



# Orientation to Medicare Home Health and Hospice

10/26/2021





# Today's Presenters

- **Shelly Dailey MSN, BSN, RN, CPHM**

- National Government Services
- Provider Outreach and Education
- Home Health and Hospice Consultant

- **Madeleine Collins, RN, CPHM**

- National Government Services
- Provider Outreach and Education
- Home Health and Hospice Consultant

# Disclaimer

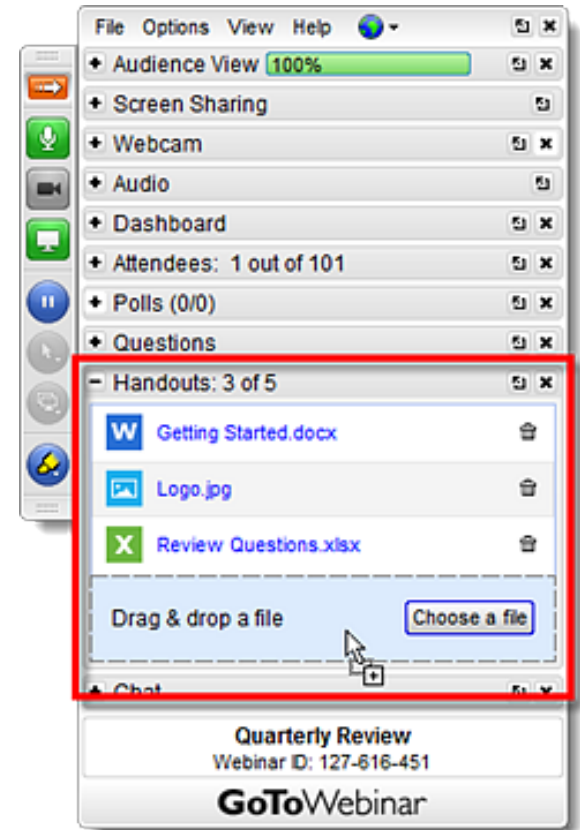
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# No Recording

- Attendees/providers are **never** permitted to record (tape record or **any** other method) our educational events
  - This applies to our webinars, teleconferences, live events and any other type of National Government Services educational events

# Today's PowerPoint Presentation

- Once you are connected to the webinar, select Handouts
- Select the PowerPoint to download the presentation



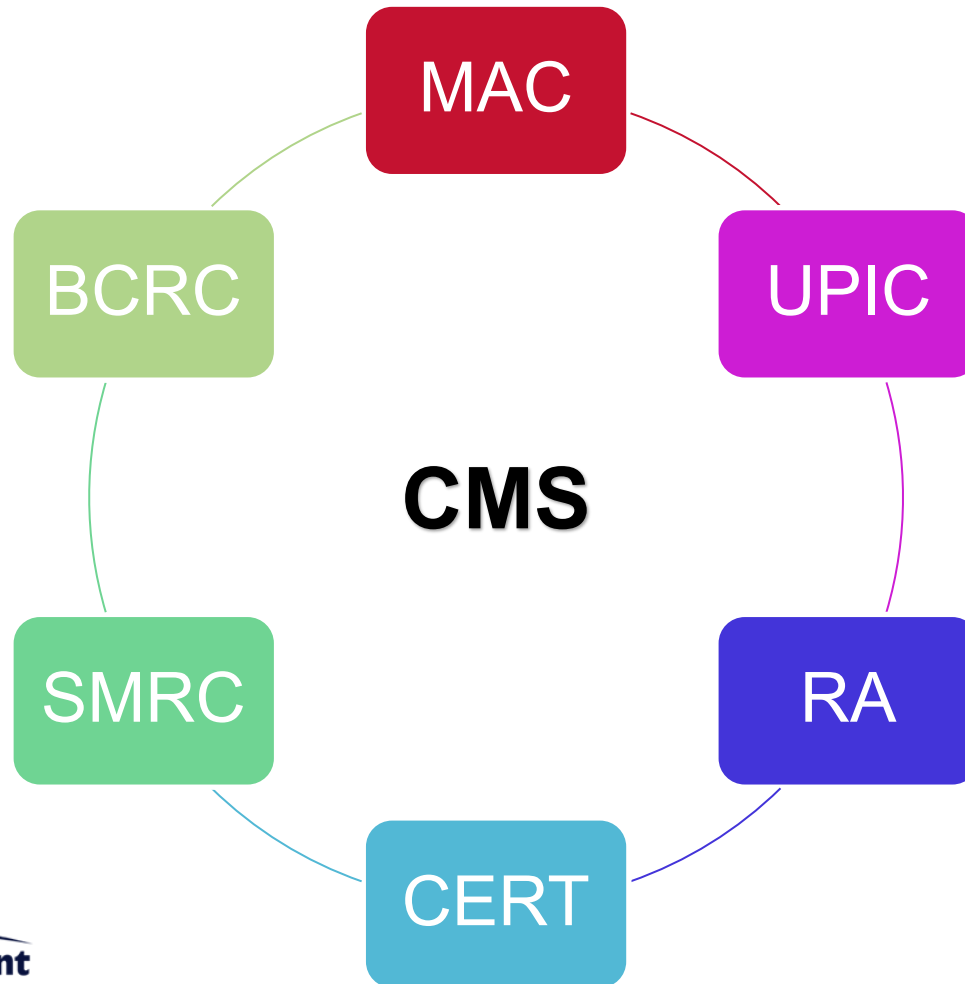
# Objectives

- Define the role of the Medicare Administrative Contractor (MAC)
- Identify the HHH Medicare Contractors
- Provide a basic description of other federal Medicare contractors
- Explain the role of the provider in safeguarding the Medicare trust fund against fraud, waste and abuse

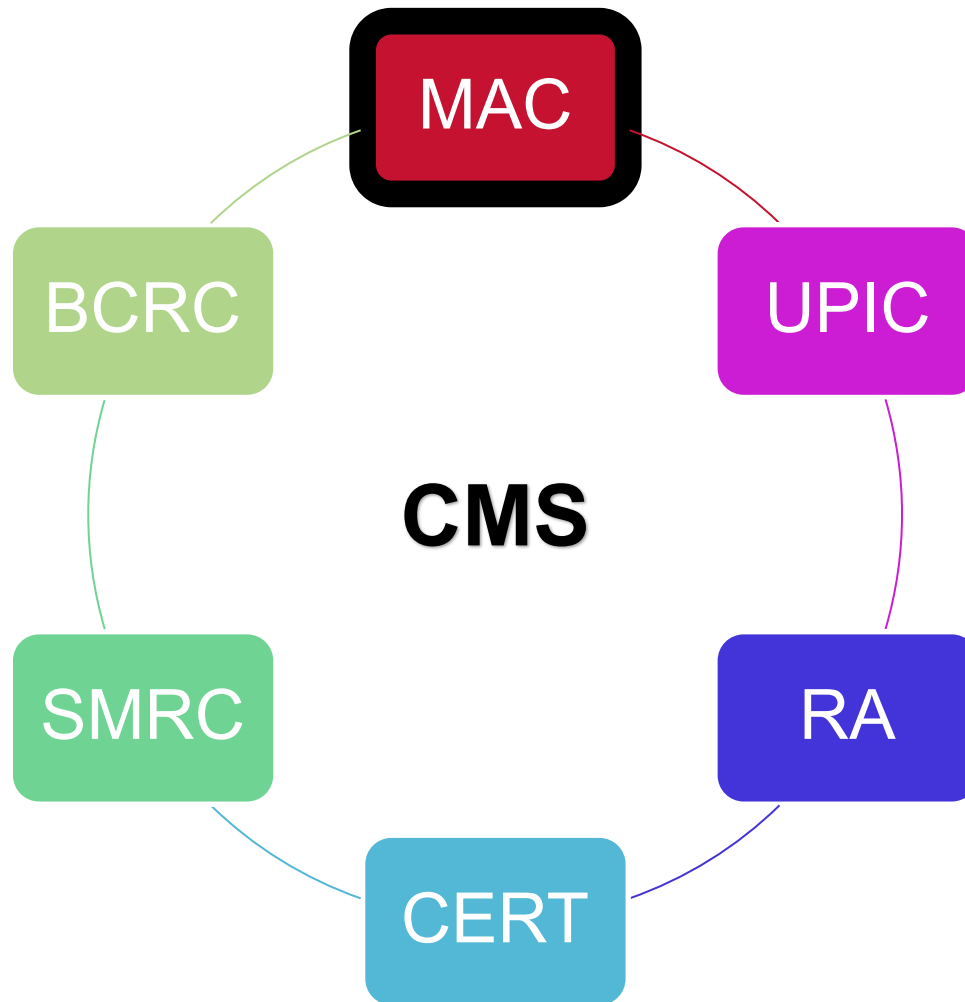
# Agenda

- **Medicare Contractors**
  - Medicare Administrative Contractors (MACs)
  - Other Medicare Contractors
- **Safeguarding the Medicare Program**
  - Fraud, Waste and Abuse
- **References and Resources**
- **Question and Answer Period**

