



Event Program

2021 MAC Collaborative Summit

Operation Collaboration: *We are all in this Together*

September 15–17, 2021



Part A/B, Home Health & Hospice
Multi-MAC Collaboration Group

2313_0521



Event Program

This virtual event program includes a session guide and three-day event schedule in Eastern Standard Time (EST). Course descriptions and speaker information from all Medicare Administrative Contractors (MACs), The Centers for Medicare & Medicaid Services (CMS), the Unified Program Integrity Coordinator (UPIC), The National Home Health and Hospice Associations, as well as the Beneficiary Advocacy Groups are also included.

Session Guide

All Home Health and Hospice Providers	Palmetto GBA Home Health and Hospice Providers	CGS Home Health and Hospice Providers	National Government Services, Inc. (NGS) Home Health and Hospice Providers	Medicare A/B Physicians and Allowed Practitioners Only
All home health and hospice providers from every jurisdiction including Palmetto GBA, CGS and NGS providers	Palmetto GBA home health and hospice provider sessions	CGS home health and hospice provider sessions	NGS home health and hospice provider sessions	This session is limited to Medicare Part A and B Physicians and Allowed Practitioners who order and monitor home health and hospice services

Event Schedule

Day One Schedule – Wednesday 9/15/2021

Session Number	Time	All Home Health and Hospice Providers
1	11:00 a.m.–12:00 p.m.	Meet the Home Health and Hospice (HHH) Medicare Administrative Contractors
2	12:30–2:00 p.m.	National Home Health and Hospice Association Collaboration
3	2:30–3:30 p.m.	The Centers for Medicare & Medicaid Services Home Health and Hospice Updates
4	4:00–5:00 p.m.	Unified Program Integrity Contractors Present: What is Home Health and Hospice Medicare Fraud, Waste and Abuse

Day One Course Descriptions

Session One

Title: Meet the Home Health and Hospice Medicare Administrative Contractors

Date: Wednesday, September 15, 2021

Time: 11:00 a.m.–12:00 p.m.

Description: This session is open to all home health and hospice providers from every jurisdiction. The MAC subject matter experts from Palmetto GBA, CGS and National Government Services (NGS) will provide a detailed explanation of MAC jurisdictions, as well as deliver a greater understanding of the role each of the MACs play with CMS. This first session of our collaborative summit offers providers the opportunity for an open question and answer period following an introductory presentation from all of the Medicare MAC jurisdictions.

Speakers

- Nykesha Scales, Senior Provider Relations Representative, CGS Administrators, LLC
- Cari Atkinson RN, AND, BA, MHA, Senior Provider Education Consultant, CGS Administrators, LLC
- Charles Canaan RN, MPH, Senior Provider Relations Consultant, Provider Outreach and Education, Palmetto GBA
- MaKisha Pressley-Callaham Ed. D, Senior Provider Relations Representative, Provider Outreach and Education, Palmetto GBA
- Cara Mia Wilkins, RCD Senior Provider Relations Representative, Provider Outreach and Education, Palmetto GBA
- Elizabeth Brogdon RN, RCD, Senior Provider Relations Consultant, Provider Outreach and Education, Palmetto GBA
- Shelly Dailey MSN, BSN, RN, CPHM, Provider Outreach and Education Consultant, NGS
- Madeleine Collins RN, CPHM, Provider Outreach and Education Consultant, NGS
- Christa Shipman, Provider Outreach and Education Consultant, NGS
- Jan Wood, Provider Outreach and Education Consultant, NGS

Session One Registration Link:

<https://attendee.gotowebinar.com/register/9064045520292202511>

Session Two

Title: National Home Health & Hospice Association Collaboration

Date: Wednesday, September 15, 2021

Time: 12:30 p.m.–2:00 p.m.

Description: In this 90-minute session, the home health and hospice MAC Provider Outreach and Education (POE) Consultants will offer a unique opportunity for providers to gain a greater understanding of the collaborative efforts maintained between the MACs, the National Association for Homecare & Hospice (NAHC), and the National Hospice & Palliative Care Organization (NHPCO). This unique session offers an open question and answer period during which Home Health and Hospice providers from across the nation will have the opportunity to discuss pending regulatory policies; including, changes to hospice payments and the hospice quality reporting program for FY2022, home health value-based purchasing, the shift from no—pay RAPs to Notices of Admission, and other pressing issues in hospice and home health with the national association staff that lobby for regulatory change and your MAC POE subject matter experts.

Speakers

- Judi Lund Person BA, MPH, CHC, Vice President, Regulatory & Compliance, NHPCO
- Katie Wehri BSBA, Director, Home Care & Hospice Regulatory Affairs, NAHC
- Theresa Forster BA, Vice President for Hospice Policy & Programs, NAHC
- Nykesha Scales, Senior Provider Relations Representative, CGS Administrators, LLC
- Cari Atkinson RN, AND, BA, MHA, Senior Provider Education Consultant, CGS Administrators, LLC
- Charles Canaan RN, MPH, Senior Provider Relations Consultant, Provider Outreach and Education, Palmetto GBA
- MaKisha Pressley-Callaham Ed. D, Senior Provider Relations Representative, Provider Outreach and Education, Palmetto GBA
- Cara Mia Wilkins, RCD Senior Provider Relations Representative, Provider Outreach and Education, Palmetto GBA
- Elizabeth Brogdon RN, RCD, Senior Provider Relations Consultant, Provider Outreach and Education, Palmetto GBA
- Shelly Dailey MSN, BSN, RN, CPHM, Provider Outreach and Education Consultant, NGS
- Madeleine Collins RN, CPHM, Provider Outreach and Education Consultant, NGS
- Christa Shipman, Provider Outreach and Education Consultant, NGS
- Jan Wood, Provider Outreach and Education Consultant, NGS

Session Two Registration Link:

<https://attendee.gotowebinar.com/register/1614745390458845199>

Session Three

Title: The Centers for Medicare & Medicaid Services (CMS) Home Health and Hospice Payment Policy Updates

Date: Wednesday, September 15, 2021

Time: 2:30 p.m.–3:30 p.m.

Description: This session is open to all home health and hospice providers from every jurisdiction. This session will offer exclusive CMS payment policy updates regarding home health and hospice (HHH) federal Medicare regulations, as well as up-to-date CMS HHH resources for both provider types.

Speakers

- Kelly Vontran, Division of Home Health & Hospice, CMS
- Brian Slater, Director, Division of Home Health & Hospice, Chronic Care Policy Group, CMS
- Susan Bauhaus, Division of Home Health & Hospice, Chronic Care Policy Group, CMS

Session Three Registration Link: <https://attendee.gotowebinar.com/register/49896252552546319>

Session Four

Title: Unified Program Integrity Contractors (UPIC-MW) Present: What is Home Health and Hospice Fraud, Waste and Abuse?

Date: Wednesday, September 15, 2021

Time: 4:00 p.m.–5:00 p.m.

Description: This session will provide an update regarding what constitutes home health and hospice Medicare fraud, waste and abuse as most recently witnessed by the UPIC contractors and what the UPIC does as the fraud, waste and abuse contractor. Detailed information regarding major schemes identified by the UPIC via data analysis, program integrity and medical review will be offered. This session will offer a live Q&A period and offer references and resources to their most up-to-date educational materials.

