Orientation to Medicare

Home Health and Hospice

3/16/2022

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MEANINGFUL • INFORMATIVE • SIMPLIFIED EDUCATION

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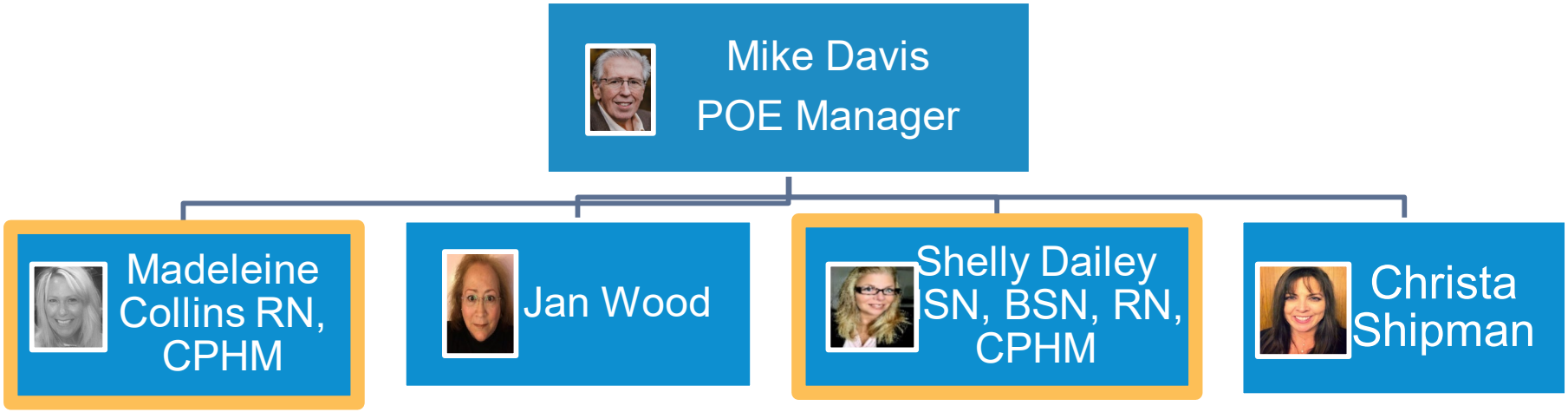
CMS CENTERS FOR MEDICARE & MEDICAID SERVICES

Today's Presenters

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



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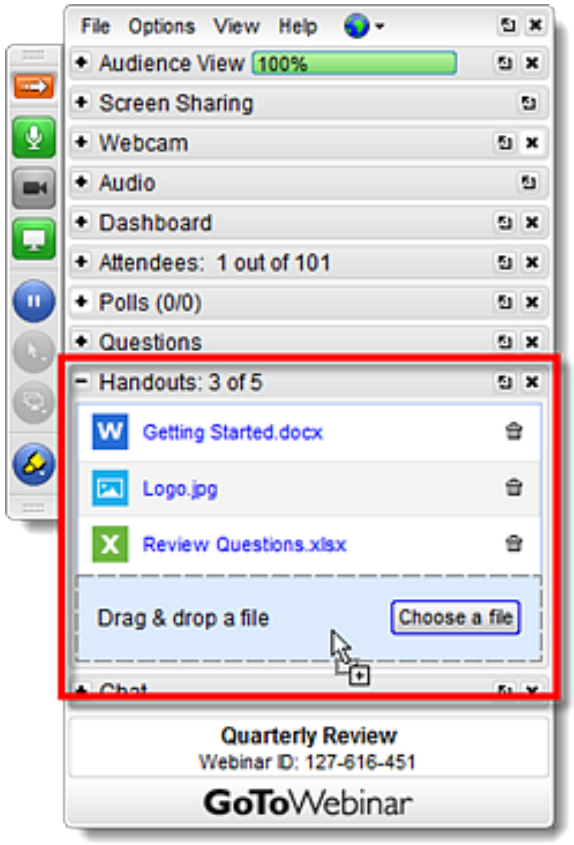
No Recording

