

Orientation to Medicare Home Health and Hospice

12/8/2021



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

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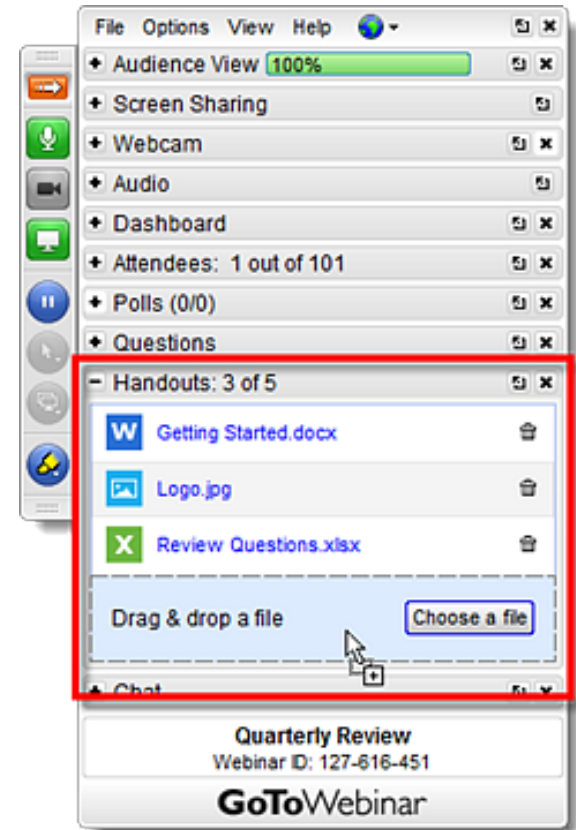
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 - This applies to our webinars, teleconferences, live events and any other type of National Government Services educational events