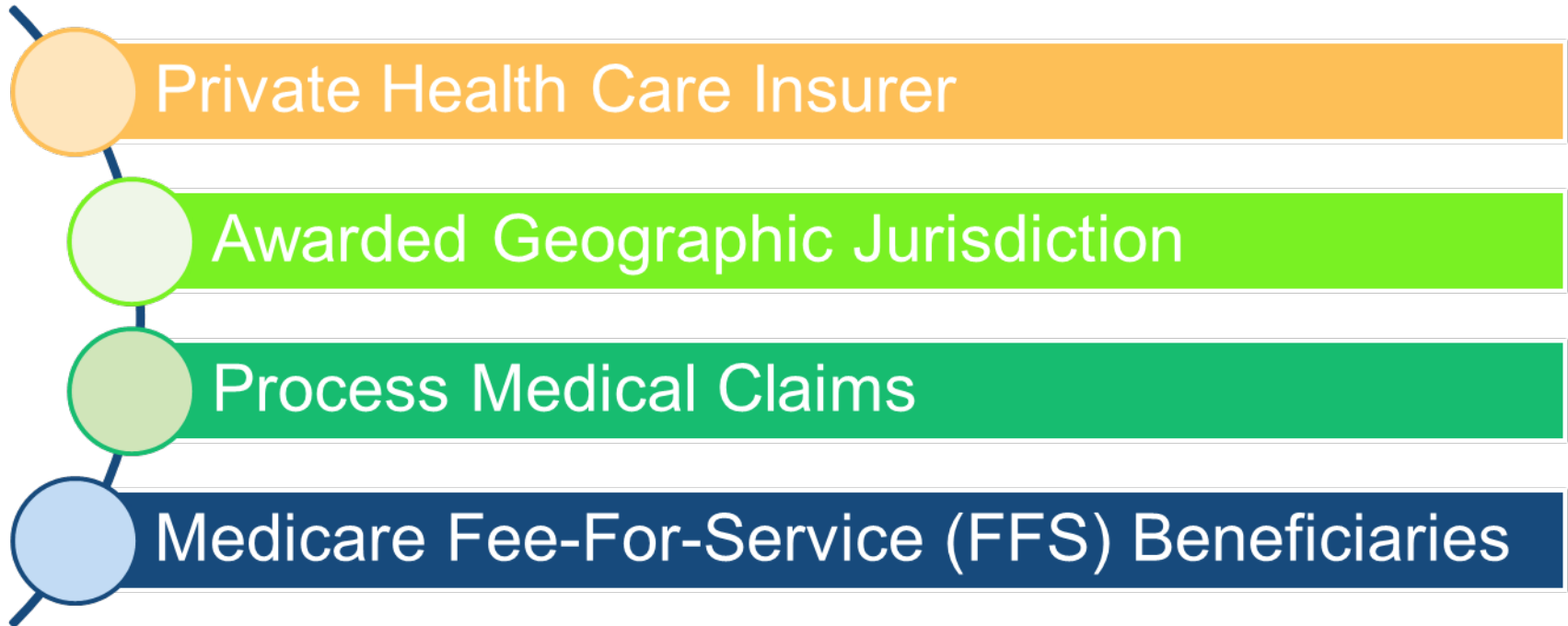
# Medicare Contractors



# Medicare Administrative Contractors



# Medicare Administrative Contractor

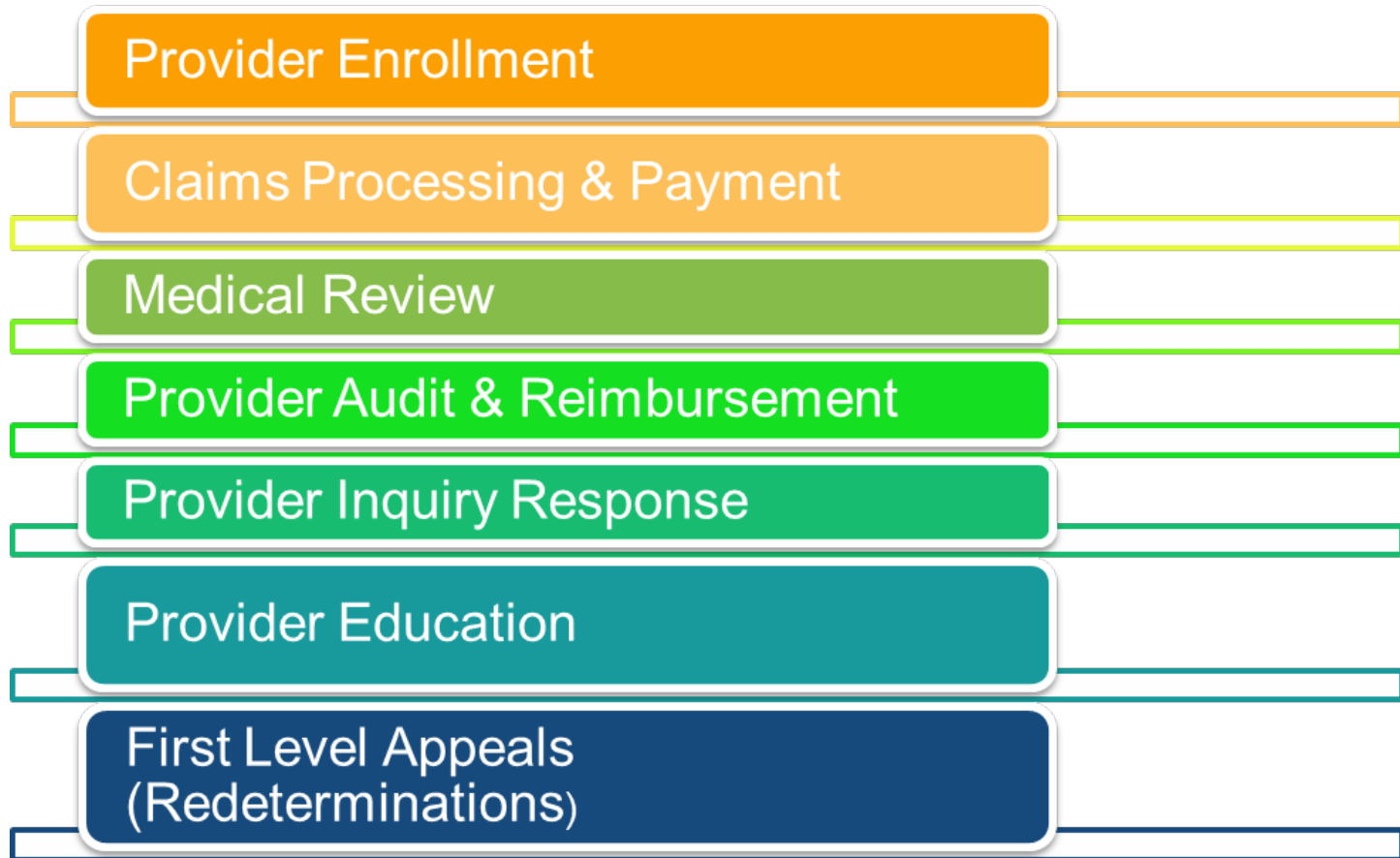


# Medicare Administrative Contractor (MAC)

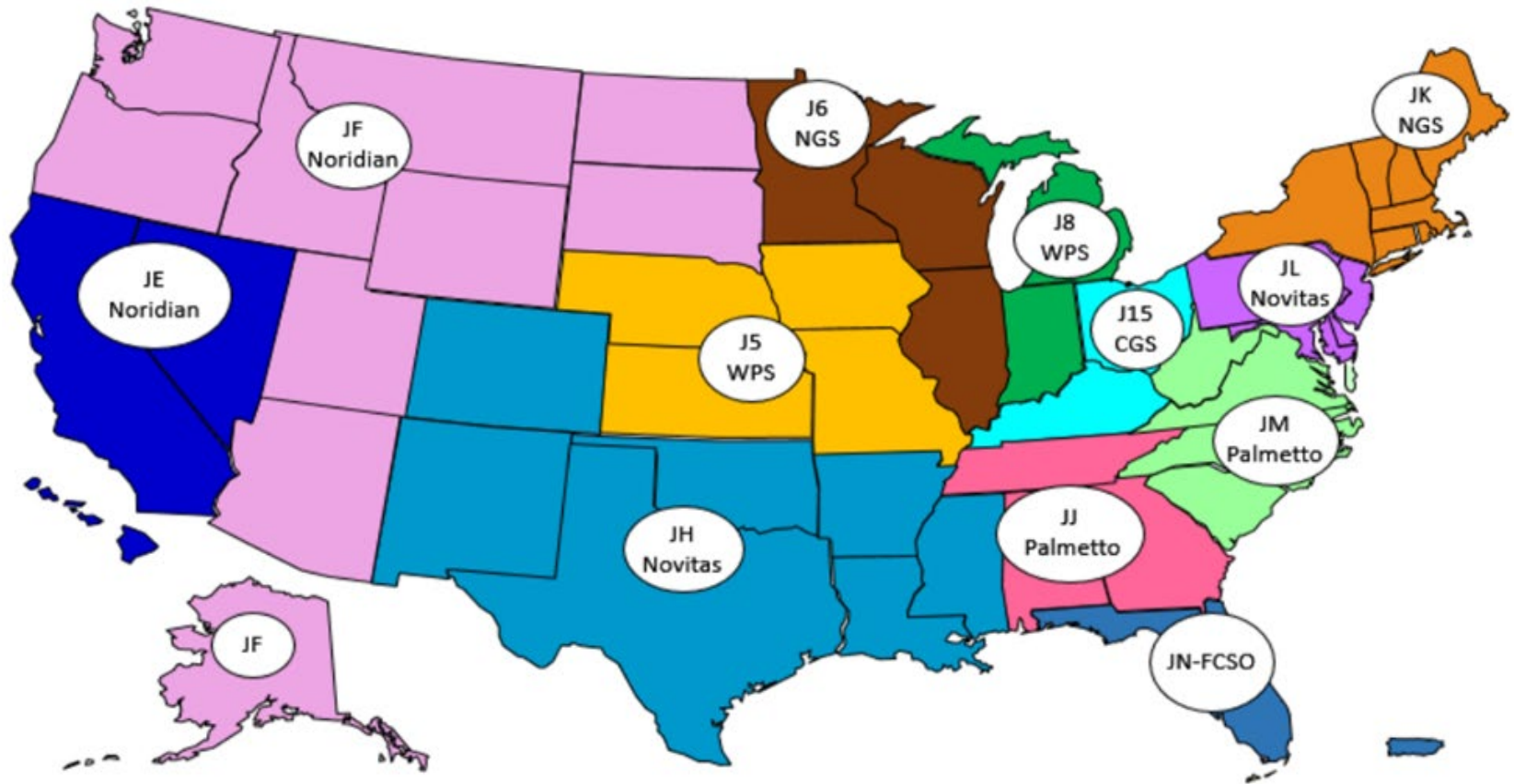