- 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 & abuse

Agenda

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

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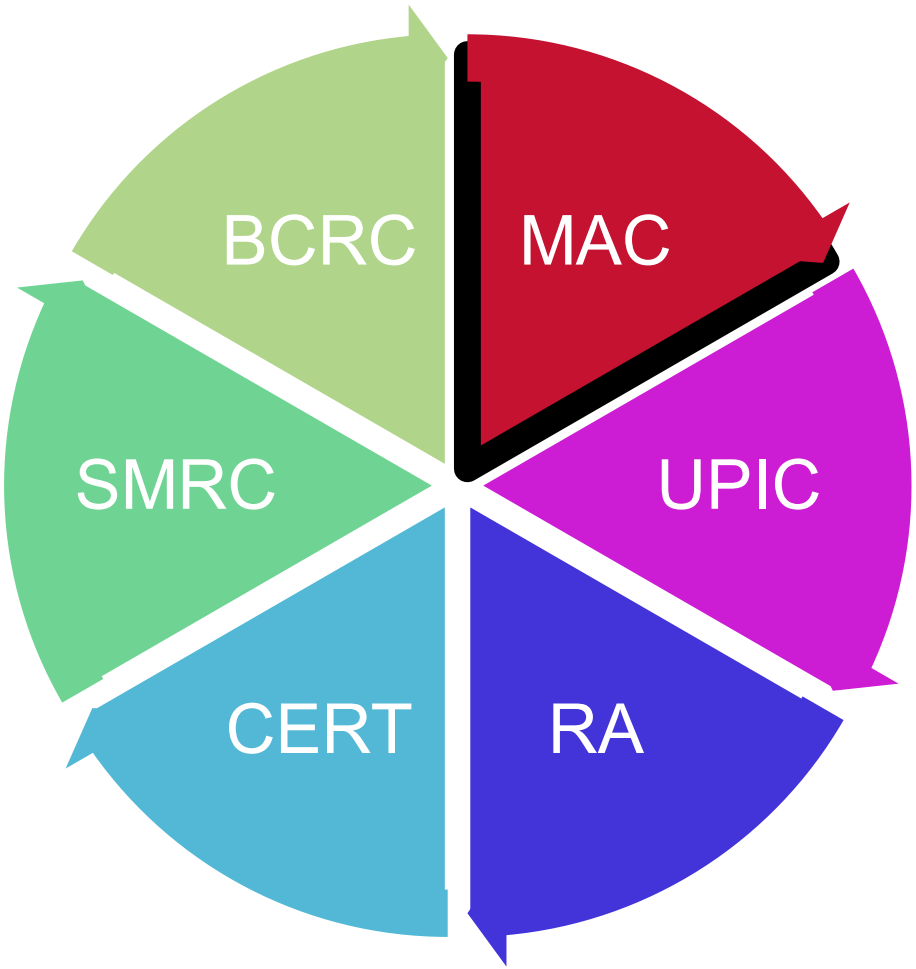
Medicare Administrative Contractor



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Medicare Administrative Contractor

- Private Health Care Insurer
- Awarded Geographic Jurisdiction
- Process Medicare Claims
- Medicare Fee-for-Service (FFS) Beneficiaries

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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

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Medicare Administrative Contractor (MAC) Duties

- Provider Enrollment
- Claims Processing
- Claims Payment
- Medical Record Review
- Provider Audit & Reimbursement
- Provider Inquiry Response
- Provider Education
- First Level Appeals: Redeterminations

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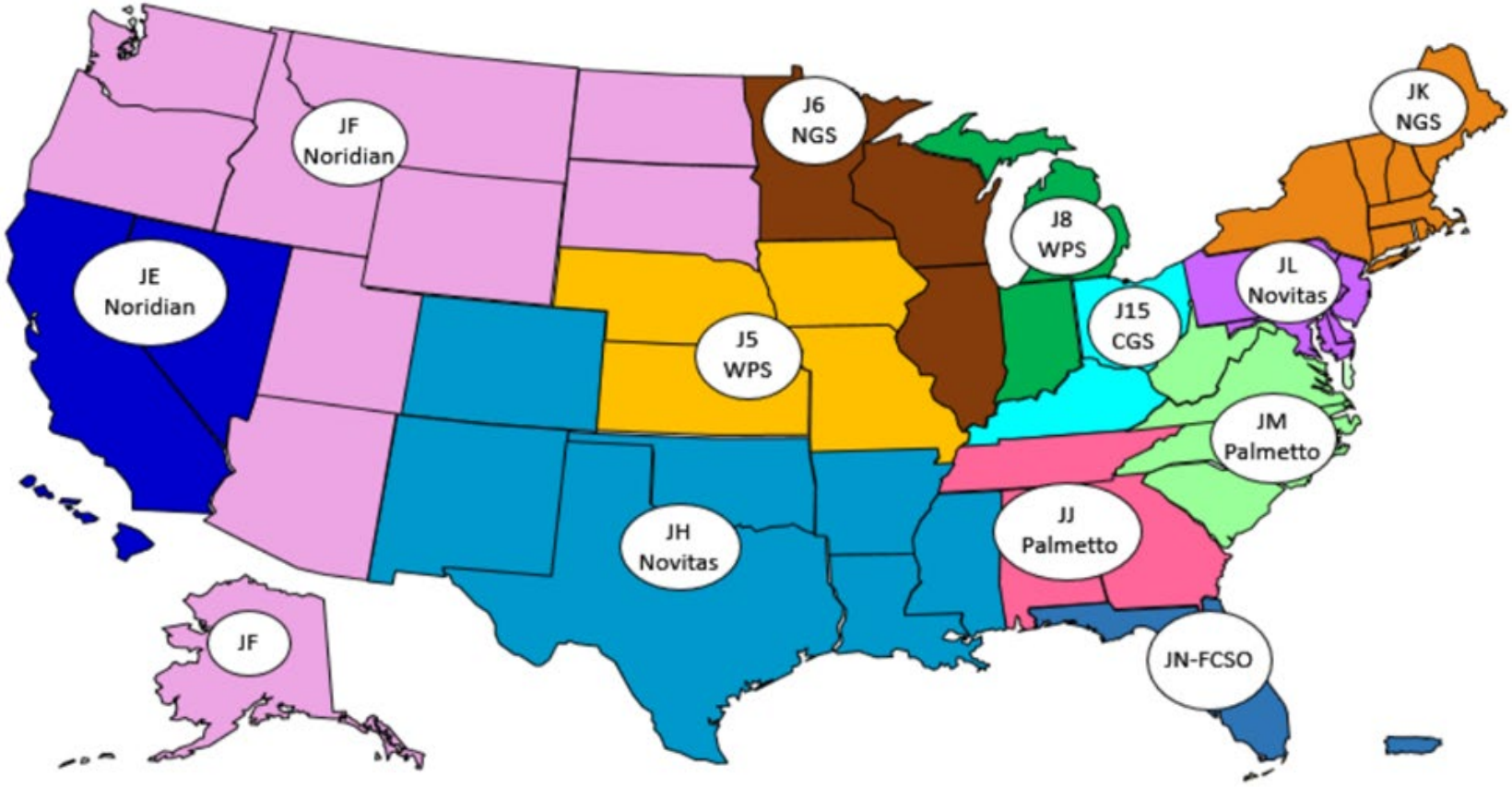
Medicare Administrative Contractors Parts A/B



