

DEPARTMENT OF HEALTH & HUMAN SERVICES  
Centers for Medicare & Medicaid Services  
Survey & Operations Group  
San Francisco & Seattle Survey & Enforcement Division  
San Francisco Regional Office  
90 7<sup>th</sup> Street, Suite 5-300 (5W)  
San Francisco, CA 94103



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Refer to: SFSSD-PJ

**IMPORTANT NOTICE -PLEASE READ CAREFULLY**

July 25, 2023

Danitza Lopez, CEO/Administrator  
Comfort Destiny Hospice, Inc.  
1241 S. Glendale., Suite 204D  
Glendale, CA 91205

CMS Certification Number (CCN): B21624

**RE: Involuntary Termination of Medicare Provider Agreement After Complaint  
Validation Survey on June 30, 2023; Six Conditions of Participation not met;  
Termination Date: August 14, 2023**

Dear Mrs./ Ms. Hogg:

After careful review, the Centers for Medicare & Medicaid Services (CMS) has determined that Comfort Destiny Hospice, Inc. no longer qualifies for participation as a hospice agency in the Medicare program established under Title XVIII, Section 1861(b) of the Social Security Act (the Act). Therefore, your Medicare agreement will be terminated effective 12:01 a.m. Pacific Daylight Time on **August 14, 2023**.

A Medicare complaint validation survey at Comfort Destiny Hospice, Inc. was completed by the California Department of Public Health (CDPH) on June 30, 2023. The survey documented that Comfort Destiny Hospice, Inc. was in violation of the following six (6) Conditions of Participation (CoPs):

- 42 C.F.R. § 418.52 Patients' Rights
- 42 C.F.R. § 418.54 Initial & Comprehensive Assessment of Patient
- 42 C.F.R. § 418.56 Interdisciplinary Group (IDG), Care Planning,  
Coordination of Services
- 42 C.F.R. § 418.64 Core Services
- 42 C.F.R. § 418.102 Medical Director
- 42 C.F.R. § 418.104 Clinical Records

As you are aware, to participate in the Medicare program, a hospice must be in compliance with each of the applicable regulatory CoPs for hospice services at 42 C.F.R. Part 418.

### **Termination of Provider Agreement**

CMS has determined that Comfort Destiny Hospice, Inc. and the deficiencies documented by the June 30, 2023 survey either individually or in combination substantially limit the hospice's capacity to render adequate care or adversely affect patient health and safety, thus establishing a basis under 42 C.F.R. § 488.24(b) for concluding that the above-referenced Conditions of Participation are not met.

Therefore, because Comfort Destiny Hospice, Inc. is not in compliance with all applicable Conditions of Participation set forth at 42 C.F.R. Part 418, as established by the complaint validation survey, we are terminating Medicare coverage effective **12:01 a.m. Pacific Daylight Time, August 14, 2023**. *See* Social Security Act § 1866(i); *see also* 42 C.F.R. §§ 488.24(b), 488.24(c), 488.26(b), 488.28, 489.53(a)(1) & (3).

There will be no payment for inpatient services rendered to Medicare and/or Medicaid beneficiaries admitted on or after **12:01 a.m. Pacific Daylight Time, August 14, 2023**. To facilitate the appropriate movement and placement of Medicare and/or Medicaid patients in your facility upon termination of your Medicare provider agreement, payments for services to Medicare and/or Medicaid residents who were admitted to your facility prior to the effective date of termination may be permitted for up to a maximum of thirty (30) days after the effective date of termination. *See* 42 C.F.R. § 489.55(a)(1).

### **Public Notice**

In accordance with 42 C.F.R. § 488.456(c), CMS is required to provide the general public with notice of an impending termination and will publish a notice prior to the effective date of termination. Public notice of termination will be published on the CMS Website at <https://www.cms.gov/Medicare/Provider-Enrollment-and-Certification/SurveyCertificationGenInfo/Termination-Notices.html> on or before July 28, 2023. *See Agreement Termination Notices Final Rule (CMS-1677-F)*.