- The Centers for Medicare & Medicaid Services relies on a network of contracted companies to serve as the primary operational contact between the Medicare fee-for-service program and health care providers enrolled in the program



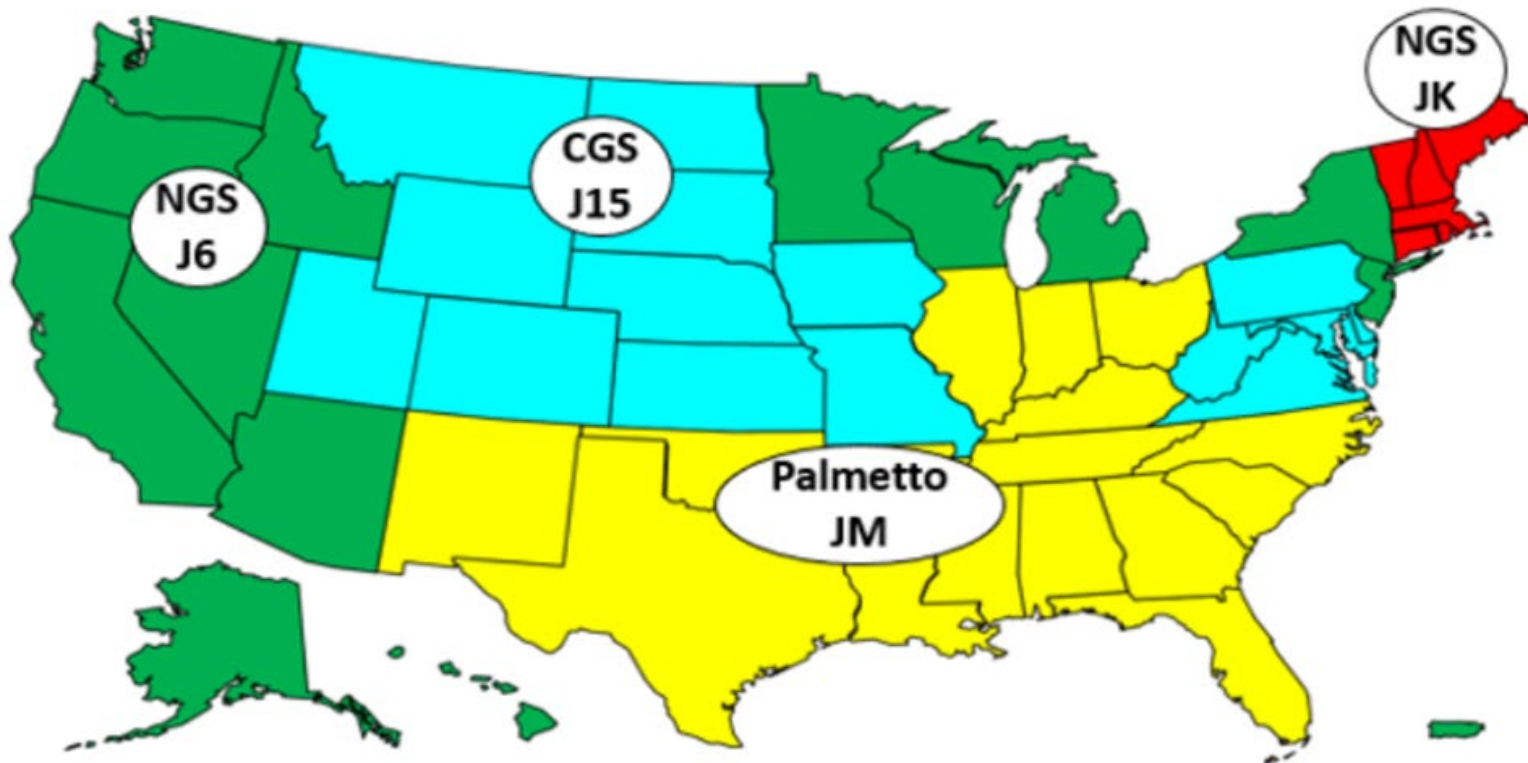
# Medicare Administrative Contractor (MAC) Duties