Today's PowerPoint Presentation

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



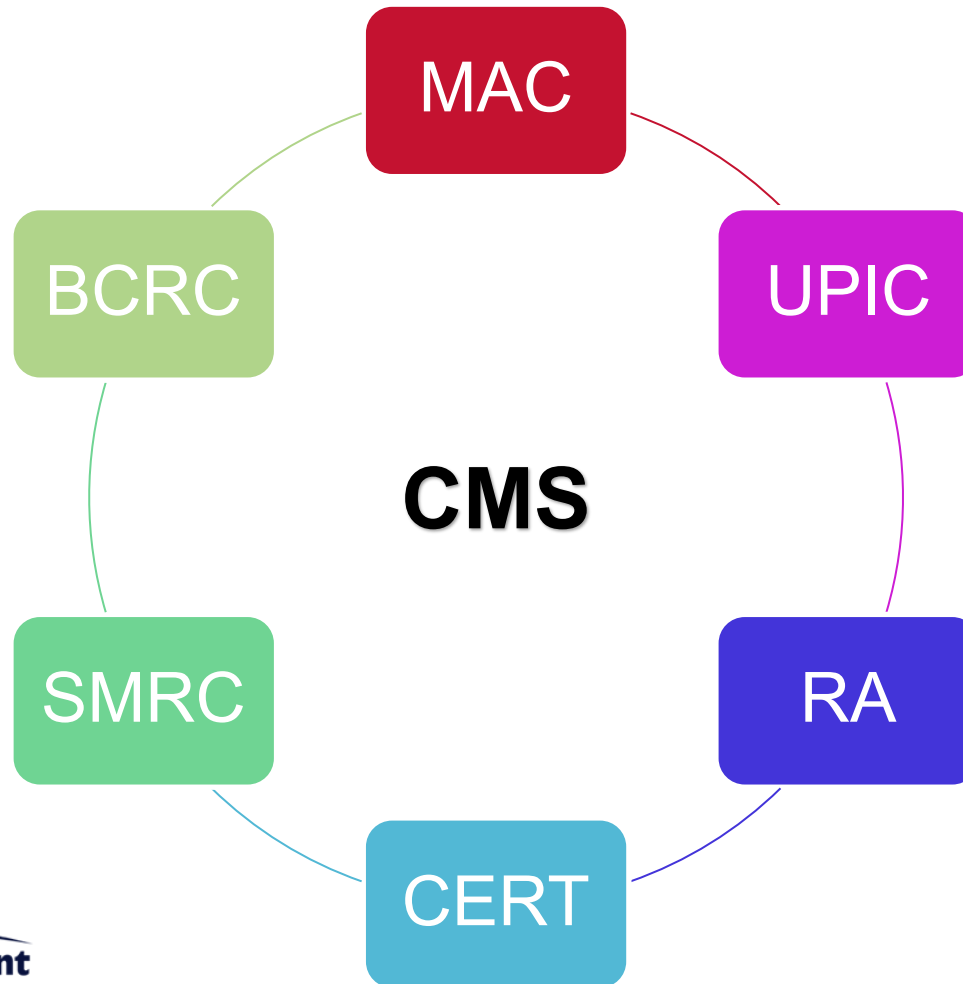
Objectives

- 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

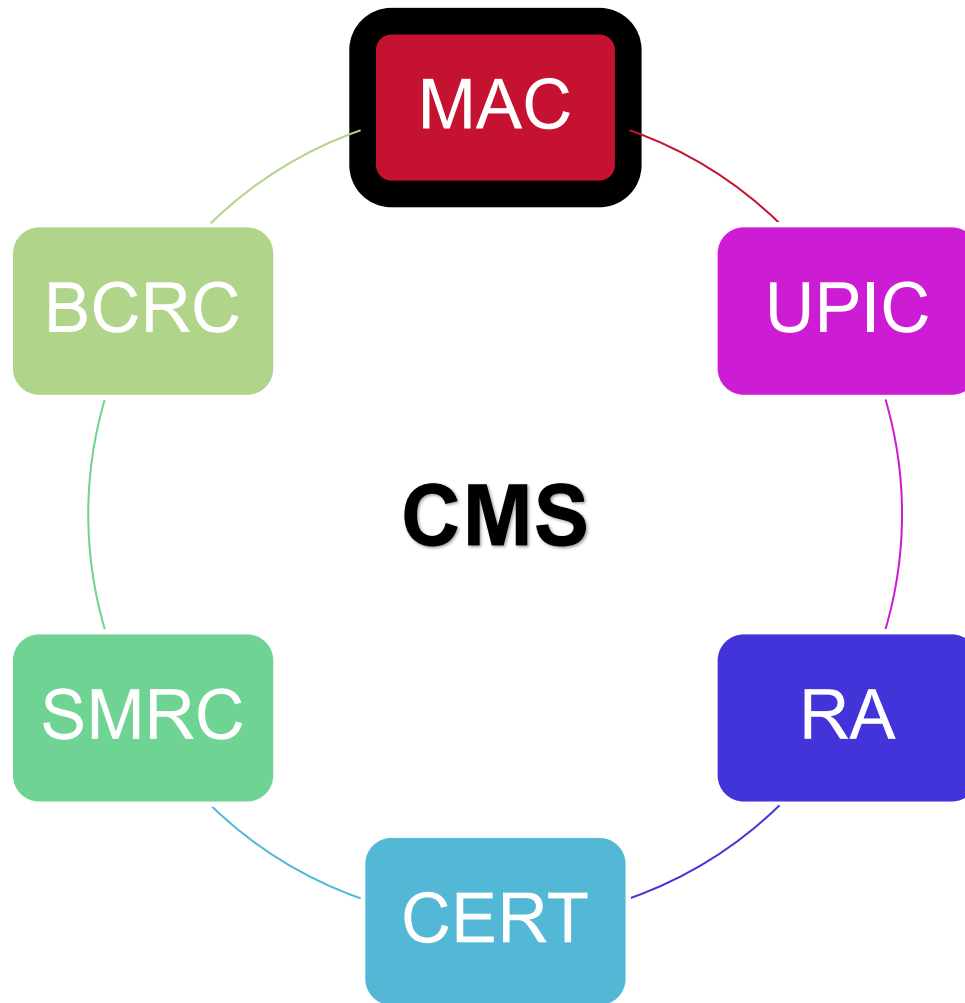
Agenda

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

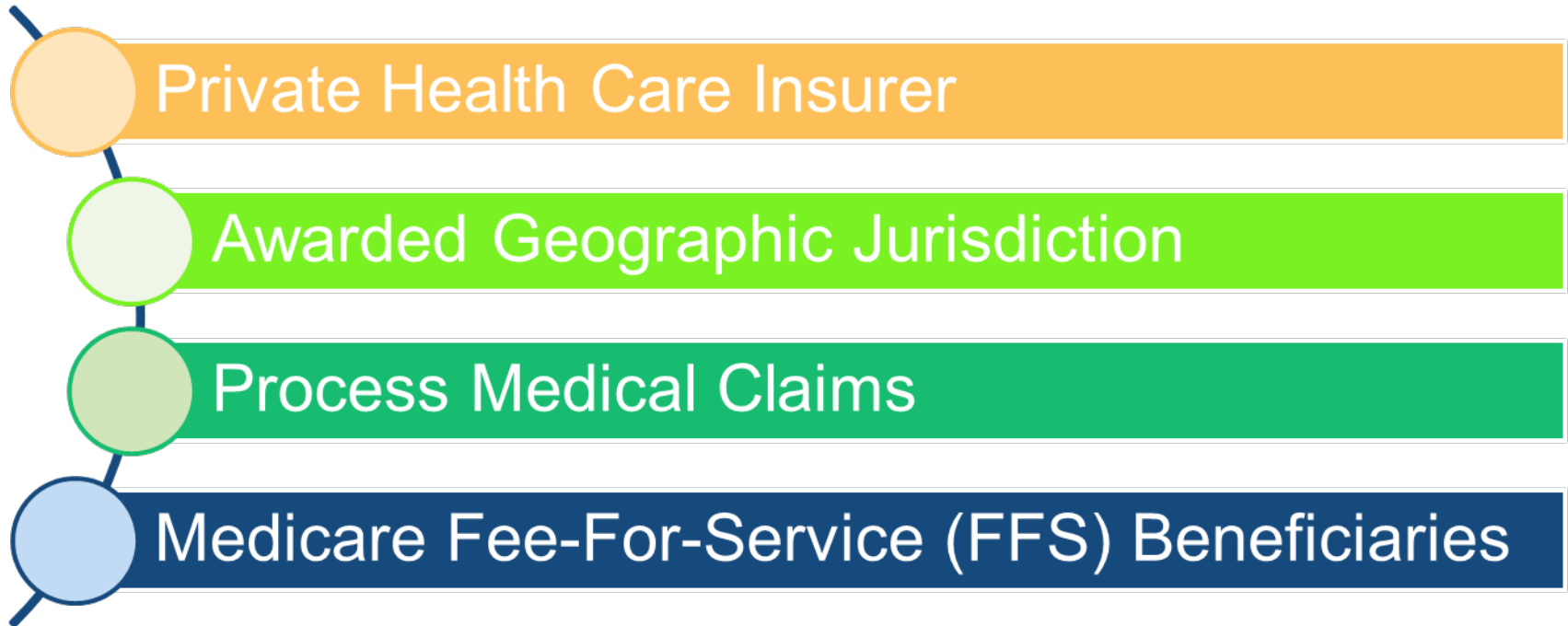
Medicare Contractors



Medicare Administrative Contractors