Speakers

- Jodi Benberg BSN, RN, Medical Review Supervisor, CoventBridge
- Megan Heerman-Steeve BSN, RN, MHA, Medical Review Manager, CoventBridge

Session Four Registration Link:

<https://attendee.gotowebinar.com/register/5495868604392329743>

Day Two Schedule – Thursday 9/16/2021

Session Number	Time	BLOCK ONE: Palmetto GBA Providers
5	12:00–1:00 p.m.	Palmetto GBA: Provider Outreach and Education (POE) Updates
6	1:30–2:30 p.m.	Palmetto GBA: Home Health and Hospice Medical Review Updates
7	3:00–4:00 p.m.	Palmetto GBA: Home Health and Hospice Audit and Reimbursement Updates
8	4:30–5:30 p.m.	Palmetto GBA: Home Health and Hospice Appeals Updates

Session Number	Time	BLOCK TWO: CGS Providers
9	12:00–1:00 p.m.	CGS: Provider Outreach and Education (POE) Updates
10	1:30–2:30 p.m.	CGS: Home Health and Hospice Medical Review Updates
11	3:00–4:00 p.m.	CGS: Home Health and Hospice Audit and Reimbursement Updates
12	4:30–5:30 p.m.	CGS: Home Health and Hospice Appeals Updates

Session Number	Time	BLOCK THREE: National Government Services Providers
13	12:00–1:00 p.m.	NGS: Provider Outreach and Education (POE) Updates
14	1:30–2:30 p.m.	NGS: Home Health and Hospice Medical Review Updates
15	3:00–4:00 p.m.	NGS: Home Health and Hospice Audit and Reimbursement Updates
16	4:30–5:30 p.m.	NGS: Home Health and Hospice Appeals Updates

Day Two Course Descriptions**BLOCK ONE: Palmetto GBA Providers****Session Five**

Title: Palmetto GBA Presents: POE Team Home Health and Hospice Education Updates

Date: Thursday, September 16, 2021

Time: 12:00 p.m.–1:00 p.m.

Description: This session will be hosted for Palmetto GBA home health and hospice providers only. This session will be hosted for Palmetto GBA home health and hospice providers only. If CGS is your MAC, then this session is designed to help you gain a better understanding of what is new or has been revised in the Medicare world of home health and hospice. Information regarding the most up-to-date billing, documentation and home health and hospice regulations will be included. Resources and references will be provided, as well as a short question and answer period with the Palmetto GBA POE Subject Matter Experts following their presentation.

Speakers

- Charles Canaan RN, MPH, Senior Provider Relations Consultant, Provider Outreach and Education, Palmetto GBA
- MaKisha Pressley-Callaham Ed. D, Senior Provider Relations Representative, Provider Outreach and Education, Palmetto GBA
- Cara Mia Wilkins, RCD Senior Provider Relations Representative, Provider Outreach and Education, Palmetto GBA
- Elizabeth Brogdon LPN, RCD, Senior Provider Relations Consultant, Provider Outreach and Education, Palmetto GBA

Session Five Registration Link:

<https://event.on24.com/wcc/r/3157606/CF9C7FFFE97B518063A77431797D8257>

Session Six

Title: Palmetto GBA Presents: Home Health and Hospice Medical Review Updates

Date: Thursday, September 16, 2021

Time: 1:30 p.m.–2:30 p.m.

Description: This session will be hosted for Palmetto GBA home health and hospice providers only. This session is being offered by Palmetto GBA Medical Review staff in an effort to update their providers with the most recent home health and hospice Medical Review claim denials, as well as how to avoid them. This session will also offer information regarding the most current Medical Review audits and how to respond to a home health Additional Documentation Request from Palmetto GBA. This session will offer valuable tools and references, as well as a live question and answer period with the Palmetto GBA Subject Matter Experts following their presentation.

Speakers

- Sheri Mertins RN, MSN-NL, HHH MR Operations Manager, Jurisdictions M (JM), Palmetto GBA
- Kim Hinson RN, BSN, CPC-A, Medical Review Operations Director, Jurisdictions J and M, (JJ and JM), Palmetto GBA

Session Six Registration Link:

<https://event.on24.com/wcc/r/3157663/CC6A84A250B4C5BA2549C3CB09FD8642>

Session Seven

Title: Palmetto GBA Presents: Home Health and Hospice Audit and Reimbursement Updates

Date: Thursday, September 16, 2021

Time: 3:00 p.m.–4:00 p.m.

Description: This session will be hosted for Palmetto GBA home health and hospice providers only. This session is being offered by the Palmetto Audit and Reimbursement and/or POE staff in an effort to update their providers with detailed information regarding home health and

hospice cap and cost reporting information. An overview of the PS&R reports required for cost reporting submission will also be discussed. This session will offer valuable tools and references, as well as a live question and answer period with the Palmetto Subject Matter Experts following their presentation.

Speakers

- Charles Canaan RN, MPH, Senior Provider Relations Consultant, Provider Outreach and Education, Palmetto GBA
- MaKisha Pressley-Callaham Ed. D, Senior Provider Relations Representative, Provider Outreach and Education, Palmetto GBA

Session Seven Registration Link:

<https://event.on24.com/wcc/r/3157709/DE82CB48B6465E86B9B40A720646C96C>

Session Eight

Title: Palmetto GBA Presents: Home Health and Hospice Appeals Updates

Date: Thursday, September 16, 2021

Time: 4:30 p.m.–5:30 p.m.

Description: This session will be hosted for Palmetto GBA home health and hospice providers only. This session is being offered by Palmetto GBA Appeals staff in an effort to update their providers with the most recent home health and hospice appeal issues. This session will offer valuable tools and references, as well as a live question and answer period with the Palmetto GBA Appeals staff following their presentation.

Speakers

- Kathy Kardules, Director of Appeals, A/B MAC and Home Health and Hospice, Palmetto GBA
- Melissa Murren, Supervisor of Appeals, Home Health and Hospice, Palmetto GBA

Session Eight Registration Link:

<https://event.on24.com/wcc/r/3157725/FBCE7DA1DA56DCD2EA54D08900981816>

BLOCK TWO: CGS Providers

Session Nine

Title: CGS Presents: POE Team Home Health and Hospice Education Updates

Date: Thursday, September 16, 2021

Time: 12:00 p.m.–1:00 p.m.

Description: This session will be hosted for CGS home health and hospice providers only. If CGS is your MAC, then this session is designed to help you gain a better understanding of what is new or has been revised in the Medicare world of home health and hospice.

Information regarding the most up-to-date billing, documentation and home health and hospice regulations will be included. Resources and references will be provided, as well as a short question and answer period with the CGS POE Subject Matter Experts following their presentation.

Speakers

- Nykesha Scales, Senior Provider Relations Representative, CGS Administrators, LLC
- Cari Atkinson RN, AND, BA, MHA, Senior Provider Education Consultant, CGS Administrators, LLC

Session Nine Registration Link: <https://attendee.gotowebinar.com/register/8273207487529282060>

Session Ten

Title: CGS Presents: Home Health and Hospice Medical Review Updates

Date: Thursday, September 16, 2021

Time: 1:30 p.m.–2:30 p.m.

Description: This session will be hosted for CGS home health and hospice providers only. This session is being offered by CGS Medical Review staff in an effort to update their providers with the most recent home health and hospice Medical Review claim denials, as well as how to avoid them. This session will also offer information regarding the most current Medical Review audits and how to respond to a home health or hospice Additional Documentation Request from CGS as they relate to the most current audits. This session will offer valuable tools and references, as well as a live question and answer period with the CGS Subject Matter Experts following their presentation.

Speakers

- Tanith Heesch RN, Home Health and Hospice Senior, Provider Education Consultant, CGS Administrators, LLC
- Nykesha Scales, Senior Provider Relations Representative, CGS Administrators, LLC
- Cari Atkinson RN, AND, BA, MHA, Senior Provider Education Consultant, CGS Administrators, LLC

Session Ten Registration Link: <https://register.gotowebinar.com/register/8776118608515777292>

Session Eleven

Title: CGS Presents: Home Health and Hospice Audit and Reimbursement Updates

Date: Thursday, September 16, 2021

Time: 3:00 p.m.–4:00 p.m.

Description: This session will be hosted for CGS home health and hospice providers only. This session is being offered by the CGS Audit and Reimbursement Staff in an effort to update their providers with detailed information regarding home health and hospice cap and cost reporting information. An overview of the PS&R reports required for cost reporting submission

will also be discussed. This session will offer valuable tools and references, as well as a live question and answer period with the CGS subject matter experts following their presentation.