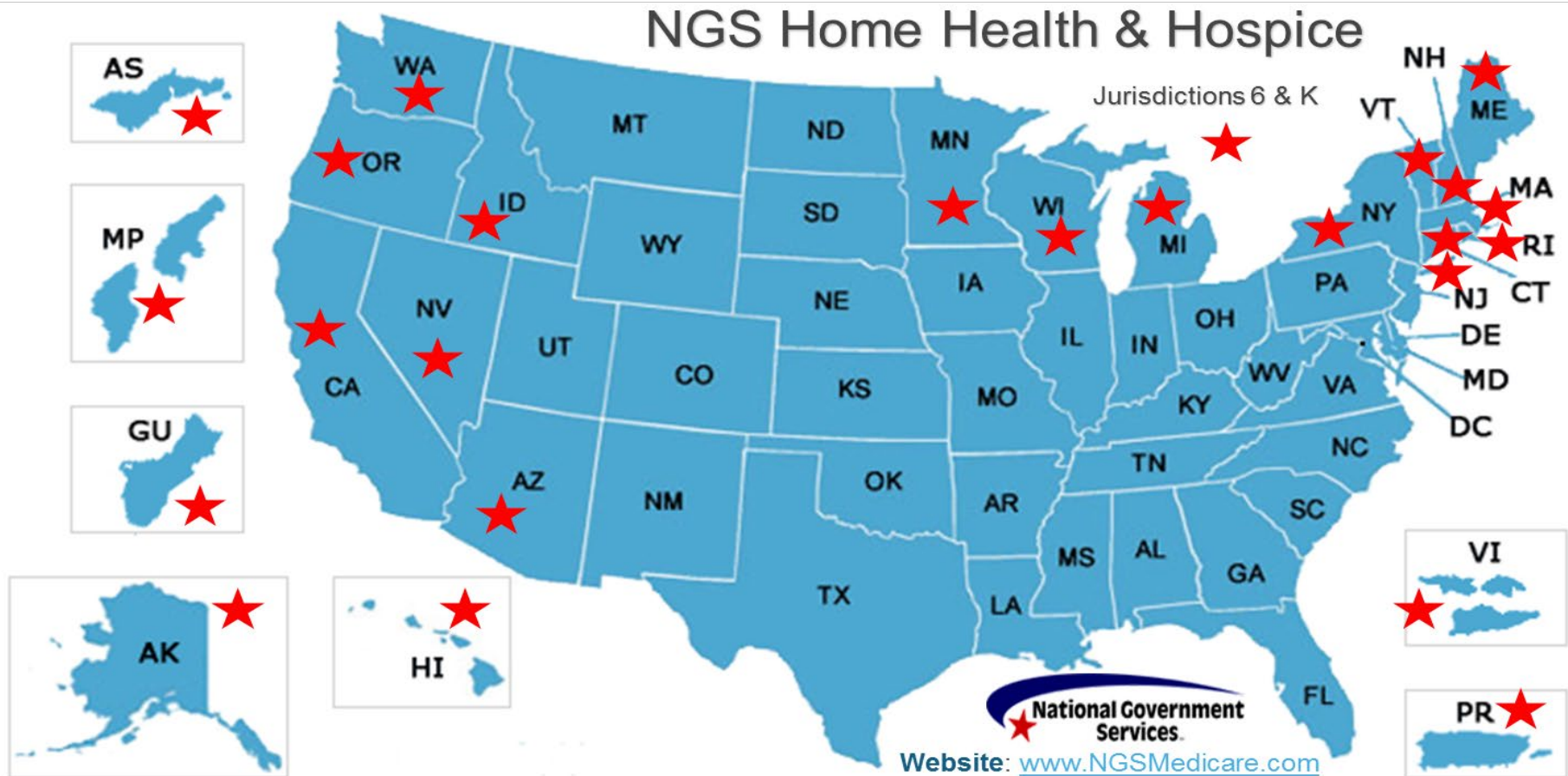
# Medicare Administrative Contractors Parts A/B



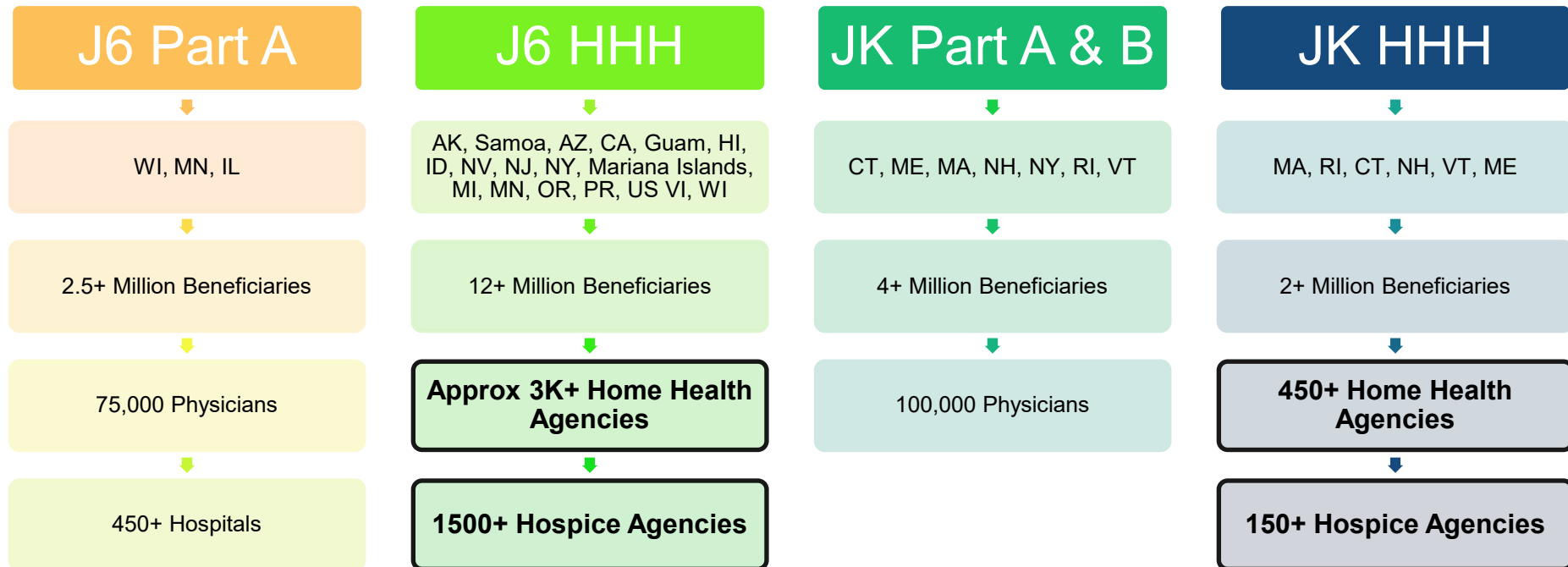
# Home Health and Hospice Medicare Administrative Contractors (MACs)



