process alone. Our HOPE Review Services can help you approach documentation with more clarity, flexibility, and confidence.

Ready to explore which level of review fits your agency best?

Contact our experts at **866.469.3766** or visit **matrixcare.com** to get started.