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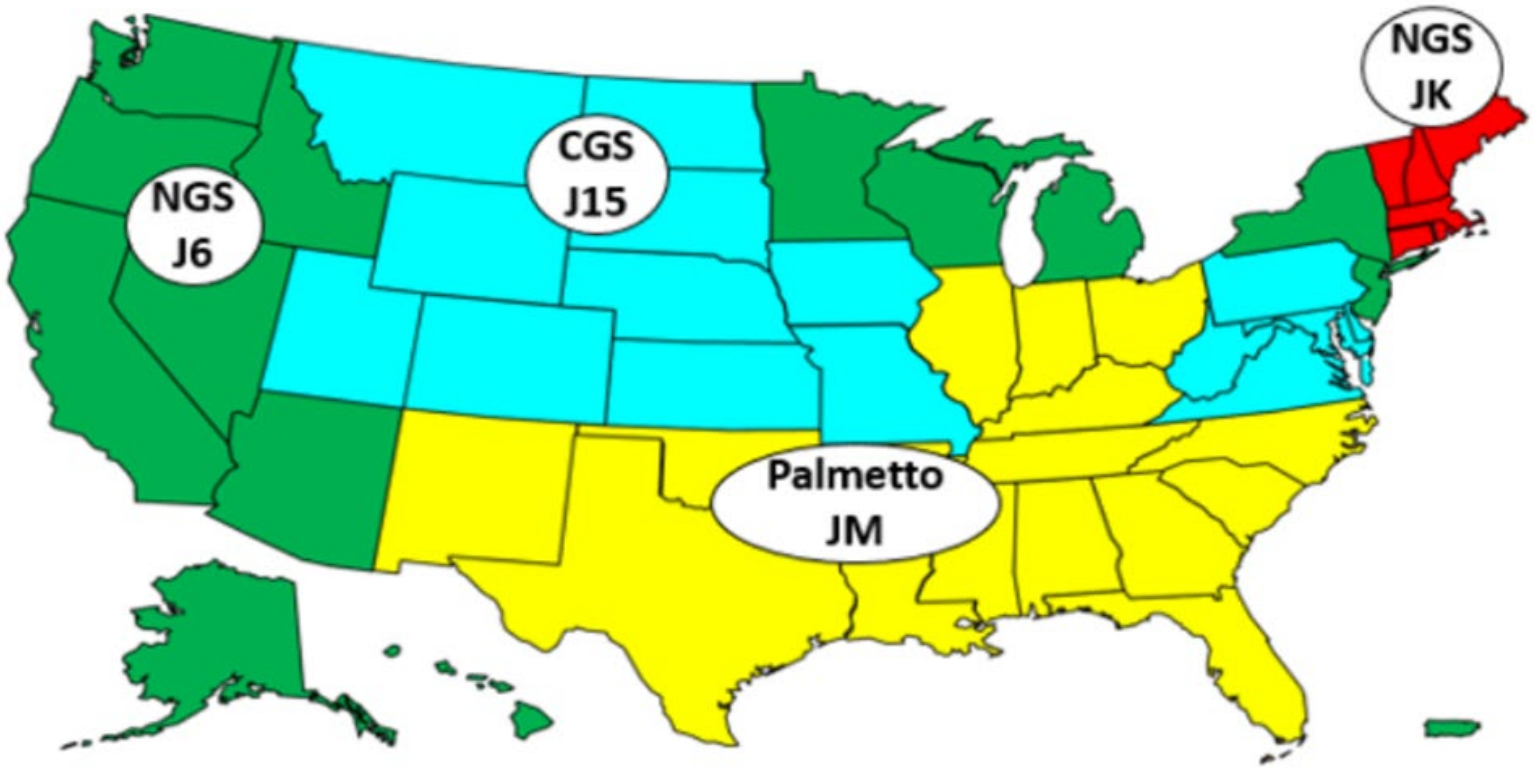
Home Health & Hospice
Medicare Administrative Contractors (MACs)