# NGS: Home Health and Hospice Jurisdictions K and 6



# NGS Demographics



# NGS Demographics

Serves over 27 million people with Medicare in 20 states & five US territories

Serves 240 members of Congress

14,000 Part A providers in 10 states

5,000 home health and hospice providers in 20 states & five US territories

4,500 FQHCs in 44 states, DC & five US territories

Over 416,000 Part B physicians and providers of service in 10 states

Over 228 million Medicare claims processed annually

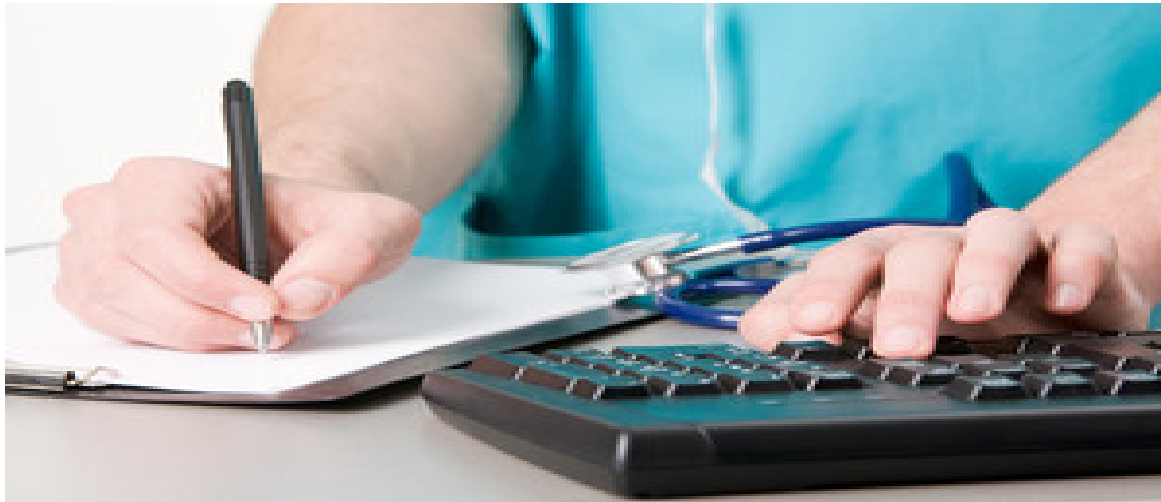
Administered more than \$84 billion from the Medicare trust fund in 2019

Responded to 2.4 million phone & interactive voice response calls

Responded to 59,000 written inquiries

Responded to 250 Congressional inquiries

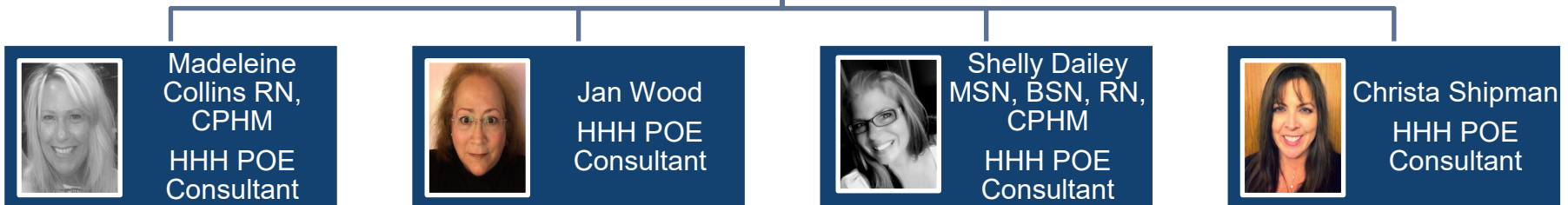
# Provider Outreach and Education



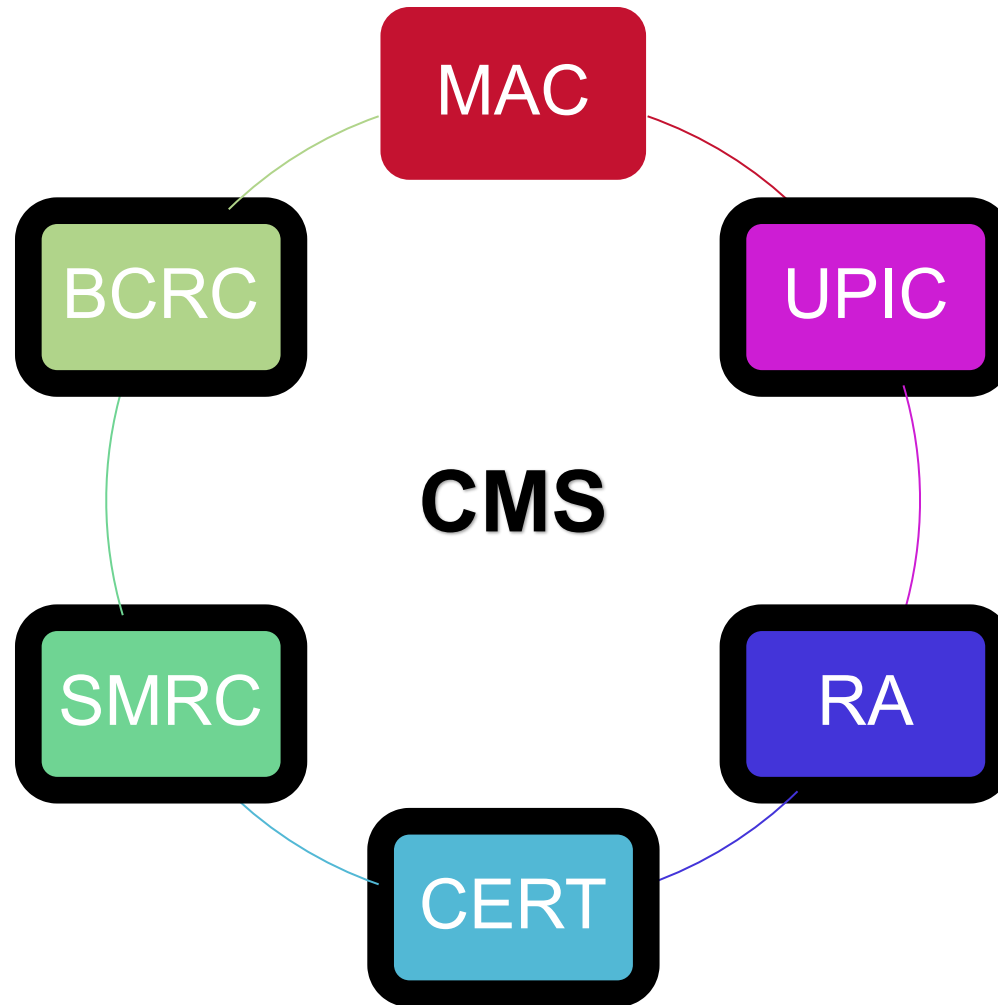
## Provider Outreach and Education

MAC Collaboration  
State HHH Associations  
Medicare University  
National HHH Associations  
Social Media Venues  
Annual Conferences & Virtual Education Events  
Collaborative Education, Articles & Job Aids  
Webinars, Computer Based Trainings & YouTube Videos