### **Application for Readmission Following Involuntary Termination**

Once terminated, Comfort Destiny Hospice, Inc. may apply for reinstatement. *See* 42 C.F.R. § 489.57. However, a new agreement will not be accepted unless CMS determines that the reason for termination of the previous agreement has been removed and that there is "reasonable assurance" that the hospice can maintain compliance with all applicable Conditions of Participation. 42 C.F.R. § 489.57(a). Compliance will be verified by on-site surveys conducted at the beginning and end of a reasonable assurance period determined by CMS. This period will be a minimum of 90 days. Prior to issuance of a new provider agreement the surgery center also must fulfill, or make satisfactory arrangements to fulfill, all of the statutory and regulatory responsibilities of its previous agreement (including resolution of all outstanding financial obligations due the Medicare program). 42 C.F.R. § 489.57(b). Additionally, before readmission to the Medicare program, you must demonstrate your ability to comply with all pertinent requirements of Title XVIII of the Social Security Act (including your financial ability to provide the services required for Medicare participation). *See, e.g.*, 42 C.F.R. § 489.12(a)(4); *See generally* 42 C.F.R. Part 489, Subpart B.

Assuming substantial compliance with participation requirements is documented at the beginning and end of the reasonable assurance period, and assuming all other federal requirements are met, Medicare certification and reimbursement will begin following the conclusion of the reasonable assurance period in accordance with the terms of 42 C.F.R. § 489.13.

### **Appeal Rights**

If you disagree with this action imposed on your facility, you or your legal representative may request a hearing before an administrative law judge of the Department of Health and Human Services, Departmental Appeals Board (DAB). Procedures governing this process are set out in 42 C.F.R. 498.40, et seq. You must file your hearing request electronically by using the Departmental Appeals Board's Electronic Filing System (DAB E-File) at <https://dab.efile.hhs.gov> no later than sixty (60) days after receiving this letter. Specific instructions on how to file electronically are attached to this notice. A copy of the hearing request shall be submitted electronically via Email: [ROSFOSO@cms.hhs.gov](mailto:ROSFOSO@cms.hhs.gov) Attn: Renae Hill.

Requests for a hearing submitted by U.S. mail or commercial carrier are no longer accepted as of October 1, 2014, unless you do not have access to a computer or internet service. In those circumstances you may call the Civil Remedies Division to request a waiver from e-filing and provide an explanation as to why you cannot file electronically or you may mail a written request for a waiver along with your written request for a hearing. A written request for a hearing must be filed **no later than sixty (60) days after receiving this letter**, by mailing to the following address:

Department of Health & Human Services  
Departmental Appeals Board, MS 6132  
Director, Civil Remedies Division  
330 Independence Avenue, S.W.  
Cohen Building – Room G-644  
Washington, D.C. 20201  
(202) 565-9462

A request for a hearing should identify the specific issues, findings of fact and conclusions of law with which you disagree. It should also specify the basis for contending that the findings and conclusions are incorrect. At an appeal hearing, you may be represented by counsel at your own expense.

If you have any questions, please contact Renae Hill, Manager, CMS San Francisco & Seattle Acute and Continuing Care Branch at (206) 615-2041 or by email at [ROSFOSO@cms.hhs.gov](mailto:ROSFOSO@cms.hhs.gov) ATTN: Renae Hill.

Sincerely,

James Bossenmeyer  
Acting Director  
San Francisco/Seattle Survey & Enforcement Division  
Survey & Operations Group  
Center for Clinical Standards and Quality  
Centers for Medicare & Medicaid Services

Enclosures: CMS-2567 form Statement of Deficiencies (95 pages)

cc: California Department of Public Health Los Angeles HH/Hospice Unit  
State Medicaid Agency  
The Joint Commission (TJC)