Medicare Administrative Contractor

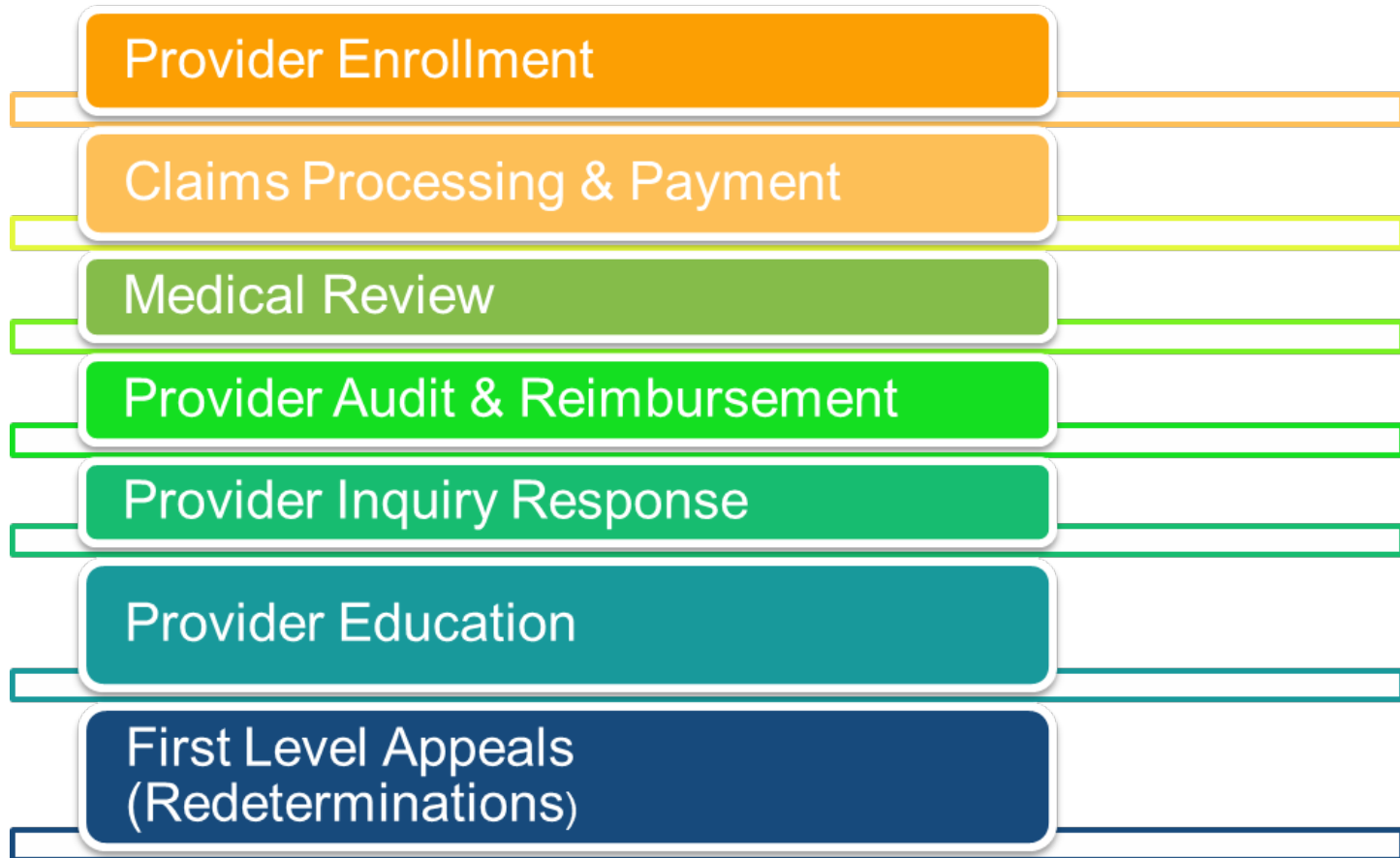


Medicare Administrative Contractor (MAC)

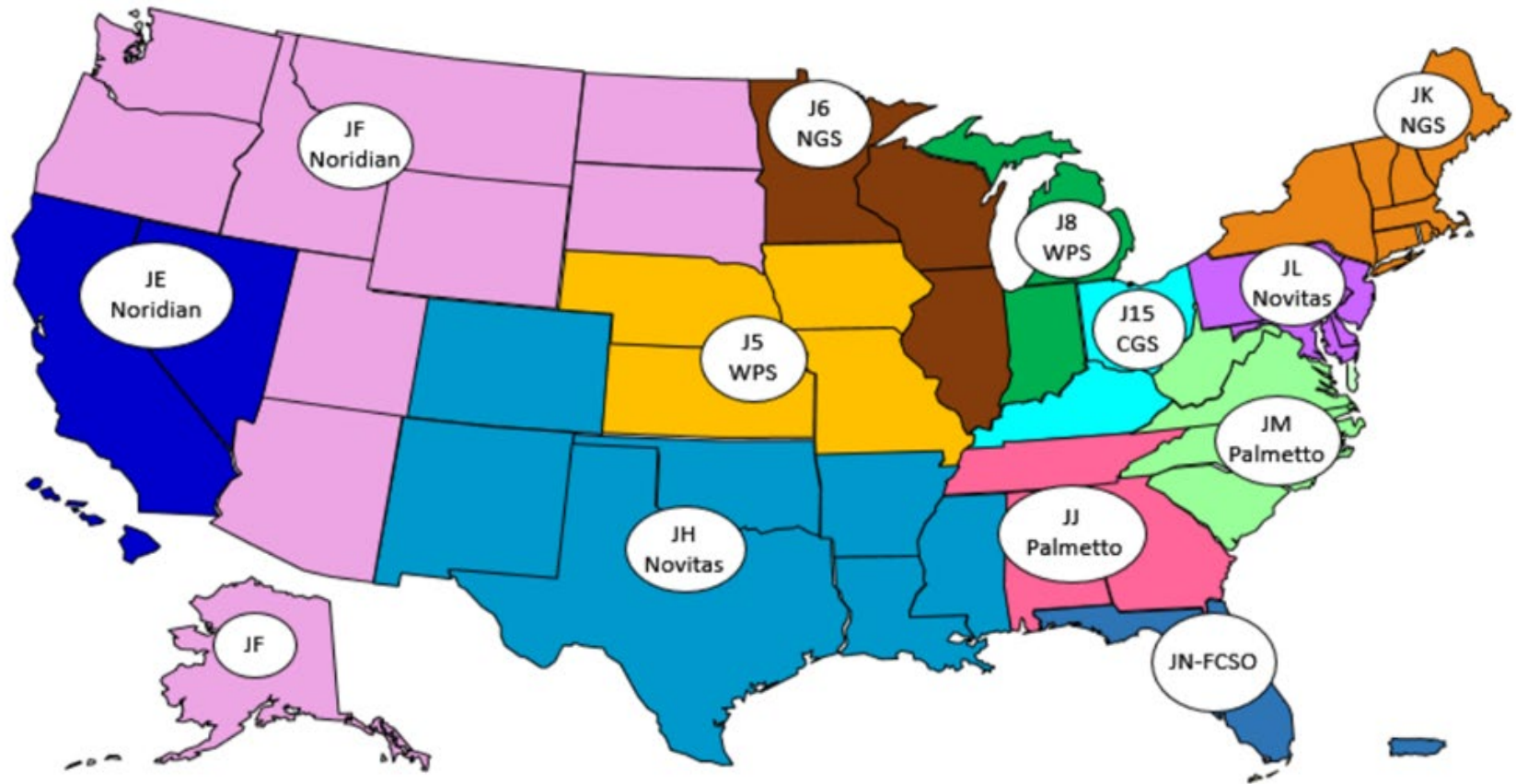
- The Centers for Medicare & Medicaid Services relies on a network of contracted companies to serve as the primary operational contact between the Medicare fee-for-service program and health care providers enrolled in the program