# National Government Services Provider Outreach and Education Home Health and Hospice Team

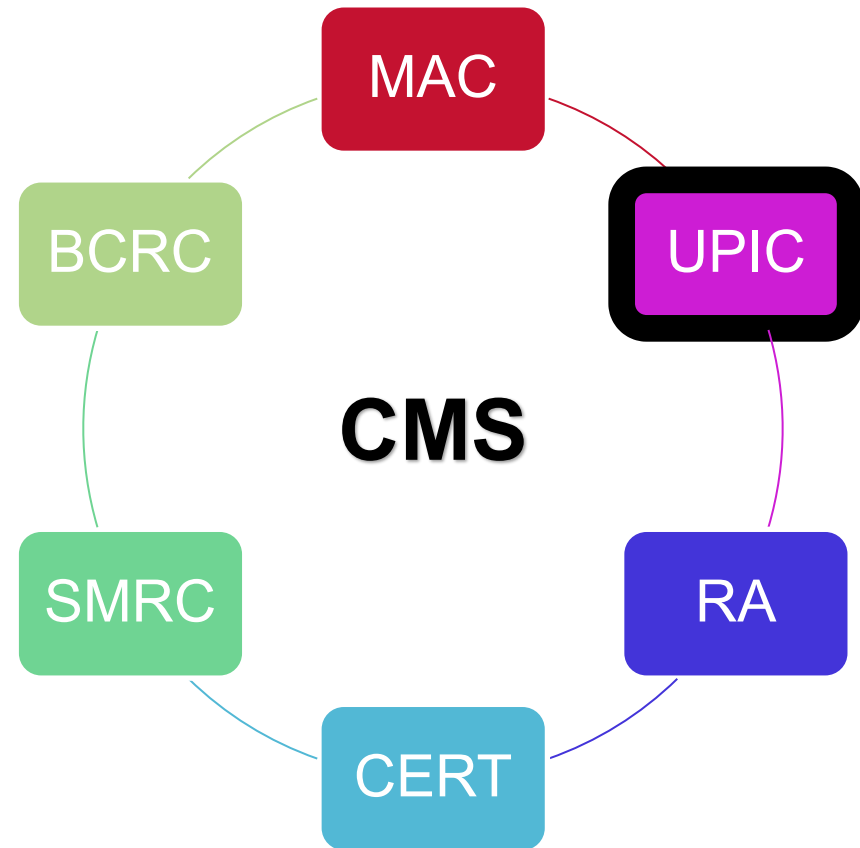


# Other Medicare Contractors



# Other Medicare Contractors

- *Unified Program Integrity Contractor (UPIC)*
- Recovery Auditor (RA)
- Comprehensive Error Rate Testing (CERT)
- Supplemental Medical Review Contractor (SMRC)
- Benefits Coordination & Recovery Center (BCRC)



# Unified Program Integrity Contractors (UPIC)

- Combine previously performed functions of the Zone Program Integrity Contractor (ZPIC) and the Program Safeguard Contractor (PSC)

# Unified Program Integrity Contractors (UPIC)

- Detect, prevent and proactively deter fraud, waste and abuse within the Medicare Program



# Unified Program Integrity Contractors (UPIC)

- Identify vulnerabilities
- Investigate fraud allegations
- Initiate the appropriate administrative actions to support evidence of fraudulent activity
- Refer any identified improper payments for recoupments to NGS

# Unified Program Integrity Contractors (UPIC)

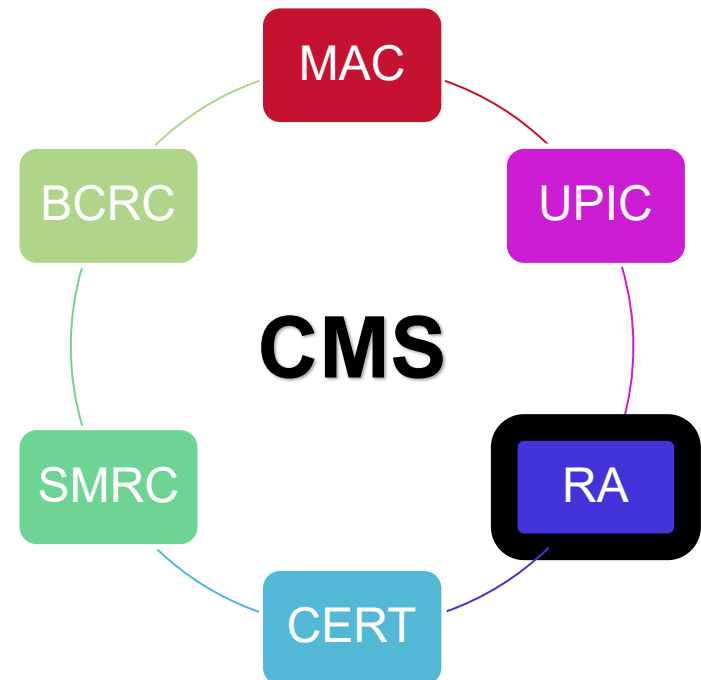
- NGS refers suspected fraud to the UPIC
  - Medical Review
  - Beneficiary Complaints
  - Data Analysis

# Unified Program Integrity Contractors (UPIC)

UPIC North East	UPIC Mid West	UPIC South West	UPIC South East	UPIC West
<b>Safeguard Services</b> Pennsylvania, New York, Delaware, Maryland, D.C., New Jersey, Massachusetts, New Hampshire, Vermont, Maine, Rhode Island, Connecticut	<b>CoventBridge Group</b> Illinois, Indiana, Iowa, Kansas, Kentucky, Michigan, Minnesota, Missouri, Nebraska, Ohio, Wisconsin	<b>Qlarant Integrity Solutions</b> Arkansas, Colorado, Louisiana, Mississippi, New Mexico, Oklahoma, Texas	<b>Safeguard Services</b> Alabama, Florida, Georgia, North Carolina, Puerto Rico, South Carolina, Tennessee, Virgin Islands, Virginia, West Virginia	<b>Qlarant Integrity Solutions</b> Alaska, Arizona, American Samoa, California, Guam, Hawaii, Idaho, Montana, Nevada, North Dakota, Northern Marianas Islands, Oregon, South Dakota, Utah, Washington, Wyoming

# Other Medicare Contractors

- **Unified Program Integrity Contractor (UPIC)**
- ***Recovery Auditor (RA)***
- **Comprehensive Error Rate Testing (CERT)**
- **Supplemental Medical Review Contractor (SMRC)**
- **Benefits Coordination & Recovery Center (BCRC)**



# Recovery Auditor (RA)

- **Goals**

- Identify and recover Medicare overpayments and underpayments

- **Functions**

- Detect and correct improper payments
  - Implement actions that will prevent future improper payments

# Recovery Auditor (RA)

## **HOME HEALTH AND HOSPICE**

Nationwide

**Performant Recovery**

2751 Southwest Blvd.

San Angelo, TX 76904

Toll Free: 866-201-0580

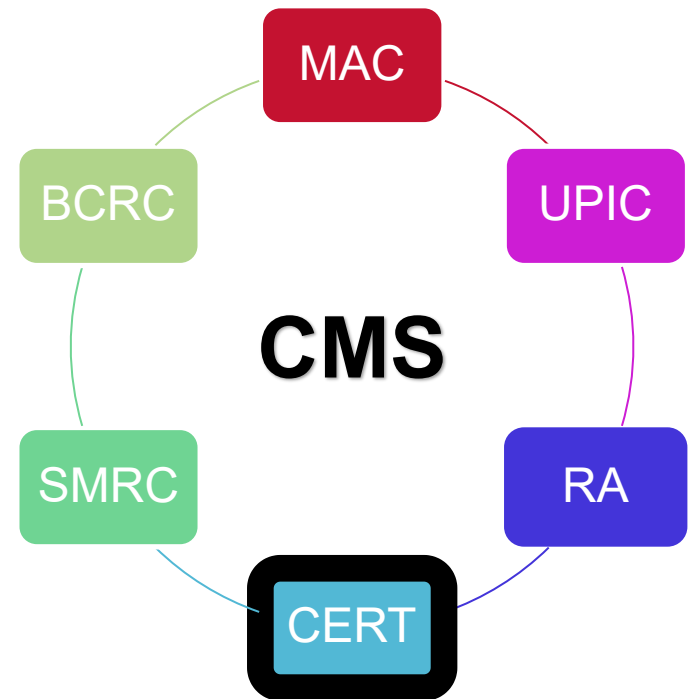
**Email:** [info@performantrac.com](mailto:info@performantrac.com)

**Website:** [www.performantrac.com](http://www.performantrac.com)

<https://www.cms.gov/Research-Statistics-Data-and-Systems/Monitoring-Programs/Medicare-FFS-Compliance-Programs/Recovery-Audit-Program/>

# Other Medicare Contractors

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# Comprehensive Error Rate Testing (CERT)