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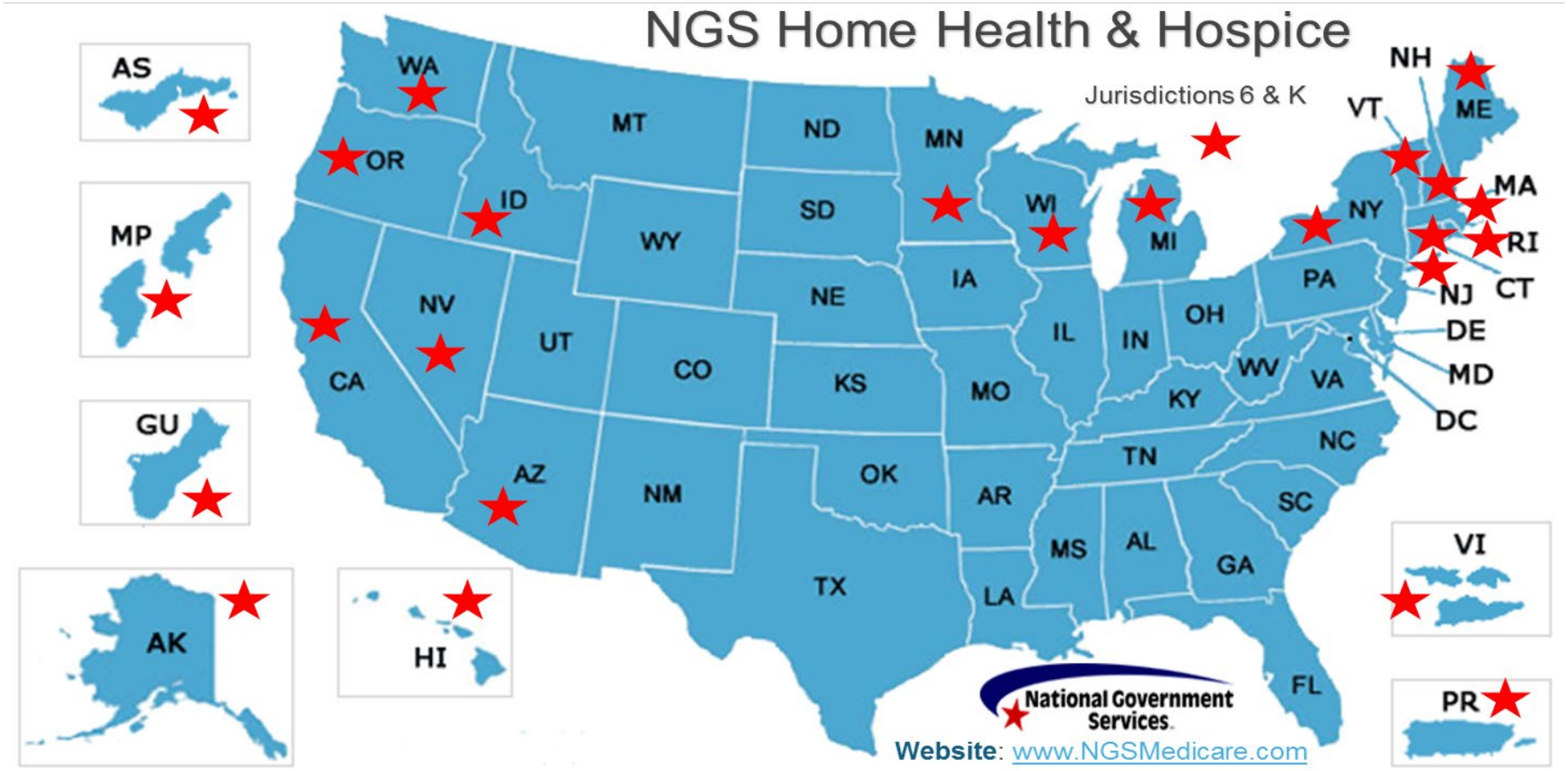
NGS: Home Health & Hospice Jurisdictions K & 6