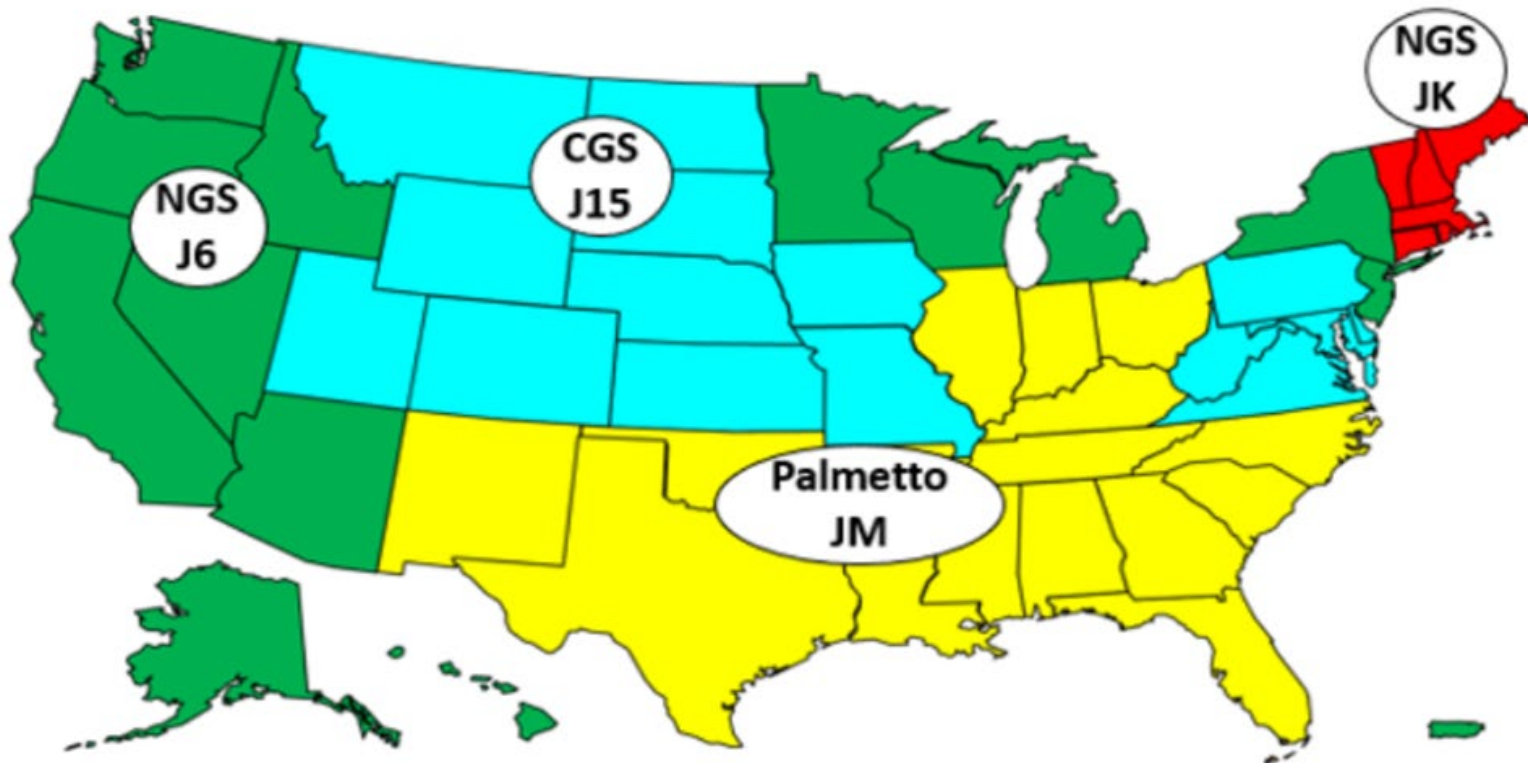
Medicare Administrative Contractor (MAC) Duties



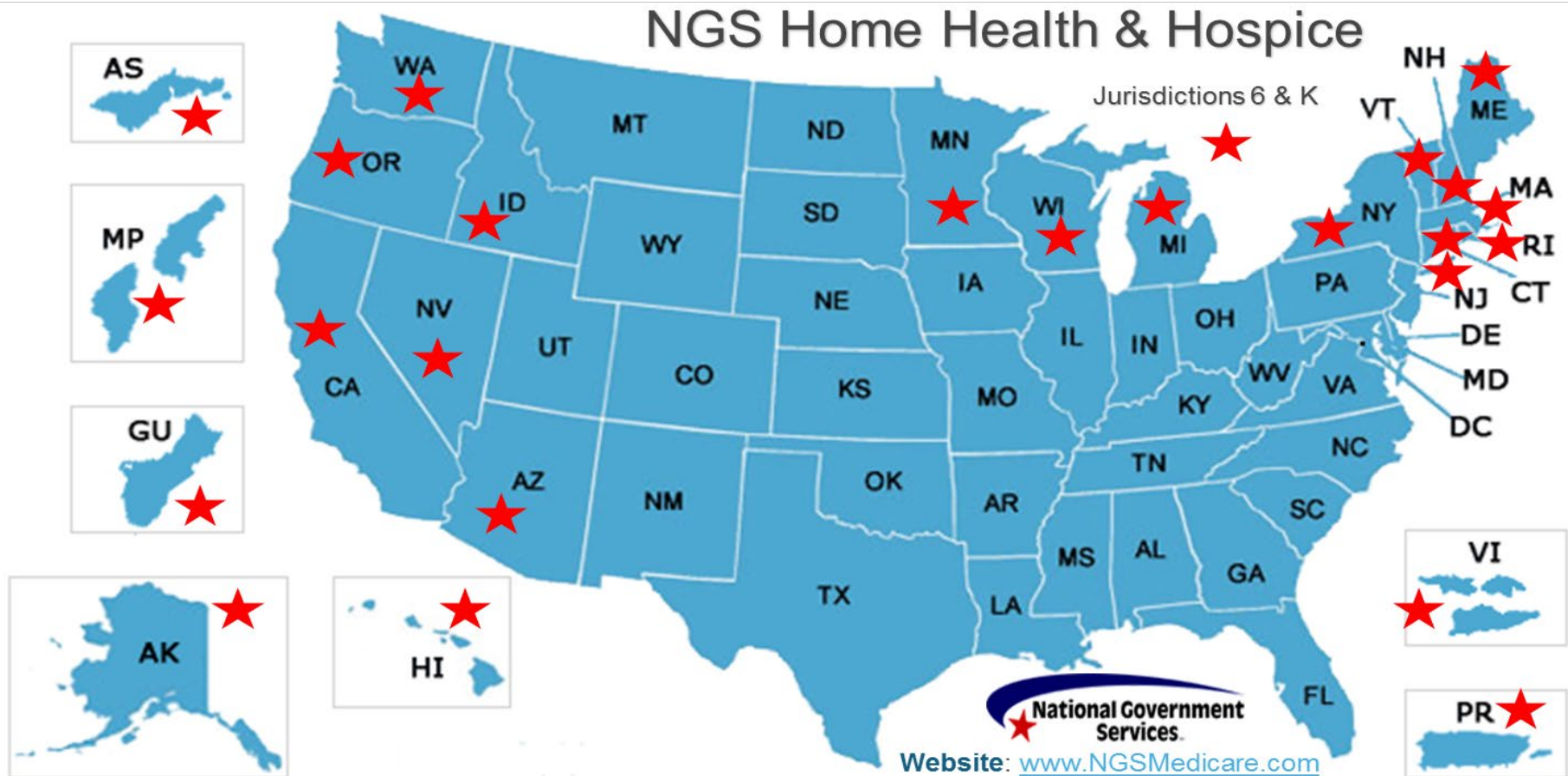
Medicare Administrative Contractors Parts A/B