## CERT Review Contractor: AdvanceMed



<https://certprovider.admedcorp.com/>

# Comprehensive Error Rate Testing (CERT)

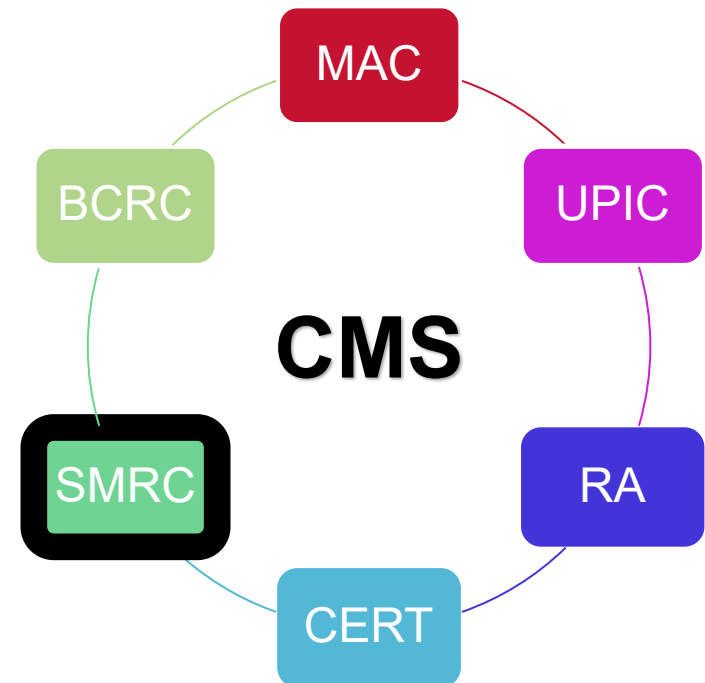
CERT Documentation Center  
1510 East Parham Road  
Henrico, Virginia 23228

Via Fax to:  
**804-261-8100**

**Customer Service: 888-779-7477**  
**Email: [CERTprovider@nciinc.com](mailto:CERTprovider@nciinc.com)**

# Other Medicare Contractors

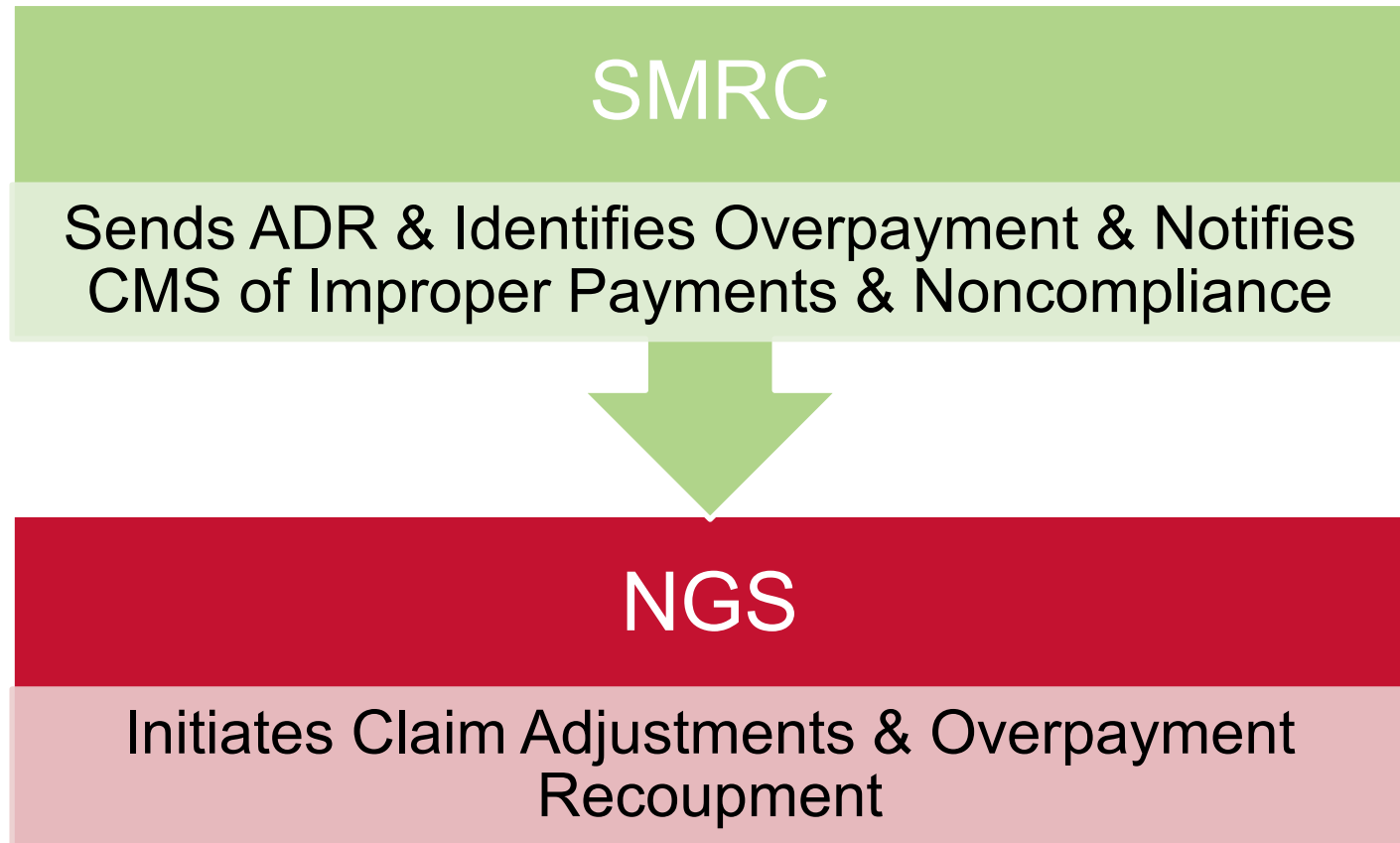
- **Unified Program Integrity Contractor (UPIC)**
- **Recovery Auditor (RA)**
- **Comprehensive Error Rate Testing (CERT)**
- ***Supplemental Medical Review Contractor (SMRC)***
- **Benefits Coordination & Recovery Center (BCRC)**



# Supplemental Medical Review Contractor (SMRC)

- Lower the improper payment rates and increasing efficiency of medical review functions of the Medicare and Medicaid Programs
- Conducts medical review of Part A and B Medicare claims to ensure claims were billed in compliance
- Focus of review includes: vulnerabilities identified by CMS data analysis, CERT or other professional federal oversight agencies

# Supplemental Medical Review Contractor (SMRC)



# Supplemental Medical Review Contractor (SMRC)

## Customer Service

Noridian Healthcare  
Solutions, LLC

1-833-860-4133

## Written Inquiries

When Utilizing USPS  
Forward Records to this  
Address:

Noridian SMRC  
PO Box 6711  
Fargo, ND 58108-6711

When Utilizing  
Certified/Courier Forward  
Records to this Address:

Noridian SMRC  
900 42nd St S  
PO Box 6711  
Fargo, ND 58103-6711

**\*\*Accepts esMD Transactions**

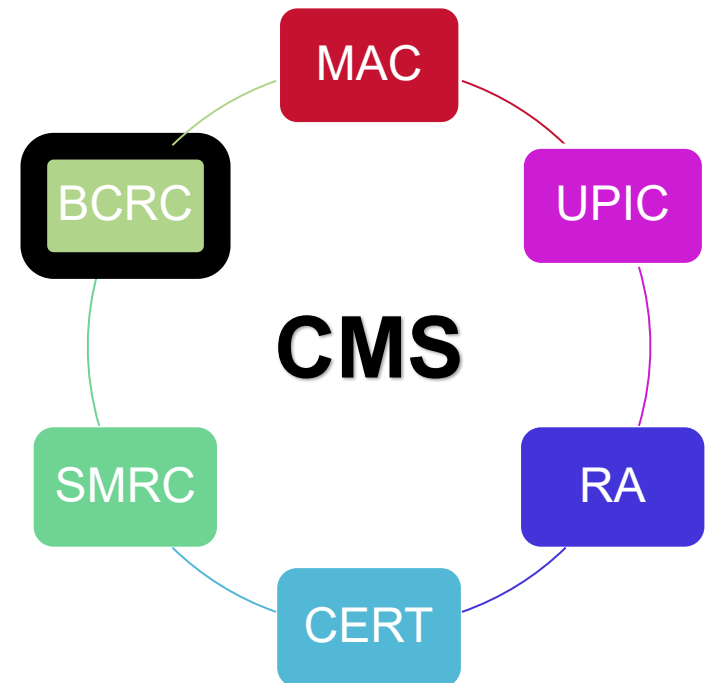
**Customer Service Tel #:** 833-860-4133 (M-F 7:30 a.m. – 5 p.m. CT)