Speakers:

- Pat Wildin, Audit and Reimbursement, RHHI, CGS Administrators, LLC
- Tom Bisbee, CGS Administrators, LLC

Session Eleven Registration Link:

<https://attendee.gotowebinar.com/register/8377555539051189516>

Session Twelve

Title: CGS Presents: Home Health and Hospice Appeals Updates

Date: Thursday, September 16, 2021

Time: 4:30 p.m.–5:30 p.m.

Description: This session will be hosted for CGS home health and hospice providers only. This session is being offered by CGS Appeals staff in an effort to update their providers with the most recent home health and hospice appeal issues. This session will offer valuable tools and references, as well as a live question and answer period with the CGS Appeals staff following their presentation.

Speakers

- Christa Winn RN, Appeals Analyst, CGS Administrators, LLC

Session Twelve Registration Link:

<https://attendee.gotowebinar.com/register/8959834906889021708>

BLOCK THREE: National Government Services Providers

Session Thirteen

Title: NGS Presents: POE Team Home Health and Hospice Education Updates

Date: Thursday, September 16, 2021

Time: 12:00 p.m.–1:00 p.m.

Description: This session will be hosted for NGS home health and hospice providers only. If NGS is your MAC, then this session is designed to help you gain a better understanding of what is new or has been revised in the Medicare world of home health and hospice. Information regarding the most up-to-date billing, documentation and home health and hospice regulations will be included. Resources and references will be provided, as well as a short question and answer period with the NGS POE Subject Matter Experts following their presentation.

Speakers

- Shelly Dailey MSN, BSN, RN, CPHM, Provider Outreach and Education Consultant, NGS
- Madeleine Collins RN, CPHM, Provider Outreach and Education Consultant, NGS
- Christa Shipman BA, Provider Outreach and Education Consultant, NGS
- Jan Wood, Provider Outreach and Education Consultant, NGS

Session Thirteen Registration Link:

<https://attendee.gotowebinar.com/register/5115825708812781583>

Session Fourteen

Title: NGS Presents: Home Health and Hospice Medical Review: Back to the Basics

Date: Thursday, September 16, 2021

Time: 1:30 p.m.–2:30 p.m.

Description: This session will be hosted for NGS home health and hospice providers only. This session is being offered by NGS Medical Review Staff in an effort to update their providers with the most recent home health and hospice Medical Review claim denials, as well as how to avoid them. This session will also offer information regarding the most current Medical Review audits and how to respond to a home health or hospice additional documentation request (ADR) from NGS as they relate to the most current audits. This session will offer valuable tools and references, as well as a live question and answer period with the NGS Subject Matter Experts following their presentation.

Speakers

- Laura Pandl RN, BSN, CPC-H, J6 Medical Review Manager – Clinical Operations, NGS
- Amanda Arton RN, Clinical Nurse Reviewer, JK, NGS

Session Fourteen Registration Link:

<https://attendee.gotowebinar.com/register/4741952172950480399>

Session Fifteen

Title: NGS Presents: Home Health and Hospice Audit and Reimbursement Updates

Date: Thursday, September 16, 2021

Time: 3:00 p.m.–4:00 p.m.

Description: This session will be hosted for NGS home health and hospice providers only. This session is being offered by the jurisdiction 6 and K NGS Audit and Reimbursement (AR) and/or POE staff in an effort to update their providers with detailed information regarding home health and hospice cost reporting information and hospice cap. An overview of AR NGSConnex, the communication portal used by Audit and Reimbursement. This session will offer valuable tools and references, as well as a live question and answer period with the NGS subject matter experts following their presentation.

Speakers

- John Stoll, Manager, Provider Audit and Reimbursement, NGS
- Kim Hitzemann, Lead, Provider Audit and Reimbursement, NGS

Session Fifteen Registration Link:

<https://attendee.gotowebinar.com/register/2366022994047689487>

Session Sixteen

Title: NGS Presents: Home Health and Hospice Appeals Updates

Date: Thursday, September 16, 2021

Time: 4:30 p.m.–5:30 p.m.

Description: This session will be hosted for NGS home health and hospice providers only. This session is being offered by NGS Appeals staff in an effort to update their providers with the most recent home health and hospice appeal issues. This session will offer valuable tools and references, as well as a live question and answer period with the NGS Appeals staff following their presentation.

Speakers

- Angela Lopez, Manager II, Medical Management, Appeals Department, NGS
- Rachel Caron RN, Clinical Review Nurse Senior, JK/J6 Part A Appeals, Home Health and Hospice, NGS

Session Sixteen Registration Link:

<https://attendee.gotowebinar.com/register/8755689683333387279>

Day Three Schedule – Friday 9/17/2021

Session Number	Time	All Providers
17	12:00–1:00 p.m.	The Medicare Administrative Contractor Medical Directors Home Health and Hospice 2021 Update
18*	1:30–2:30 p.m.	Medicare Secondary Payer <i>*Providers Choice*</i>
20*	1:30–2:30 p.m.	Beneficiary Advocacy Groups: How they Help Home Health and Hospice Agencies with Original Medicare <i>*Providers Choice*</i>
21	3:00–4:00 p.m.	Finale: Let's Chat with the Home Health and Hospice MACs

Session Number	Time	Part A and B Providers Referring, Monitoring and Certifying Home Health and Medicare A/B Physicians and Allowed Practitioners Only
19	12:00–1:00 p.m.	Referring, Monitoring and Certifying Home Health and Hospice <i>**Part A/B Providers Only**</i>

Day Three Course Descriptions

Session Seventeen

Title: The Medicare Administrative Contractor (MAC) Medical Directors Home Health and Hospice 2021 Update

Date: Friday, September 17, 2021

Time: 12:00 p.m.–1:00 p.m.

Description: This session will be hosted for **all** home health and hospice providers from all jurisdictions. This session will provide a greater understanding of the role the MAC Medical Directors with CMS and providers, as well as offer updates regarding current home health and hospice affairs. Our MAC Medical Directors will offer providers the unique opportunity to ask one on one questions regarding current home health and hospice regulations and issues faced in everyday practice. Special topics discussed by the Contractor Medical Directors (CMDs) include:

Shared Concepts to Effectively Communicate Frailty for Hospice and Palliative Care

Provider: The clinical concept of “frailty” is an important factor in the care and management of all Medicare beneficiaries. While it may be represented on Medicare claims using ICD-10-CM R54 (age-related physical debility), there is no consensus, and therefore variation, concerning how best to communicate its impact on clinical decision-making so that its significance can be captured in the medical record documentation and claims supporting Medicare hospice and palliative care coverage and reimbursement. This session will define the concept of frailty and discuss how the concept of frailty applies to Medicare hospice claims. This session will also describe the steps necessary to improve the communication of frailty using a provider-payer collaborative approach.

Speakers

- Dr. Marc Duerden MD, Medical Director, NGS
- Dr. Carolyn Cunningham MD, Medical Director, NGS
- Dr. Harry Feliciano MD, MPH, Senior Medical Director, Medical Review, Palmetto GBA
- Dr. Ken McDonough MD, Medical Director, CGS Administrators, LLC

Session Seventeen Registration Link:

<https://attendee.gotowebinar.com/register/1636781802590796302>

Session Eighteen

Title: Medicare Secondary Payer

Date: Friday, September 17, 2021

Time: 1:30 p.m.–2:30 p.m.

Description: Home health and hospice providers have unique requirements when it comes to submission of Medicare Secondary Payer (MSP) claims. This session will include CMS updates/changes made to the MSP questionnaire; scenarios will also be included, along with

the most up-to-date references and resources. A short question and answer period will follow the presentation. **Providers Choice with Session 20 running at the same time**

Speakers

- Jan Wood, Provider Outreach and Education Consultant, NGS
- Annie Scriven, Senior Provider Relations Representative, CGS Administrators, LLC
- Sherika Scott, Senior Claims Research Analyst, Jurisdiction JM and JJ, Part A, Palmetto GBA

Session Eighteen Registration Link:

<https://attendee.gotowebinar.com/register/8116463309819095822>

Session Twenty

Title: Beneficiary Advocacy Group

Date: Friday, September 17, 2021

Time: 1:30 p.m.–2:30 p.m.