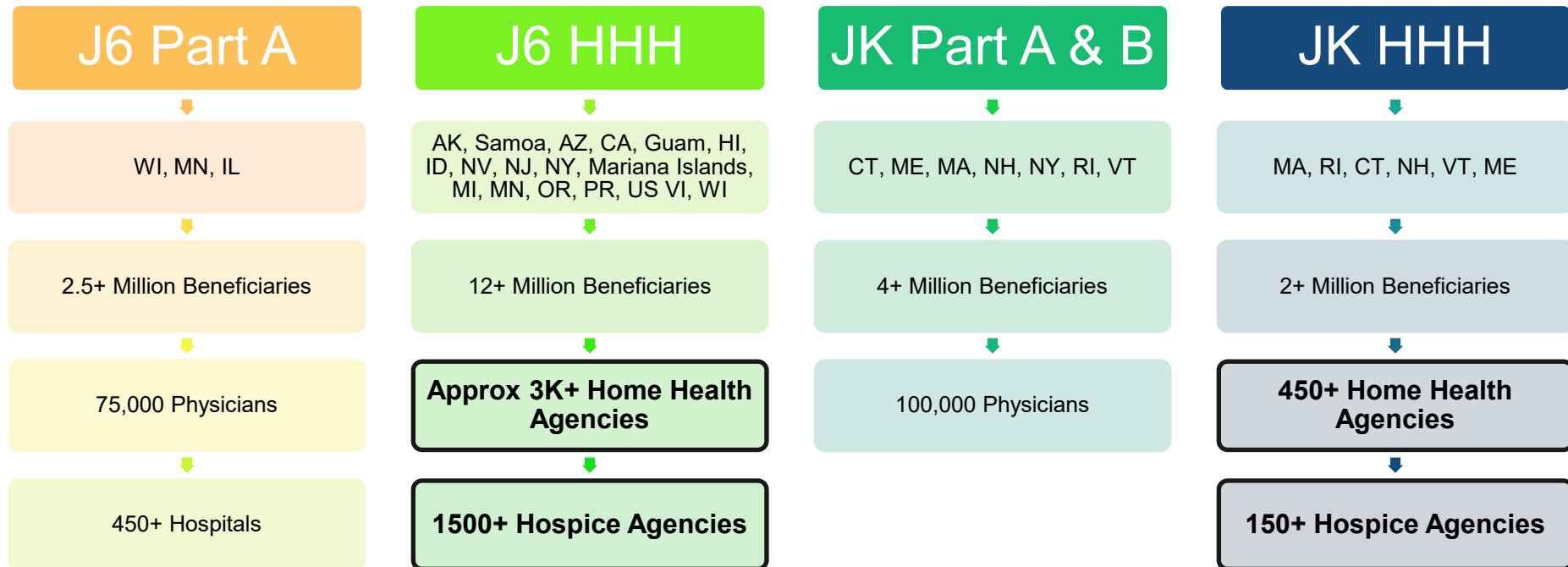
Home Health and Hospice Medicare Administrative Contractors (MACs)



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

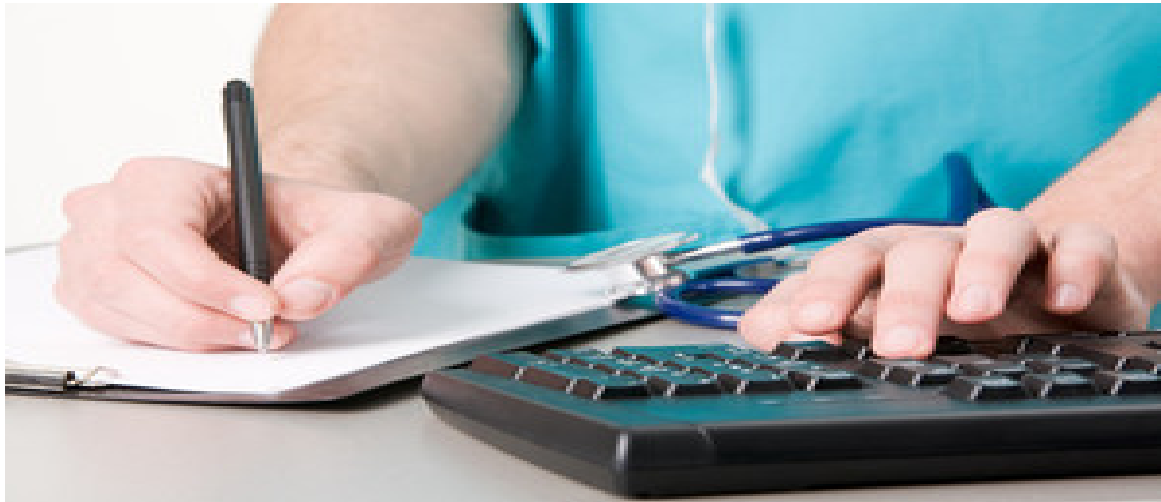
Administered more than \$84 billion from the Medicare trust fund in 2019