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NGS Demographics

J6 Part A	J6 HHH	JK Part A & B	JK HHH
WI, MN, IL	AK, Samoa, AZ, CA, Guam, HI, ID, NV, NJ, NY, Mariana Islands, MI, MN, OR, PR, US VI, WI	CT, ME, MA, NH, NY, RI, VT	MA, RI, CT, NH, VT, ME
2.5+ Million Beneficiaries	12+ Million Beneficiaries	4+ Million Beneficiaries	2+ Million Beneficiaries
75,000 Physicians	**Approx 3K+ Home Health Agencies**	100,000 Physicians	**450+ Home Health Agencies**
450+ Hospitals	**1500+ Hospice Agencies**		**150+ Hospice Agencies**

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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

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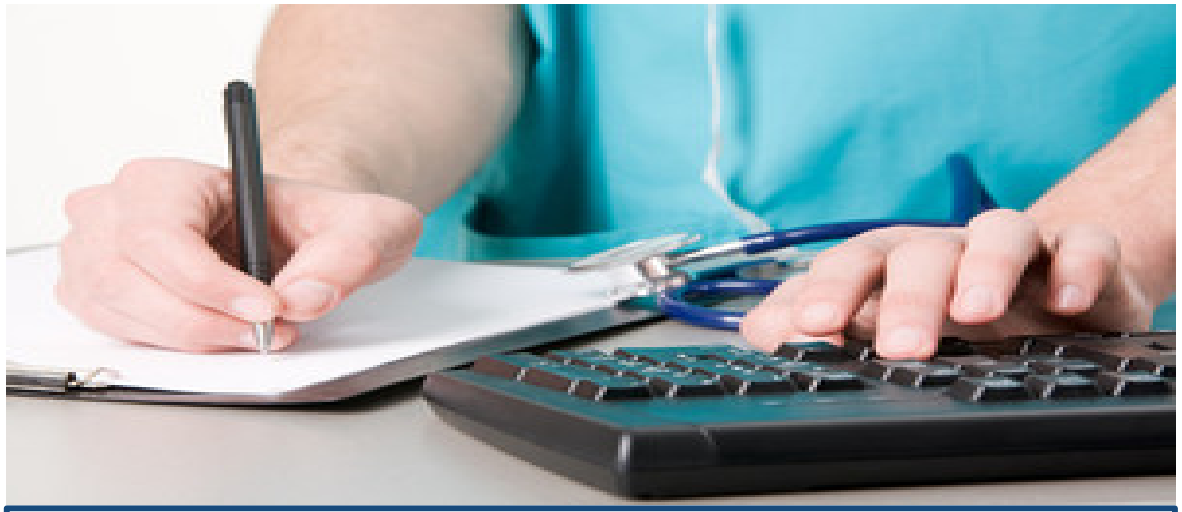
Provider Outreach & Education



Provider Outreach & 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

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

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POE Manager

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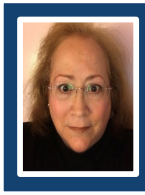
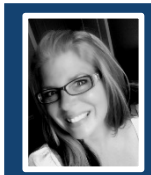
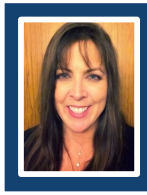
HHH POE Consultant



