

September 26, 2024

The Honorable Chuck Schumer  
Majority Leader  
U.S. Senate  
Washington, DC 20510

The Honorable Mike Johnson  
Speaker  
U.S. House of Representatives  
Washington, DC 20515

The Honorable Mitch McConnell  
Minority Leader  
U.S. Senate  
Washington, DC 20510

The Honorable Hakeem Jeffries  
Minority Leader  
U.S. House of Representatives  
Washington, DC 20515

**Re: Telehealth Flexibility for the Hospice Face-To-Face Recertification Visit**

Dear Congressional Leaders:

Thank you for your leadership and support in expanding access to quality healthcare through telehealth. These flexibilities have helped improve patient care delivery across the United States. As organizations representing the full array of hospice and community-based palliative care providers, professionals, and volunteers, we write to you today in strong support of extending the telehealth flexibility for the face-to-face (F2F) encounter required during recertification of hospice eligibility. This flexibility has yielded benefits for patients and providers, allowing hospice providers to focus on direct patient care, reducing unnecessary burdens, and improving patient and family satisfaction and it is critical that this flexibility be maintained going forward.

Hospice is holistic, interdisciplinary care, meaning beneficiaries receive visits and care from the entire interdisciplinary team consisting of a physician, nurse, hospice aide, social worker, chaplain, volunteer, and bereavement specialist. As of January 1, 2024, this may now also include a marriage and family therapist or mental health counselor. Together with the patient and family, this team constructs an individualized plan of care to meet patient and family needs, which reflect their desired outcomes and goals. Hospice services are delivered around the clock based on the patient's individualized plan of care.

The F2F requirement is a low-touch, administrative component of the recertification process intended to collect clinical information to determine continued eligibility. This process can be conducted as successfully via telehealth as it can in-person. Recent research concluded there were no "statistically significant differences in reauthorization recommendations found between telehealth and in-person visits."<sup>1</sup> As it is not a care visit,

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<sup>1</sup> Moore, S. L., Portz, J. D., Santodomingo, M., Elsbernd, K., McHale, M., & Massone, J. (2020). Using Telehealth for Hospice Reauthorization Visits: Results of a Quality Improvement Analysis. *Journal of pain and symptom management*, 60(3). <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7276118/>

it cannot be billed separately like other hospice physician visits. Extending this telehealth flexibility does not have an associated cost.

The in-person requirement is burdensome on hospice providers<sup>2</sup> using up valuable physician and nurse practitioner (NP) time commuting to patients' homes for paperwork visits rather than visiting other patients who need critical and timely care. This is true for providers operating in rural and high-traffic urban areas where the time spent on travel is measured in hours. By allowing this telehealth flexibility, physicians and nurse practitioners can spend more time delivering care and less time traveling between patient locations.

This flexibility is always important; there are circumstances where it is invaluable. One instance our collective members discuss with frequency is for patients starting hospice with a new provider at a time that coincides with the required administrative timing for a face to face. These referrals are often made with imminent need for care; being able to use telehealth to start care in these cases is particularly valuable. Given that research and anecdotes from our members support that this visit is equally effective whether in person or virtual, this example of the importance of expediency should underscore the need for this flexibility to continue for the benefits of patients, families, and hospice providers.

Provisions extending this flexibility have been included in various telehealth proposals including the CONNECT for Health Act (H.R. 4189 / S. 2016), the Telehealth Modernization Act (H.R. 7623 / S. 3967), the Preserving Telehealth, Hospital, and Ambulance Access Act (H.R. 8261) – which was unanimously passed out of the Ways and Means Committee, and the Hospice Recertification Flexibility Act (H.R. 8278), demonstrating broad bicameral and bipartisan support.

Telehealth is an effective means of conducting these administrative visits without increasing Medicare costs. Extending this flexibility, especially in rural and high-traffic urban areas, will significantly benefit both patients and providers. We strongly urge Congress to ensure the Hospice F2F telehealth flexibility is included in any telehealth package before it expires at the end of the year.

Thank you for your attention to this critical issue. We look forward to working with you to support the needs of hospice patients, families, and providers across the country.

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<sup>2</sup> Moore

Sincerely,

The National Alliance for Care at Home  
The National Coalition of Hospice & Palliative Care  
Alliance for the Advancement of End of Life Care  
American Academy of Hospice and Palliative Medicine  
Association of Professional Chaplains  
HealthCare Chaplaincy Network  
Hospice & Palliative Nurses Association  
LeadingAge  
National Partnership for Healthcare and Hospice Innovation  
Physician Associates in Hospice and Palliative Medicine  
Social Work Hospice & Palliative Care Network  
Association for Home & Hospice Care of North Carolina  
Connecticut Association for Healthcare at Home  
Florida Hospice & Palliative Care Association  
Georgia Hospice and Palliative Care Organization  
Granite State Home Health and Hospice Association (NH)  
Healthcare Association of Hawaii  
Home Care and Hospice Association of Colorado  
Homecare and Hospice Association of Utah  
Hospice & Palliative Care Association of Arkansas  
Hospice & Palliative Care Association of Iowa  
Hospice & Palliative Care Association of New York State  
Hospice & Palliative Care Network of Maryland  
Hospice and Palliative Care Federation of Massachusetts  
Hospice Council of West Virginia  
Illinois Hospice and Palliative Care Organization  
Indiana Association for Home and Hospice Care  
Kōkua Mau, A Movement to Improve Care  
LifeCircle South Dakota  
Louisiana Mississippi Hospice and Palliative Care Organization  
Michigan HomeCare & Hospice Association  
Nebraska Hospice and Palliative Care Association  
Oregon Hospice & Palliative Care Association  
South Carolina Home Care & Hospice Association  
Tennessee Association for Home Care  
Texas New Mexico Hospice & Palliative Care Organization  
The Alabama Hospice and Palliative Care Organization  
Virginia Association for Home Care and Hospice  
Washington State Hospice & Palliative Care Organization  
West Virginia Council for Home Care and Hospice  
Wisconsin Hospice & Palliative Care Association