Description: Do you have patients on Original Medicare that may have further questions on their home health and hospice Medicare benefit or Medicare in general? NGS pulled together a panel of beneficiary advocacy groups from across the country to assist home health and hospice providers to understand their resources and better help their patients.

Providers Choice with Session 18 running at the same time

Speakers

- Michael Dorris, Jurisdiction Affairs Lead, NGS
- Rebecca Kinney, Director, Administration for Community Living
- Kathleen Holt, Associate Director, Center for Medicare Advocacy
- Casey Schwarz, Senior Counsel, Medicare Rights Center

Session Twenty Registration Link:

<https://attendee.gotowebinar.com/register/2046180559147814927>

Session Twenty-One

Title: Let's Chat with the Home Health and Hospice MACs: 2021 Summit Finale

Date: Friday, September 17, 2021

Time: 3:00 p.m.–4:00 p.m.

Description: This is an all-inclusive session and all home health and hospice providers from all jurisdictions are invited to join our Subject Matter Experts from Palmetto GBA, CGS and NGS for our grand finale...A full hour of live Q&A with all members of the home health and hospice MAC teams! You won't want to miss this unique opportunity to ask any questions you may have following this full, free, three day MAC collaborative event! We look very forward to

a robust discussion about challenges faced during the COVID-19 pandemic, issues with regulatory changes, and ways the MACs can work collaboratively with our providers to serve you best!

Speakers

❖ **All speakers will be available for this live “Lets Chat” session!**

Session Twenty One Registration Link:

<https://attendee.gotowebinar.com/register/3071032048862161934>

Session Nineteen

This Course has Designated Registration for Medicare A/B Physicians and Allowed Practitioners Only

Title: Referring, Monitoring and Certifying Home Health and Hospice Services

Date: Friday, September 17, 2021

Time: 12:00 p.m.–1:00 p.m.

Description: This course is specific to those part A and part B Medicare physicians and “allowed practitioners” (nurse practitioner [NP], physician assistant [PA], certified nurse specialist [CNS]) from all jurisdictions who order, refer, monitor, certify and recertify home health and hospice services, terminality and eligibility. Subject matter experts from (all MACs) NGS, CGS and Palmetto GBA will speak directly to the importance of appropriate documentation required for claims payment, as well as documentation collaboration between your office or facility with the home health or hospice agency to increase the quality of patient care and outcomes. This course will offer our Part A and B providers in all jurisdictions valuable references and resources, and a short question and answer period following the presentation.

Speakers

- Nykesha Scales, Senior Provider Relations Representative, CGS Administrators, LLC
- Cari Atkinson RN, AND, BA, MHA, Senior Provider Education Consultant, CGS Administrators, LLC
- Charles Canaan RN, MPH, Senior Provider Relations Consultant, Provider Outreach and Education, Palmetto GBA
- MaKisha Pressley-Callaham Ed. D, Senior Provider Relations Representative, Provider Outreach and Education, Palmetto GBA
- Cara Mia Wilkins, RCD Senior Provider Relations Representative, Provider Outreach and Education, Palmetto GBA
- Elizabeth Brogdon RN, RCD, Senior Provider Relations Consultant, Provider Outreach and Education, Palmetto GBA
- Shelly Dailey MSN, BSN, RN, CPHM, Provider Outreach and Education Consultant, NGS
- Madeleine Collins RN, CPHM, Provider Outreach and Education Consultant, NGS
- Christa Shipman, Provider Outreach and Education Consultant, NGS

- Jan Wood, Provider Outreach and Education Consultant, NGS

Session Nineteen Registration Link:

<https://attendee.gotowebinar.com/register/283291784892365583>

Event Speakers

CMS Division of Field Operations Investigation and Audit Group



Brian Slater

Director, Division of Home Health and Hospice, Chronic Care Policy Group, CMS

Brian has been with CMS since 2005 and has been working in the healthcare industry for over 20 years. During his tenure at CMS, he has worked in numerous areas of the agency including inpatient payment policy, Part C and D oversight, provider fraud within the Center for Program Integrity, and for the past 5 years, in the Division of Home Health and Hospice (DH3). In DH3, he oversees and develops national payment policies for the home health, hospice and home infusion therapy services. Within DH3, he has helped lead numerous agency initiatives including: hospice payment reform measures including rebasing the higher levels of care for hospice; implementation of a new case-mix methodology for home health in the Patient-Driven Groupings Model and; implementation of a new home infusion therapy services benefit, which pays for the services associated with the administration of certain drugs and biologicals in beneficiaries' homes. Brian has a passion for his family, watching/playing/coaching sports, helping mentor fellow employees and creating a fun, energetic, team-based environment in which to work.



Susan Bauhaus

Division of Home Health and Hospice in the Chronic Care Policy Group, CMS

Susan Bauhaus has worked as a nurse consultant in the Division of Home Health and Hospice in the Chronic Care Policy Group in the Center for Medicare since 2016. With 12 years of prior nursing experience, Susan provides clinical program perspectives to the area of payment policy development to the home health, hospice, and home infusion therapy benefits. As a former public health nurse, Susan spent the majority of her nursing career providing clinical nursing care and health education to a diverse population through home visits and community outreach. Drawing on this experience, she assesses the impact of legislative and administrative proposals on Medicare beneficiaries in order to propose policy modifications; develop regulations, manuals, program guidelines and program memoranda; and draft policy letters and instructions to communicate health insurance program policies. Susan spends as much time as she can outside; hiking, backpacking, paddle boarding, kayaking and running.



Kelly Vontran
Division of Home Health and Hospice, CMS

Kelly has been with CMS since 2012 when she brought her prior nursing experience from the front lines of home health and hospice care to the Division of Home Health and Hospice (DH3) to develop national Medicare policies for services provided by home health agencies, hospices and now for home infusion therapy providers. She has been a Technical Advisor in DH3, helping to lead transformative efforts to develop a new more patient centric payment methodology for home health, payment system reforms and additional transparency in hospice, and the implementation of the home infusion therapy services benefit. Most recently, Kelly provided technical expertise and leadership in the COVID-19 public health emergency efforts for vaccines and monoclonal antibodies, particularly as they impact beneficiaries in their home. She has been a nurse for over 26 years and has worked primarily with home health and hospice patients.

National Hospice and Palliative Care Organization



Judi Lund Person, BA, MPH, CHC
Vice President, Regulatory and Compliance

Judi serves as a key contact with the Centers for Medicare and Medicaid Services, interfacing with hospice payment policy, Part D, survey and certification, contractor management, and program integrity functions, among others. She also represents hospice and palliative care with the Government Accountability Office (GAO), the Medicare Administrative Contractors (MACs), the Drug Enforcement Administration (DEA) and other federal agencies and many national organizations. Recent issues include advocating for changes to the election statement and addendum forms and implementation, advocating for a new process for Part D notification of hospice election, addressing confusion about attending physicians, and ongoing work with the Medicare Administrative Contractors on hospice payment policy issues.

She works daily with hospice providers and state hospice organizations on the ever-increasing array of regulatory and compliance issues and translates complex regulatory language into actionable “plain English” for hospice providers. She works with her team at NHPKO to develop regulatory and compliance tools for hospice providers each year, including hospice payment rates and wage index values and compliance guides to assist providers in achieving compliance with various federal rules and regulations.

Judi graduated with honors from the University of North Carolina at Greensboro with a degree in Sociology and has a Masters in Public Health from the University of North Carolina at Chapel Hill. She holds a Certification in Healthcare Compliance.