Jan Wood
HHH POE Consultant

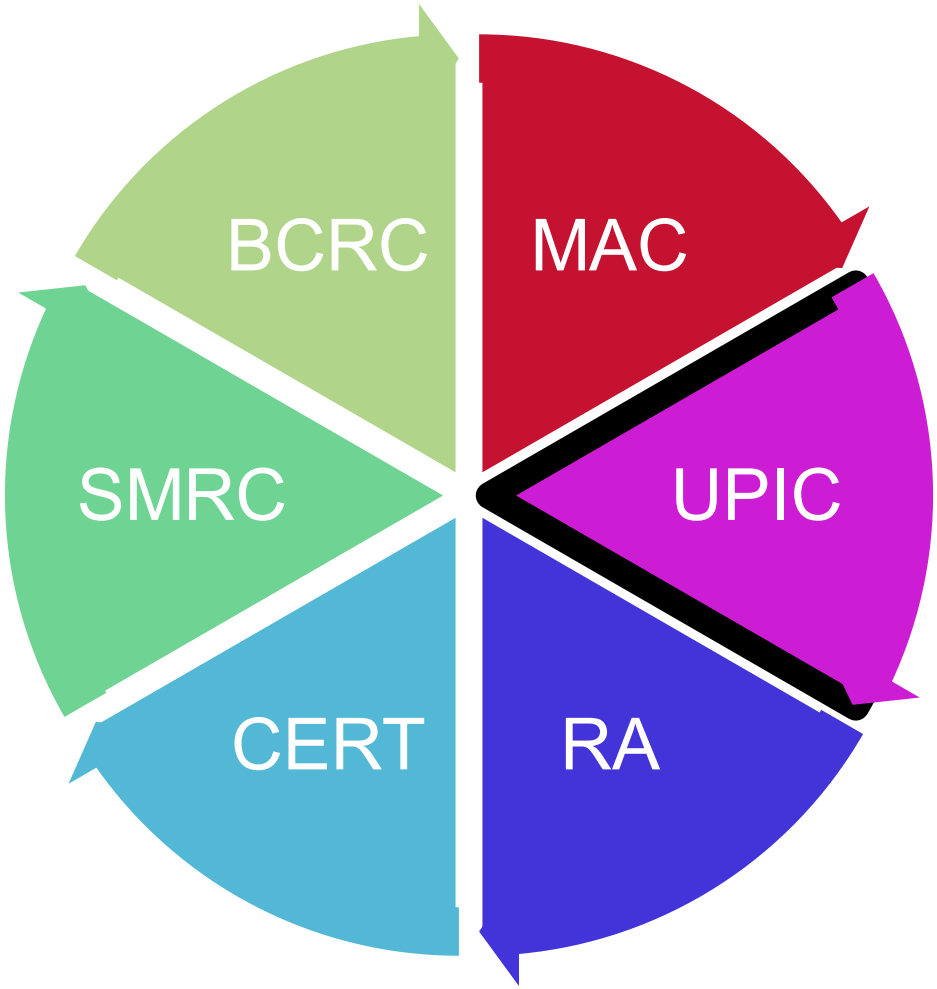


Shelly Dailey MSN, BSN, RN, CPHM
HHH POE Consultant



Christa Shipman
HHH POE Consultant

Unified Program Integrity Contractor



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

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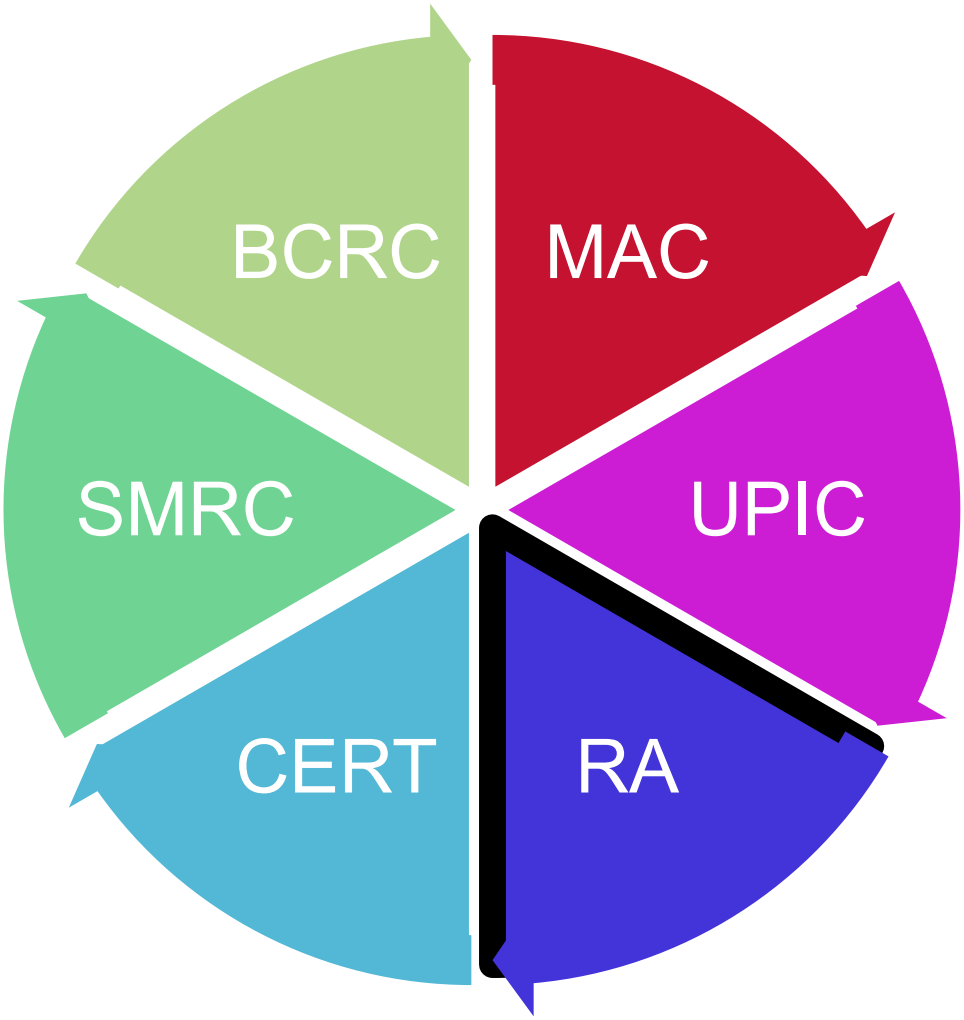
Recovery Auditor