Responded to 2.4 million phone & interactive voice response calls

Responded to 59,000 written inquiries

Responded to 250 Congressional inquiries

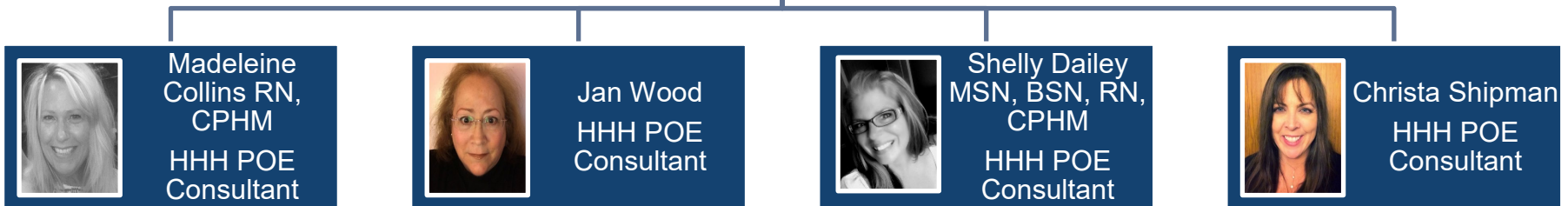
Provider Outreach and Education



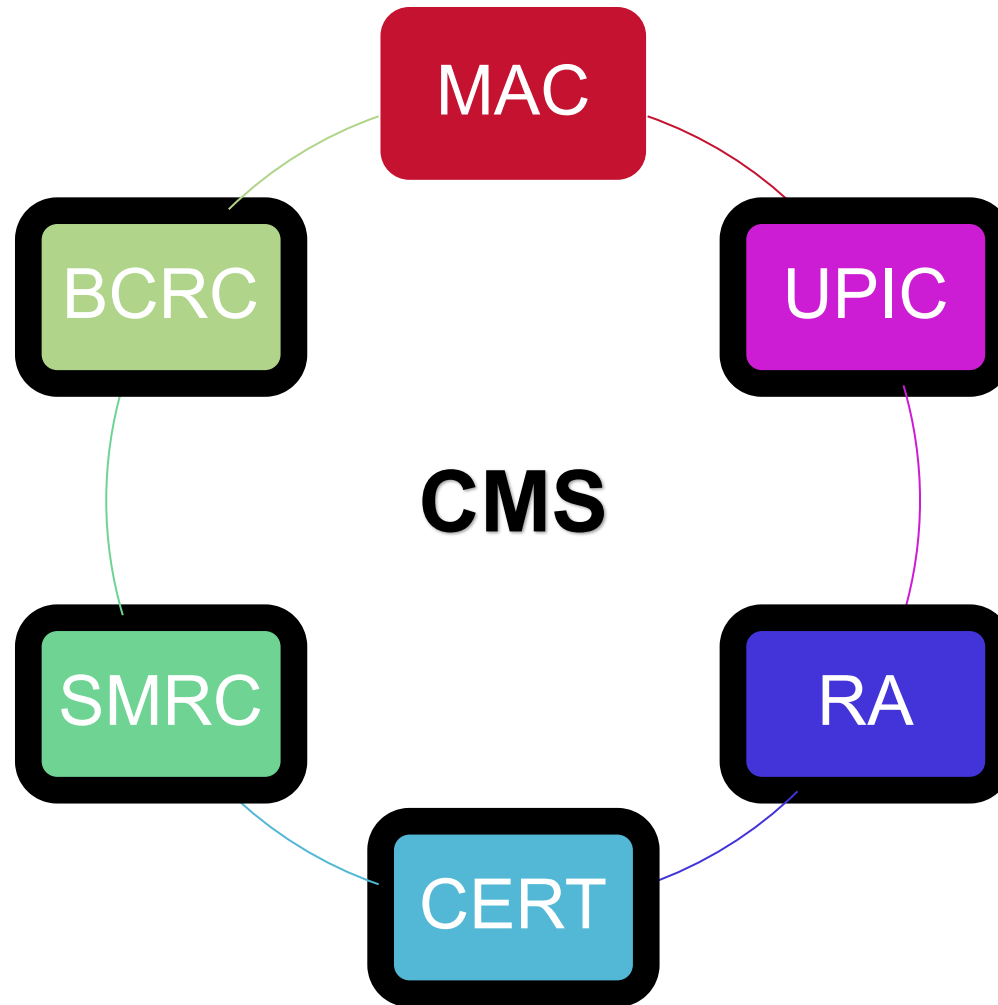
Provider Outreach and Education

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

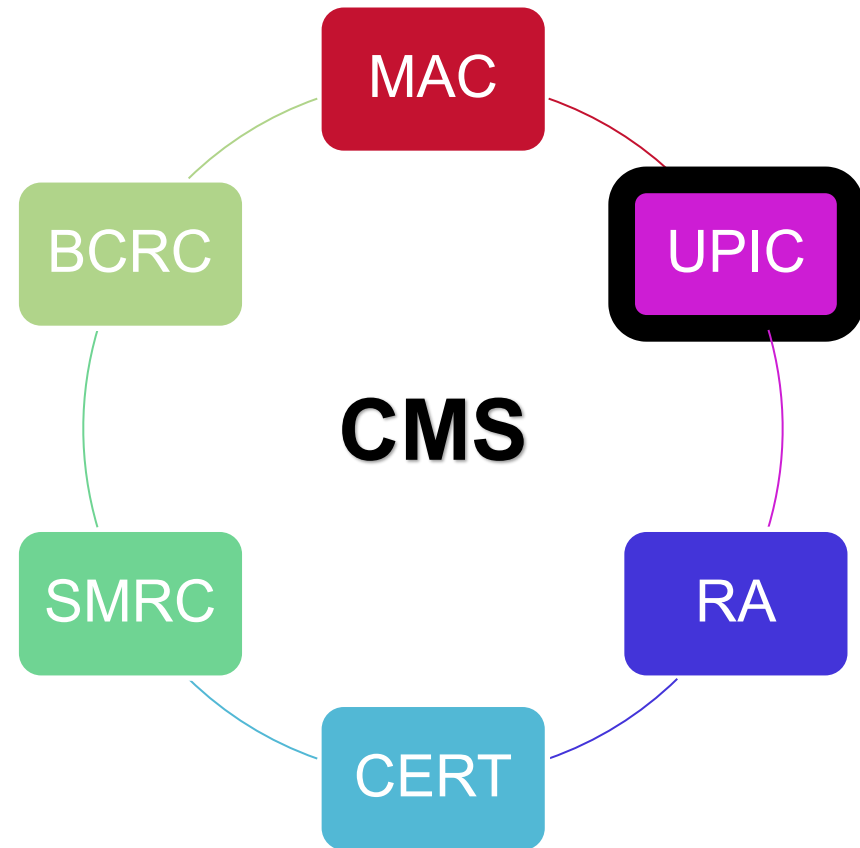


Other Medicare Contractors



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)