National Association for Home Care & Hospice



Theresa M. Forster BA
Vice President for Hospice Policy & Programs

Ms. Forster has served as Vice President for Hospice Policy & Programs at the National Association for Home Care & Hospice (NAHC) since 2010. As such she directs the association's legislative, regulatory and other policy efforts on behalf of hospice organizations. Between 1996 and 2010 Forster served as NAHC's Vice President for Policy with responsibility for coordinating the organization's legislative, regulatory, research, and legal efforts. Between 1993 and 1996 Forster served as Staff Director of the Special Committee on Aging of the United States Senate. In that capacity, she directed the Committee's oversight and investigative efforts into issues affecting the nation's senior citizen population. Forster also served for 11 years as an advisor on aging, health, income maintenance and welfare issues to U.S. Senator David Pryor of Arkansas in his capacity as a member of the Senate Finance and Aging Committees. Ms. Forster holds a Bachelor's degree in Sociology/Social Work.



Katie Wehri BSBA
Director, Home Care & Hospice Regulatory Affairs

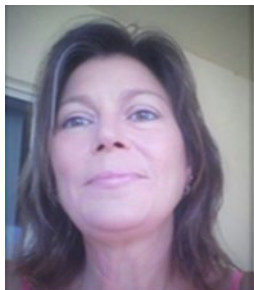
Ms. Wehri has over 30 years of experience in home health and hospice, holding several executive-level positions, with extensive and direct knowledge of industry operations, regulation, accreditation standards, interpretation and compliance, quality assessment, and performance improvement programming and compliance programs. She is the Director of Home Health and Hospice Regulatory Affairs for the National Association for Home Care and Hospice (NAHC) and is educated with a bachelor's degree in health care administration and human resources from the Bowling Green State University in Ohio.

National Government Services



Laura Pandl
Manager, Medical Review – Clinical Operations, J6 TPL HH, NGS

Laura Pandl has been employed by NGS, a Medicare Administrative Contractor (MAC) since July 2013, currently as a Medical Review Manager. From April 1987 thru June 2013, she was employed by NGS as a Medical Review Specialist and Nurse Lead in home health and hospice. She has a Bachelor of Science in Nursing Degree along with CPC-H coding credentials. She has 30+ years of nursing experience, including previous employment doing Home Health and Hospice care. For the past 30 years, she has worked in the Medicare field with NGS, focusing on home health and hospice providers and newly acquiring the Part A team in 2018.



Amanda Arton RN
Clinical Nurse Reviewer, JK Home Health Medical Review, NGS

Amanda has 30 years of experience in healthcare and is a Registered Nurse at NGS. Amanda became a member of the NGS JK Grievance and Appeals in 2011 and joined JK Medical Review at NGS in 2019. Currently, Amanda holds the position of Clinical Nurse Reviewer within JK Home Health Medical Review. Amanda started her clinical career in high school as a health unit coordinator and cardiac monitor technician. Her vast background includes expertise in state and federal Medicare regulations, nursing education, home health, hospice, and skilled nursing facility guidelines. She is also working on completing Infection Control Specialist and MDS certifications.



Angela Lopez, Manager II Medical Management, NGS

Angela is the Manager of the HH&H clinical appeals for both J6 and JK. She has over 19 years of experience as a clinician and has worked in a variety of settings. She holds a master's degree in public health from Creighton University and has been with Anthem for over 12 years with ten of those years spent in NGS appeals.



Rachel Caron, RN
Clinical Review Nurse Senior | J6/JK Part A Appeals
Home Health and Hospice, NGS

Rachel Caron is a Registered Nurse with over 21 years of experience with an advanced knowledge base to include both clinical and Medicare practices. Rachel joined NGS in 2012, and worked as a Clinical Nurse Reviewer until 2019. Rachel transitioned to a leadership role as a Clinical Review Nurse Senior in 2019, and carries a wide range of appeals experience for Medicare Part A and Part B of A reviews. She provides education and management support to the J6/JK clinical staff. Rachel has a wide variety of clinical career highlights, which include home healthcare, hospice, emergency room, observation, and oncology nursing.



John Stoll
Manager, Provider Audit and Reimbursement, NGS

John Stoll has 39 years of experience in Medicare Audit and Reimbursement. Over 33 years of experience in a leadership role. Considered a subject matter expert in many aspects of Medicare Audit and Reimbursement. He has in depth knowledge of Hospital, SNF, FQHC, HHA and Hospice providers. He helped design the current PS&R system and is considered a national expert. He is currently a member of the PS&R user group and PS&R subgroup.

John was integral in implementing the FQHC Medicare wrap around payments, FQHC PPS and the Hospice cap changes as a result of the FY2012 Final Rule.



Kim Hitzemann
Lead, Provider Audit and Reimbursement, NGS

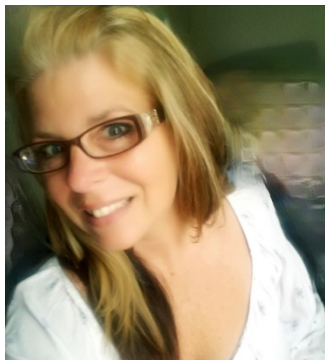
Kim Hitzemann has 20 years of experience in Medicare Audit and Reimbursement. Over 14 years of experience in a leadership role. She has in depth knowledge of Reimbursement, Audit and Enrollment for all provider types. She has participated in various CMS user groups over the years and is currently a member of a user group that helped design the MCRf system and continued updates to that system.



Michael Dorris
Jurisdiction Affairs Lead, NGS

The Jurisdiction Affairs Lead for Congressional Offices, Medicare Providers, and External Medicare Partners for 20 states, District of Columbia, and 5 U.S. Territories. Michael Dorris has been with NGS, Inc. for over 27 years. A graduate of Butler University in 1992, Michael has served in many roles with beneficiary, congressional, and provider customer service operations. In his role, Michael reaches out to Congressional offices, provider associations, and beneficiary advocacy groups to educate them on the biggest impacts that may affect how

People with Medicare receive their Medicare benefits. Michael has received numerous national, regional citations for his efforts from the Centers for Medicare and Medicaid Services, Members of Congress, and senior advocate groups.



**Shelly Dailey MSN, BSN, RN, CPHM
POE Consultant, NGS**

A passionate patient and provider advocate with a Master's Degree in Nursing, Shelly has 25+ years of experience in health care; including an Associate Degree and certification in Healthcare Administration. Shelly became an integral member of the NGS Mobile Medical Review Team in 2011 and joined Provider Outreach and Education at NGS in 2014. She has a significant background in state and federal Medicare regulations, nursing education, home health, hospice, adult medicine, psychiatry, skilled nursing facility, ambulance, and inpatient and outpatient hospitalization. Shelly is also a matriculated Ph.D. student at The Catholic University of America in Washington, D.C. She has worked closely with the Department of Justice, Health and Human Services OIG, and the FBI on multiple Medicare fraud trials, and has received two prestigious NGS awards, Continuous Improvement and Values in Action, for her hard work and dedication to provider collaboration and education. She is a Member of the CNY Medical Reserve Corp, the American Nurses Association, the New York State Nurses Association, the Sigma Theta Tau International Honor Society of Nursing and the International Nurses Association (INA), who recognized Shelly as a World-Wide Leader in Healthcare in 2017.



**Madeleine Collins, RN CPHM
POE Home Health and Hospice Consultant, NGS**

Madeleine "Mandy" Collins is a Registered Nurse with over 27 years of experience with an advanced knowledge base to include both clinical and Medicare practices. Mandy recently rejoined NGS as an integral part of the Provider Outreach and Education Team, where previously she served as the lead of the Mobile Medical Review Team (MMR). While working with the MMR team, Mandy assisted in development and delivery of Medicare instruction for live audiences in the acute care and home health settings with 1:1 provider education. Additionally, Mandy carries a wide range of medical record review and appeals experience for Medicare/Medicaid/Commercial contracts. Mandy possesses a strong fundamental understanding of Medicare policy, compliance and interpretation which has been vital in her previous role as a subject matter expert in Administrative Law (ALJ) hearings for both the CMS Qualified Independent Contractor (QIC) and CMS Recovery Audit Contractor (RA). Mandy's clinical career highlights include recent Hospice experience as a case manager and admission nurse, extensive experience in acute care specializing in critical care, long term care management and numerous outpatient environments. Mandy proudly served as an enlisted member of the US Army Reserve Nurse Corps.