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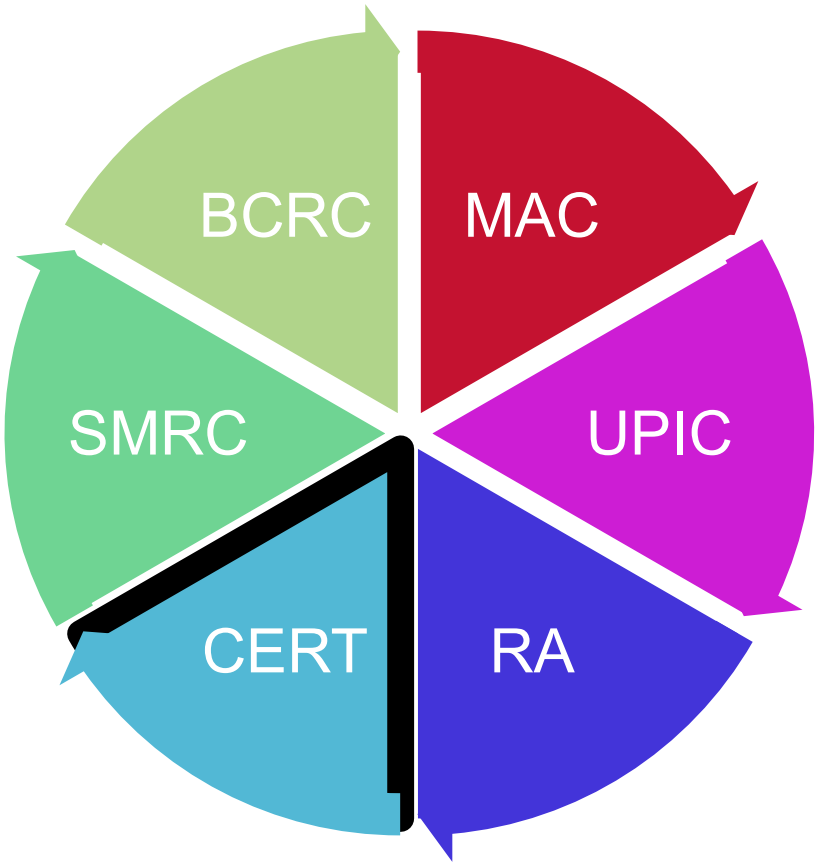
Recovery Auditor (RA)

- 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
- Medicare Fee for Service Recovery Audit Program

Comprehensive Error Rate Testing (CERT)



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Comprehensive Error Rate Testing (CERT)

CERT Review Contractor:
NCI Information Systems, Inc.

Medical Record Submissions: CERTmail@nciinc.com

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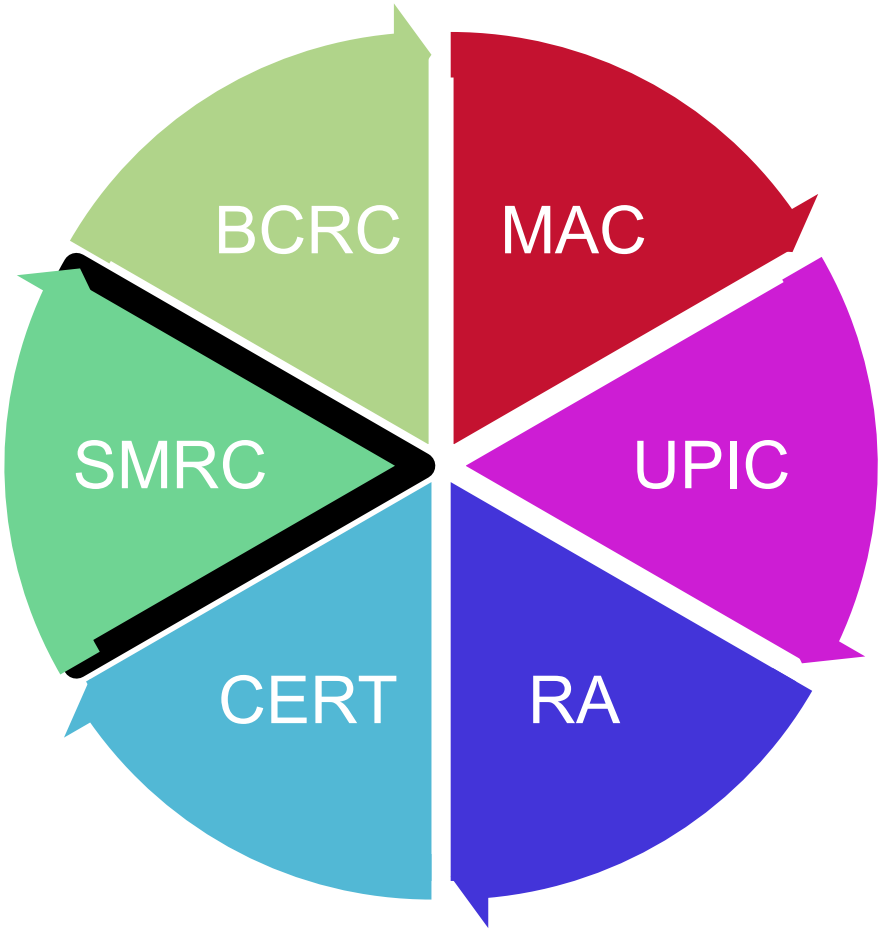
Comprehensive Error Rate Testing (CERT)

