

Reminder: Deadline to Submit a Hardship Exception Application

08/26/2024



Eligible Hospitals Must Submit a Hardship Exception Application by August 31

On May 1, 2024, the Centers for Medicare & Medicaid Services (CMS) opened the Hardship Exception application period for eligible hospitals and critical access hospitals (CAHs) that participated in the Medicare Promoting Interoperability Program in calendar year (CY) 2023.

Application Submission Details

The deadline for eligible hospitals to submit a Hardship Exception [application](#) for the CY 2023 reporting period is August 31, 2024.

Please note that the application period for CAHs will close on November 30, 2024.

Eligible hospitals may submit their application electronically at the following website: https://cmsqualitysupport.servicenowservices.com/cms_hh. If an electronic submission is not possible, contact the CCSQ Help Desk at 1 (866) 288-8912 and a representative will assist you with a verbal application.

About Hardship Exception

For CY 2023, the [2015 Edition Cures Update](#) certified electronic health record technology (CEHRT) criteria were required for the Medicare Promoting Interoperability Program to successfully meet the [program requirements](#). CMS mandates that downward payment adjustments be applied to eligible hospitals and CAHs that were not meaningful users of CEHRT and score below the 60-point minimum requirement and failed to report a full year's

worth of electronic clinical quality measures (eQMs) data on three self-selected eQMs plus the Safe Use of Opioids Concurrent Prescribing eQM.

Eligible hospitals and CAHs may be exempt from a Medicare downward payment adjustment if they can show that compliance with the requirement for being a meaningful EHR user would result in a significant hardship. Simply lacking CEHRT does not qualify an eligible hospital or CAH for a Hardship Exception.

To be considered for an exception (*to avoid a downward payment adjustment*), eligible hospitals and CAHs must complete and submit a Hardship Exception [application](#). If approved, the Hardship Exception is valid for only one payment adjustment year. Eligible hospitals and CAHs would need to submit a new application for subsequent years and *no eligible hospital or CAH can be granted more than five exceptions*.

For More Information

More information on the Medicare Hardship Exception process can be found [here \(PDF\)](#). For more information on the Medicare Promoting Interoperability Program, visit the [Promoting Interoperability Program website](#).

Centers for Medicare & Medicaid Services