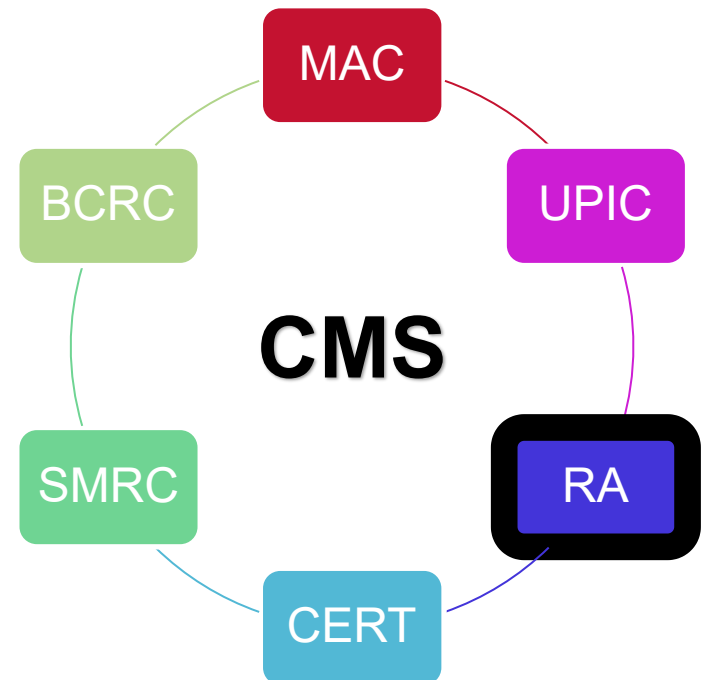
- NGS refers suspected fraud to the UPIC
 - Medical Review
 - Beneficiary Complaints
 - Data Analysis

Unified Program Integrity Contractors (UPIC)

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

Other Medicare Contractors

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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

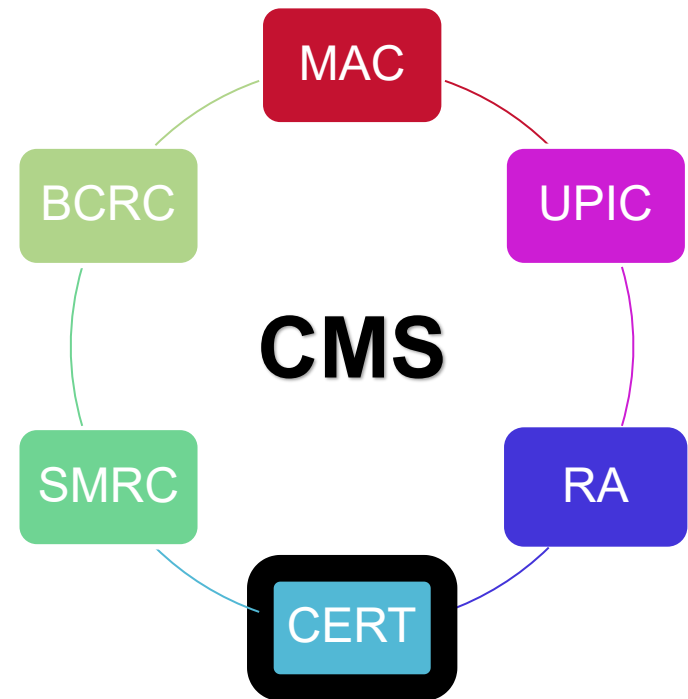
Email: info@performantrac.com

Website: 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)

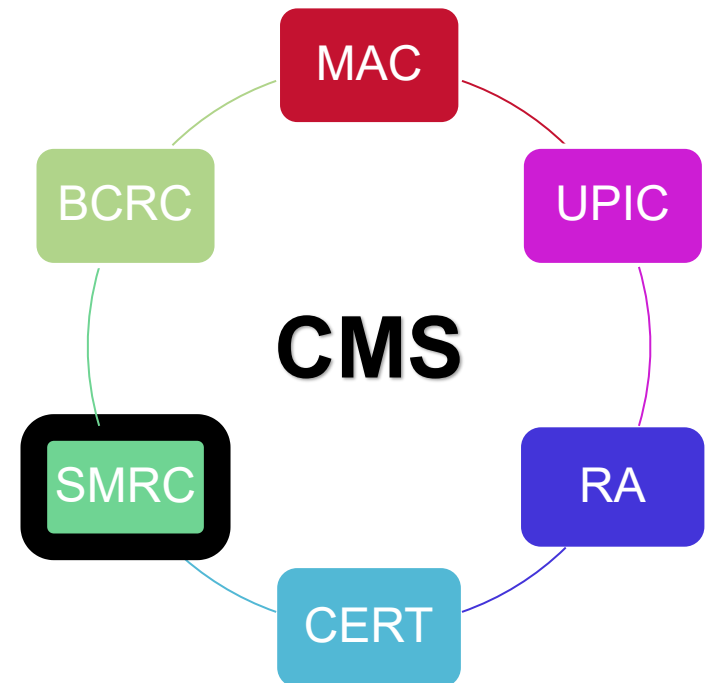
CERT Documentation Center
1510 East Parham Road
Henrico, Virginia 23228