Christa Shipman BA
POE Consultant, NGS

Christa is an Outreach and Education Consultant for NGS who specializes in Medicare home health billing education. She has twenty-two years of experience with NGS. She started her career in the Provider Contact Center answering calls and written correspondence, then moved to internal training. She has spent the last 12 years educating home health providers on proper Medicare billing practices and has created several job aids and articles to assist the home health community. Christa graduated with honors from Northern Kentucky University with a BA in Speech Communication. She hosts many training sessions throughout the year, and sincerely enjoys the opportunities she has to meet providers face-to-face.



Jan Wood
POE Consultant, NGS

Jan Wood has been with the Provider Outreach and Education unit as a consultant for 15 years and with NGS over 30 years. Jan began in February 1988 and started in the MSP unit. Jan spent many years as an MSP claims processor, subrogation investigator and MSP review auditor, all of which contributed to making her an MSP Nerd. For the last several years, Jan has been with the Home Health and Hospice Team for both Jurisdiction 6 and Jurisdiction K, primarily focusing on hospice billing. Jan is responsible for training on hospice billing, as well as training on the MSP provisions and MSP billing for Medicare Part A providers.



Dr. Marc Duerden MD
Medical Director, NGS

Dr. Duerden is a Physical Medicine and Rehabilitation physician who graduated from Purdue University with a bachelor degree (BS) in Chemistry and Indiana University with a medical degree (MD). He graduated from the primer residency training program at the Northwestern University (Rehabilitation Institute of Chicago) in Physical Medicine and Rehabilitation. He was then recruited to join the faculty at the new Indiana University School of Medicine residency training program and worked with the physician group at Rehabilitation Associates of Indiana for about 20 years. It was his great honor and pleasure to serve thousands of patients over these years helping them to rehabilitate from severe injuries or impairments. He is board certified in four areas including his primary board certification in Physical Medicine and Rehabilitation. He has subspecialty board certifications in Spinal Cord Injury Medicine, Independent Medical Examinations and Disability Analysis. He also serves as a guest medical examiner for the American Board of Physical Medicine and Rehabilitation. He is currently working for NGS (Medicare contractor) to develop and adjudicate the application of Medicare Policies for millions of patients in the United States. He continues to practice part-

time in clinical practice as a solo-practitioner. Dr. Duerden has been recognized by being a Who's Who American Physicians, Expert Network Distinguished Physician, Best Doctors in America, Central Indiana's "Top Doctors" U.S. News and World Report, Indianapolis Monthly Top Doctors, America's Top Physicians, and several other honors. He has served as the President of the Indianapolis Medical Society, Indiana Society of Physical Medicine and Rehabilitation, and the 7th District of the Indiana State Medical Association. He has served on several Board of Trustees, Board of Directors, Committee and Commissions over the years. He volunteers for the Boy Scouts of America, Bridges of Hope International and the Church of Jesus Christ of Latter-day Saints. He is an Associate Clinical Professor at the Indiana University School of Medicine. He has presented hundreds of clinical presentations both regionally, nationally and internationally. He has authored several articles for professional journals and a book chapter.



Dr. Carolyn Cunningham MD
Medical Director, NGS

Dr. Cunningham is a board-certified general internist with several years of clinical and teaching experience followed by work in the commercial, Medicaid, and Medicare (19 years) sectors.

Palmetto GBA



Cara Mia Wilkins
RCD Senior Provider Relations Representative
Provider Outreach and Education
Palmetto GBA

Cara Mia Wilkins, better known as Mia, has over 10 years of Healthcare Marketing experience. Her education includes a Bachelor of Arts from the University of South Carolina. Mia currently serves as a Senior Provider Relations Representative for the Review Choice Demonstration (RCD) with your CMS contractor, Palmetto GBA. In this position, she travels throughout the United States conducting RCD workshops, conducting education exhibits and web-based training for providers regarding coverage and billing guidelines for RCD.



Charles Canaan, RN
Senior Provider Relations Consultant
Provider Outreach and Education
Palmetto GBA

Charles Canaan has over 30 years of diverse nursing experience in a variety of healthcare settings, to include inpatient, outpatient, home and organizational settings. His education includes a Bachelor of Science Degree in Nursing from Old Dominion University in Norfolk, Virginia, a Master of Public Health Degree in Health Promotion and Education and a Graduate Studies Certificate in Alcohol and Drug Studies from the University of South Carolina, and a Coding for Health Care Professionals Certificate from Trident Technical College. He reviews medical utilization data and trends. He currently provides education and consultation to Medicare Part A and Part B providers with learning needs.



MaKisha Pressley-Callaham, Ed. D
Senior Provider Relations Representative
Provider Outreach and Education
Palmetto GBA

MaKisha has over 24 years of experience with the Medicare program. She is a graduate of Nova Southeastern University with a Doctoral degree in Education with an emphasis in Instructional Technology and Distance Education. In her current role as Senior Provider Relations Representative in Palmetto GBA's Provider Outreach and Education department, she is an educator for home health and hospice billing guidelines and regulations. MaKisha is responsible for organizing and developing educational materials, collaborating with providers and CMS regarding updates and changes to the Medicare program. With experience in Medicare communications, her expertise and knowledge enables her to explain complex statutes, legislative mandates, billing procedures and policies in a manner easily understood by key stakeholders and program participants.



Elizabeth Brogdon, LPN
RCD Senior Provider Relations Consultant
Provider Outreach and Education
Palmetto GBA

Elizabeth has over 20 years of nursing experience. She is a graduate of Forsyth Technical College. Elizabeth holds a Bachelor of Science in Health Care Administration from Columbia Southern University. She has a background in Emergency Medicine in Nursing, Occupational Health and Home Health Care. Her educator experience includes Instructor for The American Heart Association and several other agencies. She previously worked for Palmetto GBA as a Medical

Reviewer on the Pre-Claim Review Demonstration. Elizabeth is currently a Senior Provider Education Consultant with Provider Outreach and Education for the Review Choice Demonstration. Her duties include providing education for the Review Choice Demonstration through one on one and large group setting sessions.



Sheri Mertins, RN MSN-NL
HHH MR Operations Manager
Jurisdictions M (JM)

Palmetto GBA Sheri Mertins is the HHH MR Operations Manager for Jurisdiction M at Palmetto GBA. She is responsible for the Home Health and Hospice Medical Review team as well as Medical Review training and quality assurance. Ms. Mertins has been employed with Palmetto GBA for the past three years. Sheri has a Master of Science in Nursing from Grand Canyon University and has more than 23 years of comprehensive clinical and leadership experience in various settings.

Sheri is also a member of numerous professional organizations including American Nurses Association and Sigma Theta Tau International Honor Society of Nursing.



Harry Feliciano, MD, MPH
Senior Medical Director
Medical Review
Palmetto GBA

Dr. Feliciano is a specialist in internal medicine, geriatrics, preventive medicine, and public health and currently serves as Senior Medical Director for Palmetto GBA. He received his medical degree from the Albert Einstein College of Medicine and his Master of Public Health degree from the Columbia University School of Public Health. Dr. Feliciano leads an interdisciplinary group of associates (including physicians, nurses, and business analysts) dedicated to reducing the

Medicare claims payment error rate through collaborative process improvement.



Kim Hinson RN, BSN, CPC-A
Medical Review Operations Director
Jurisdictions J and M (JJ and JM)
Palmetto GBA

Kim Hinson is the Medical Review Operations Director for Jurisdictions J and M at Palmetto GBA. She is responsible for the oversight of the Part A, Part B and Home Health and Hospice Medical Review operations and the Medical Review training and quality assurance programs. Ms. Hinson has been employed by Palmetto GBA since 1997 and has previously served as a Medical Reviewer III, the Senior Medical Reviewer and the JM Part A Medical Review Manager. Ms. Hinson earned a Bachelor of Science in Nursing from the University of South Carolina and maintains an active Registered Nurse license. Ms. Hinson also maintains the Certified Professional Coder (CPC-A) designation from the AAPC.