**Email:** SMRCMail@Noridian.com

**Website:** <https://www.noridiansmrc.com/>

# Other Medicare Contractors

- Unified Program Integrity Contractor (UPIC)
- Recovery Auditor (RA)
- Comprehensive Error Rate Testing (CERT)
- Supplemental Medical Review Contractor (SMRC)
- *Benefits Coordination & Recovery Center (BCRC)*



# Benefits Coordination & Recovery Center (BCRC)

- The Medicare Secondary Payer (MSP) program is in place to ensure that Medicare is aware of situations where it should not be the primary, or first, payer of claims
- If a beneficiary has Medicare and other health insurance, coordination of benefits (COB) rules decide which entity pays first
- Activities related to the collection, management and reporting of other insurance coverage for beneficiaries is performed by the Benefits Coordination & Recovery Center (BCRC)
- Responsible for creation, updates and termination of all MSP records

# Benefits Coordination & Recovery Center (BCRC)

Customer Service	Written Inquiries
Monday thru Friday 8 am – 8 pm EST <b>Tel#: 1-855-798-2627</b> <b>Fax: 405-869-3307</b>	Medicare – Data Collections PO Box 138897 Oklahoma City, OK 73113- 8897

# Safeguarding the Medicare Program

# Safeguarding the Medicare Program

- Fraud
- Waste
- Abuse



# Safeguarding the Medicare Program



**FRAUD:** The intentional deception or misrepresentation of facts that an individual or organization knows to be false or does not believe to be true and could result in some unauthorized benefit to himself/herself or some other person, or the organization.

# Safeguarding the Medicare Program



**WASTE:** Over-utilization of services, or other practices that result in unnecessary costs, taxpayers not receiving reasonable value for money in connection with any government funded activities due to an inappropriate act, or omission by players with control over or access to government resources.

# Safeguarding the Medicare Program

**ABUSE:** Actions that are inconsistent with accepted, sound medical, business or fiscal practices. Abuse can be identified when individuals unintentionally follow practices that result in unnecessary Medicare Program costs. Abusive practices may develop into fraud and be prosecuted as such. Abuse directly or indirectly results in unnecessary costs to the program through improper payments.

# Safeguarding the Medicare Program

**Errors**  
**Mistakes**

**Waste**  
**Inefficiency**

**Abuse**  
**Bending the**  
**Rules**

**Fraud**  
**Intentional**  
**Deception**

# Safeguarding the Medicare Program

## Helpful Hints

Staff Education

Responsibility

Medical Necessity

Comprehension  
Of the Anti-Kickback  
Statute & Stark Laws

Report  
Fraud

# Safeguarding the Medicare Program

## Report Fraud, Waste & Abuse

### Phone



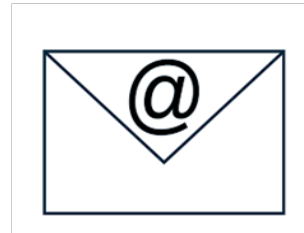
800-MEDICARE  
800-447-8477

### Fax



800-223-8164  
10 page limit

### Email



[HHSTips@oig.hhs.gov](mailto:HHSTips@oig.hhs.gov)

### Online



<https://forms.oig.hhs.gov/hotlineoperations/report-fraud-form.aspx>

# To Ask a Question Using the Question Box

The screenshot shows the GoToWebinar interface with the following sections:

- Attendee List (2 | Max 201)**: Includes tabs for Attendees (1) and Staff (1). The Attendees tab is active, showing a list of names under the heading "NAMES - ALPHABETICALLY". One name, "Corena Bahr (Me)", is visible. A search bar is located below the list.
- Audio**: Includes an "Audio Mode" section with two radio buttons: "Use Telephone" and "Use Mic & Speakers". The "Use Mic & Speakers" option is selected. Below this is a "MUTED" status indicator and a volume control slider. A link for "Audio Setup" is also present.
- Questions**: Includes a "Questions Log" section showing a list of questions and answers. The current question is "Q: Is there a volume discount?" and the answer is "A: Yes! We will send you more info after the event." Below the log is a text input field with the word "Yes" entered. A "Send" button is located to the right of the input field.
- Webinar Now**: Displays the webinar ID "731-938-951" and the "GoToWebinar" logo.

Two red arrows are overlaid on the screenshot to guide the user:

- A red arrow points to the text input field in the Questions section with the text "Type questions here".
- A red arrow points to the "Send" button in the Questions section with the text "Then click Send".

# Resources



# Online Resources

- [NGS Medical Policy & Review](#)
- [NGS Home Health & Hospice Education Portal](#)
- [NGSConnex Medical Record](#)
- [NGS Fraud & Abuse/UPIC Information](#)
- [NGS Email Updates \(Listserv\)](#)
- [CMS CERT Web Page](#)
- [CMS BCRC Web Page](#)
- [CMS SMRC Web Page](#)
- [CMS RA Web Page](#)
- [CMS MAC Web Page](#)

# Medicare University

- Interactive online system available 24/7
- Educational opportunities available
  - Computer-based training courses
  - Teleconferences, webinars, live seminars/face-to-face training
- Self-report attendance
- [Medicare University Website](#)

# Medicare University Self-Reporting Instructions

- Log on to the National Government Services [Medicare University site](#)
  - Topic = **Orientation to Home Health & Hospice Medicare**
  - Medicare University Credits (MUCs) = 1
  - Catalog Number =
  - Participant Code =
  - For step-by-step instructions on self-reporting please visit the Get Credit for Completed Courses on the NGS website

# Continuing Education Credits

- All National Government Services Part A and Part B Provider Outreach and Education attendees can now receive one CEU from AAPC for every hour of National Government Services education received.
- If you are accredited with a professional organization other than AAPC, and you plan to request continuing education credit, please contact your organization not National Government Services with your questions concerning CEUs.

# Contact NGS

## NGS Provider Call Center (PCC):

State/Region	Toll-Free Number	IVR	PCC Hours of Service
Alaska, Arizona, California, Hawaii, Idaho, Nevada, Oregon, Washington, American Samoa, Guam, Northern Mariana Island	866-590-6724 TTY: 888-897-7523	866-277-7287	Monday–Friday 8:00 a.m.–4:00 p.m. PT  Thursday, closed for training 12:00–2:00 p.m. PT
Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont	866-289-0423 TTY: 866-786-7155	866-275-7396	Monday–Friday 8:00 a.m.–4:00 p.m. ET  Thursday, closed for training 2:00–4:00 p.m. ET
Michigan, Minnesota, New York, New Jersey, Wisconsin, Puerto Rico, U.S. Virgin Islands	866-590-6728 TTY: 888-897-7523	866-275-3033	Monday–Friday 8:00 a.m.–5:00 p.m. CT 9:00 a.m.–6:00 p.m. ET  Thursday, closed for training 2:00–4:00 p.m. CT 3:00–5:00 p.m. ET

# PCC Procedures

- The PCC should always be your first option when contacting the MAC
  - Required to log and track all incoming inquiries
- Tiered system to respond accurately to all provider inquiries

# Thank You!

- Questions?

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