Via Fax to:
804-261-8100

Customer Service: 888-779-7477
Email: CERTprovider@nciinc.com

Other Medicare Contractors

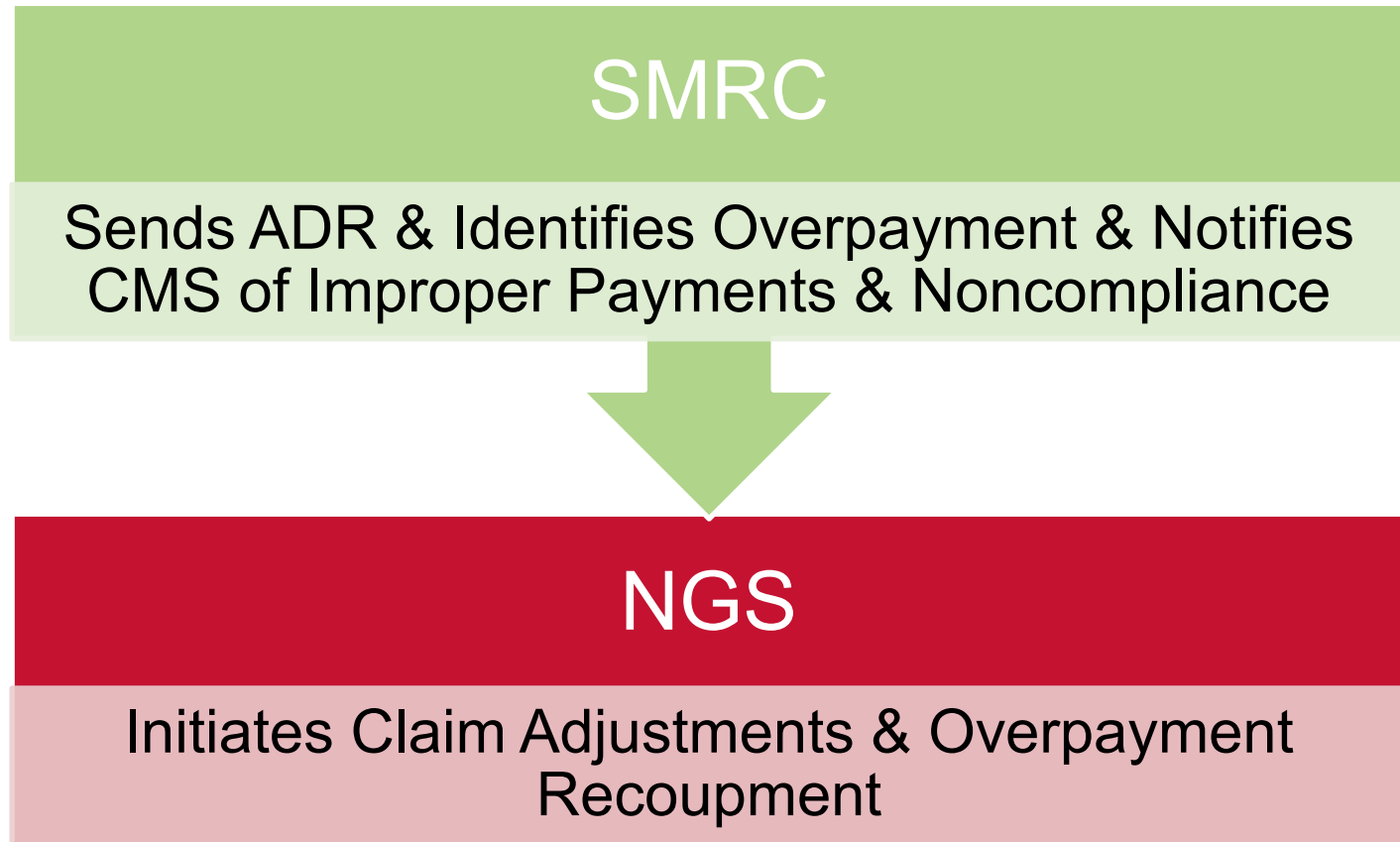
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Supplemental Medical Review Contractor (SMRC)

- 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**

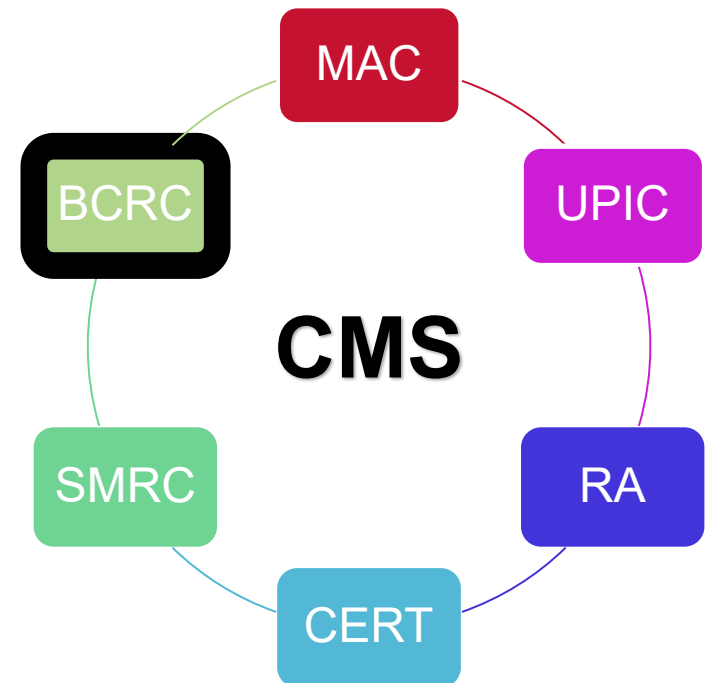
Customer Service Tel #: 833-860-4133 (M-F 7:30 a.m. – 5 p.m. CT)

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 Tel#: 1-855-798-2627 Fax: 405-869-3307	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



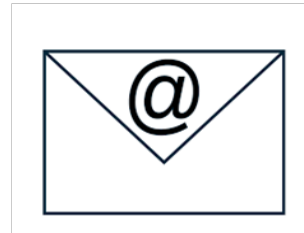
800-MEDICARE
800-447-8477

Fax



800-223-8164
10 page limit

Email



HHSTips@oig.hhs.gov

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. The 'Questions' section is expanded, showing a 'Questions Log' with a question 'Q: Is there a volume discount?' and an answer 'A: Yes! We will send you more info after the event.' Below the log is a text input field containing 'Yes' and a 'Send' button. A red arrow points to the input field with the text 'Type questions here'. Another red arrow points to the 'Send' button 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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@NGSMedicare