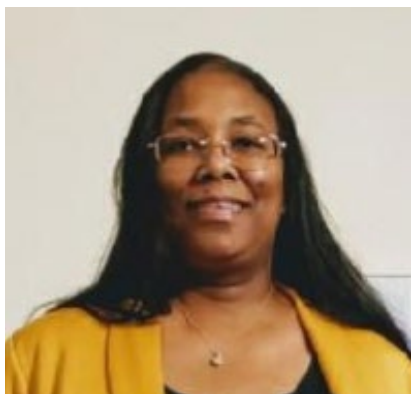
Kathy Kardules
Director of Appeals
A/B MAC and HHH
Palmetto GBA

Kathy Kardules is the Director of Appeals. She has over 32 years of experience in Medicare operations, with nearly 20 of those specific to Appeals or Appeals Management. Kathy is responsible for oversight of all of the Part A, Part B and HHH Appeals operations, Appeals training and Appeals quality assurance programs for the first level of Appeals, the Redeterminations, completed by Palmetto GBA.



Melissa Murren
Supervisor of Appeals
HHH
Palmetto GBA

Melissa Murren is a Supervisor for Home Health and Hospice Appeals for Jurisdiction M at Palmetto GBA. Melissa has over 15 years of clinical nursing experience and started at Palmetto GBA five years ago as an appeals analyst for the Pre-Claim Review Demonstration. Currently, she is responsible for the home health and hospice appeals team and oversees the review of all home health and hospice redeterminations.



Sherika Scott
Senior Claims Research Analyst
Jurisdiction JM Part A
Jurisdiction JJ Part A
Palmetto GBA

Sherika Scott has been with Palmetto GBA for 13 years with a year and half experience working in the training department. Sherika has over two-years of Part B experience and over 10 years of experience working with Part A and Home Health and Hospice. In her current position, as Senior Claims Research Analyst, she is a member of the Concierge team. Sherika has the responsibility of researching problematic provider claims. She also educates the providers and offer references to help them get their claims processed successfully. Sherika is the Subject Mater Expert (SME) for HIGLAS. She develops training material for the Provider Contact Center (PCC) on the HIGLAS system to ensure all team members are aware of how to use the system.



Louis Overbey, CPA
Accountant IV
Medicare Reimbursement
Palmetto GBA

Louis has over 30 years of experience with the Medicare program. Prior to joining the Palmetto GBA team, he worked with the Aetna Medicare division. He started work in the provider customer service, outreach and education and EDI departments. Once Lou obtained his accounting degree, he started working in the Audit and Reimbursement departments completing provider audits, tentative settlements and rate reviews. In 1997, Lou joined Palmetto GBA. He works in the reimbursement department, where he continued to perform tentative settlements and rate reviews, and hospice CAPs. He currently works on complex reimbursement issues for all provider types and has been an active member of the national PS&R workgroup. Lou is a CPA. He is a graduate of University of South Florida. He has degrees in both Accounting and Finance.



Stephanie Josephik
Accountant IV
Medicare Reimbursement
Palmetto GBA

Stephanie has over 30 years of experience with the Medicare program. Prior to joining Palmetto GBA, Stephanie worked in the Aetna Medicare division as a field auditor. In 1997 she joined Palmetto GBA's Medicare reimbursement department. In her position, she worked on provider tentative settlements and interim rate reviews. Her most recent responsibility is to work on hospice reimbursement activities. She is actively involved in the acceptance of the SDHC reporting and issuance of Hospice Cap determinations. She is a standing

participant in the Palmetto GBA hospice coalition meetings. Stephanie is a graduate of South Florida University with a bachelor's degree in Accounting.

CGS Administrators, LLC.



Annie Scriven
Senior Provider Relations Representative
CGS Administrators, LLC.

Annie Scriven is a Senior Provider Relations Representative for the Jurisdiction 15 Medicare Administrative Contractor (MAC), CGS Administrators, LLC. She began her Medicare career in Part A in 2005 and transitioned to home health and hospice in 2021. Her experience includes conducting MSP hospital audits and serving as a subject matter expert. In 2008, she received the Recognizing Outstanding Customer Service That Achieves Results (ROCSTAR) award from CMS. Annie graduated from Austin College in Sherman, Texas, with a Bachelor of Arts degree in psychology.



Cari Atkinson, RN, ADN, BA, MHA
Senior Provider Education Consultant, CGS Administrators, LLC

Cari is a registered nurse who started with CGS in 2017 as a Home Health and Hospice Appeals Analyst and Subject Matter Expert. Cari began working with the Medicare Program in 2016 as a home health Medical Claims Reviewer and Quality Assurance Coordinator for Palmetto GBA's Home Health and Hospice pre-claim review project. In March 2020, she accepted the position of Senior Provider Education Consultant with CGS's Provider Outreach and Education team. In 2021, Ms. Atkinson earned her Master's in Healthcare Administration from the University of Southern California's Sol Price School of Public Policy. She also holds her Bachelor of Arts in Political Science from Penn State University and an associate degree in Science (Registered Nursing) from Harrisburg Area Community College. She has worked as a registered nurse for sixteen years in various roles, beginning her nursing career as an antepartum and women's health nurse. Later, she transitioned to surgical services where she spent a large majority of her clinical career. She was a member of the Milton S. Hershey Medical Center's Orthopedic Team and served as the Team Leader for Otolaryngology and Plastic Surgery with Grand Strand Regional Medical Center's operating room. In addition, Ms. Atkinson has worked as a chemotherapy nurse and in a urology surgery center. Cari's primary responsibilities include offering education to home health and hospice providers through telephone conferences, webinars, and in-person training. She also reviews the monthly data from the C2C Part A Telephone Demonstration and authors the monthly newsletter associated with that demonstration. Her focus is to provide the knowledge and tools to best serve Medicare home health and hospice providers. She is currently a member of the University of Southern California's Upsilon Phi Delta Honor Society, the American College of Healthcare Executives (ACHE), and the Healthcare Financial Management Association (HFMA).



Christa W. Winn, RN
Appeals Analyst
CGS Administrators, LLC

Christa has over 13 years of diverse nursing experiences in a variety of healthcare settings. Her current focus within CGS includes Home Health and Hospice appeals, including multi-claim, specialty case review. Christa's background includes medical utilization review, quality assurance, risk management, education, and medical-surgical nursing. Prior to her nursing career, she was a litigation paralegal, specializing in class-action and health-related areas of law.



Dr. Ken McDonough
CGS Medical Director
CGS Administrators, LLC

After graduating from the University of Minnesota with a Bachelor of Science in zoology, medical doctorate and masters of science in health informatics, I did a flexible internship at Hennepin County Medical Center in Minneapolis and occupational medicine residency at the University of California in San Francisco. My career took me from private practice in Elk River, Minnesota to administrative positions in Dallas, Texas and Omaha, Nebraska. I designed software packages to model weight based on diet and exercise as well as computer algorithms to reduce risks from smoking and stress. One accomplishment was being the first medical director to approve insurance coverage for lifestyle behavior modification programs that slowed progression of atherosclerosis as the cause for stroke and coronary artery disease. I identified patients most at risk for exacerbations and implemented secondary prevention interventions that enhanced outcomes for several chronic illnesses: asthma, chronic bronchitis, diabetes, dyslipidemia, emphysema, heart failure and hypertension. My career shifted to fraud detection work with Medicare in 2010 and currently I have been testifying to administrative law judges regarding provider claims since 2013.



Pat Wildin
Audit and Reimbursement
RHHI-CGS

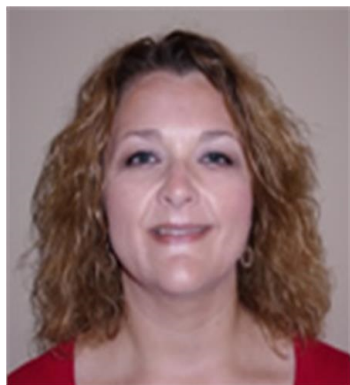
Pat Wildin, who holds an AA in accounting from DMACC as well as a BA in Business Management from William Penn University, has worked in Provider Audit and Reimbursement for 40 years. Current duties include home health and hospice receipt, acceptance, finalization, PS&R, and STAR entries. She also completes limited desk reviews on SNFs, FQHCs, and ESRDs for Part A.



Nykesha Scales
Senior Provider Relations Representative, CGS Administrators, LLC

Nykesha has worked with the Medicare Program for 18 years, with the majority of her years of service spent in the Provider Outreach and Education Department. During her tenure with CGS, Nykesha has also served as a Congressional Liaison, Tier II Customer Service Representative and a Compliance Analyst. Nykesha received her M.B.A from Liberty University, as well as a bachelor's in Business Management from Guilford College with concentrations in Organizational Communication and Human Resources. Ms. Scales' primary responsibilities include conducting training through in-person, teleconference and webinar events. Her primary focus is developing and delivering

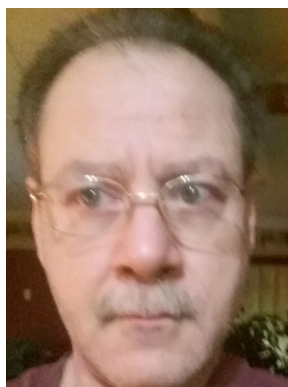
educational programs and learning tools to assist Medicare-certified home health and hospice providers.



Tanith Heesch, RN
Home Health and Hospice Senior Provider Education
Consultant, CGS Administrators, LLC

Tanith joined CGS as Senior Provider Education Consultant for the Home Health and Hospice Medical Review team in August of 2017. She has 11 years of nursing experience in Home Health and Hospice encompassing Case Manager, Clinical Supervisor, Electronic Medical Record Implementation, Home Health Administrator and Director of Clinical Support and Education for multi-state providers. She has developed and delivered Home

Health and Hospice education through diverse mediums and specifically has expertise in clinical documentation and regulatory compliance.



Tom Bisbee
CGS Administrators, LLC

Education: Accounting/Business Administration at UNI, DMACC and Grandview College

Experience: 23 years in Medicare Home Health and Hospice (Cost Report Processing/Desk Review Audits)

16 years in processing Self-Determined/ Hospice Cap determinations

CoventBridge: Unified Program Integrity Contractor - MW (UPIC)



Jodi Benberg BSN, RN
Medical Review Supervisor

Ms. Jodi Benberg is a Registered Nurse with a Bachelor's Degree in Nursing from Mercy College of Health Sciences and a Bachelor's Degree in Accounting from the University of Northern Iowa. Ms. Benberg has been employed by CoventBridge (former contract of AdvanceMed) a Medicare UPIC contractor since August 2016, as a Medical Review Supervisor. Prior to this she was on the AdvanceMed ZPIC contract as the home health and hospice subject matter expert. Prior to this she worked for several years as a hospice

case manager and team supervisor, in addition to several years of working cardiovascular nursing in both the hospital and clinic setting. Ms. Benberg has developed and presented

education on both the home health and hospice Medicare benefits with an emphasis on medical review of fraud, waste and abuse.



Megan Heerman-Steeve BSN, RN, MHA
Medical Review Manager

Megan Heerman-Steeve, BSN, RN, MHA

Ms. Megan Heerman-Steeve is a Registered Nurse with a Bachelor's Degree in Nursing from Jacksonville University, Bachelor's Degree in Healthcare Management from Bellevue University and a Masters in Healthcare Administration from Bellevue University. Ms. Heerman-Steeve has been employed by CoventBridge (former contract of AdvanceMed) a Medicare UPIC contractor since February 2017, as the Medical Review Manager.

Prior to that she was on an AdvanceMed ZPIC contract as the Medical Review Manager. Ms. Heerman-Steeve has an extensive nursing background including health system operations and management. She has presented materials for audiences of all sizes and types. She has developed education internally and externally on Medicare benefits and medical review of fraud waste and abuse, utilization management and case management.

Beneficiary Advocacy Groups



Rebecca Kinney, Director
Administration for Community Living

Rebecca Kinney is the Director for the Administration for Community Living's Office of Healthcare Information and Counseling (OHIC). In this role Rebecca is responsible for the administration of the Medicare focused programs and activities managed by ACL including the State Health Insurance Assistance Program (SHIP), the Senior Medicare Patrol (SMP) program, the Medicare Improvements for Patients and Providers Act (MIPPA) program, and the Duals Demonstration Ombudsman Technical Assistance Center. She provides oversight and direction to the ACL project officers, the state grantees, various administrative contracts used to support the state grantee work, and the national technical assistance and resource centers established to support the ACL grantees.

Rebecca came to ACL in 2011 as the SMP Program Manager. Prior to that she worked with the Michigan SHIP, SMP, and MIPPA grantee as the statewide Trainer where she was responsible for the education and certification of the team members statewide and became known for her expertise on both Medicare and Michigan Medicaid.

Throughout her career Rebecca has persistently advocated for Medicare beneficiaries, constantly worked to strengthen partner relationships at all levels, and actively supported the program networks by providing training and technical assistance whenever possible.

Rebecca acquired her Master of Social Work with a focus in aging and management from the University of Michigan where she was also a Geriatric Fellow. She also holds a Bachelor of Fine Arts from Alma College.



**Kathleen Holt, Associate Director
Center for Medicare Advocacy**

Kathleen Holt joined The Center for Medicare Advocacy in 2014 as Associate Director. Ms. Holt began her career with CIGNA Insurance Company, developing insurance claim process improvement strategies. After obtaining her M.B.A. in Healthcare Management from the University of Connecticut, Ms. Holt helped protect patient rights and expand patient services as a hospital administrator – first at New Britain Memorial Hospital in Connecticut, and then at Northwest Hospital in Seattle, Washington. After obtaining her law degree from Seattle University in 1993, Ms. Holt became a Special Assistant United States Attorney for the U.S. Department of Health and Human Services in Seattle. In that position, Ms. Holt authored health law opinions, litigated in federal court, and served as in-house attorney for administrative law judges. In 1997, following the birth of her profoundly disabled second child, Ms. Holt founded a Seattle area law practice to advocate for the needs of older and disabled people. She led this practice until her arrival at the Center for Medicare Advocacy.

Ms. Holt currently serves on the Board of Directors for the Yale-New Haven Health System's Lawrence + Memorial Healthcare Corporation, on the Team Gleason Board, advocating for people living with ALS, and as a Commissioner for the Mansfield, Connecticut Housing Authority. She previously served as Trustee for The National ALS Association and Trinity College in Burlington, Vermont. She was President of the Boards of the ALS Association Northwest Chapter and CT Chapter, and she chaired the Family Advisory Council at Seattle Children's Hospital.



**Casey Schwarz, Senior Counsel
Medicare Rights Center**

Casey Schwarz joined the Medicare Rights Center in 2011 as Client Services Counsel. Today, as Senior Counsel, Education & Federal Policy, she helps deliver accessible and accurate education materials to Medicare beneficiaries and the professionals who serve them. She also advances Medicare Rights' policy goals through the administrative rule-making process and supports Medicare Rights' close working relationship with legislators and their staff. When Casey is not working, she enjoys exploring in the outdoors with her children and knitting without them. She is personally and professionally committed to reducing inequity and injustice.

Casey earned her law degree, magna cum laude, from New York University School of Law, where she was elected to Order of the Coif. She earned her B.A. in Biomedical Ethics from Brown University. She is admitted to the Bars of New York and Maine.