- CERT Documentation Center
  1510 East Parham Road
  Henrico, Virginia 23228
- Fax: 804-261-8100
- Customer Service: 888-779-7477
- Email: CERTprovider@nciinc.com

Supplemental Medical Review Contractor (SMRC)



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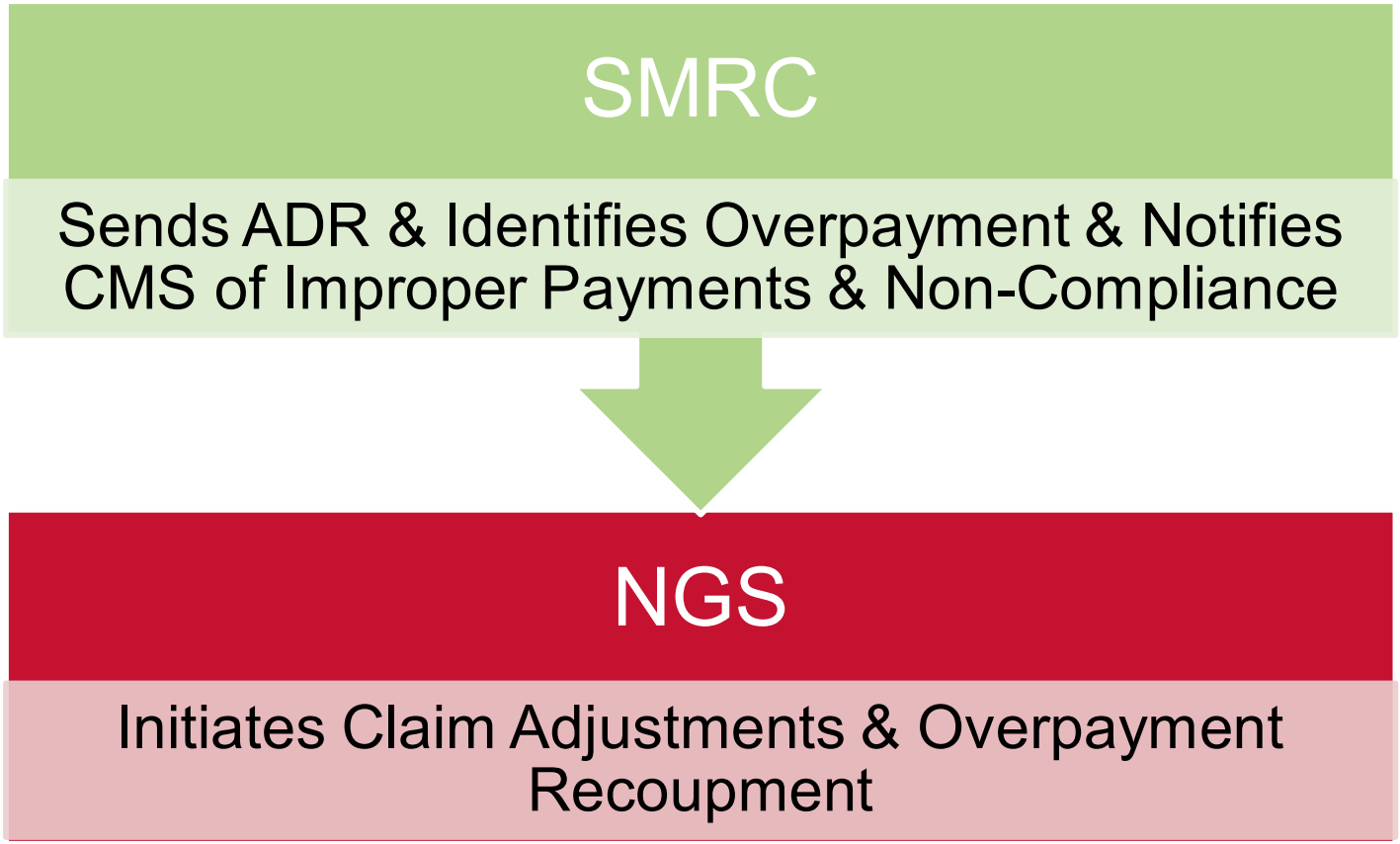
Supplemental Medical Review Contractor (SMRC)

- 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

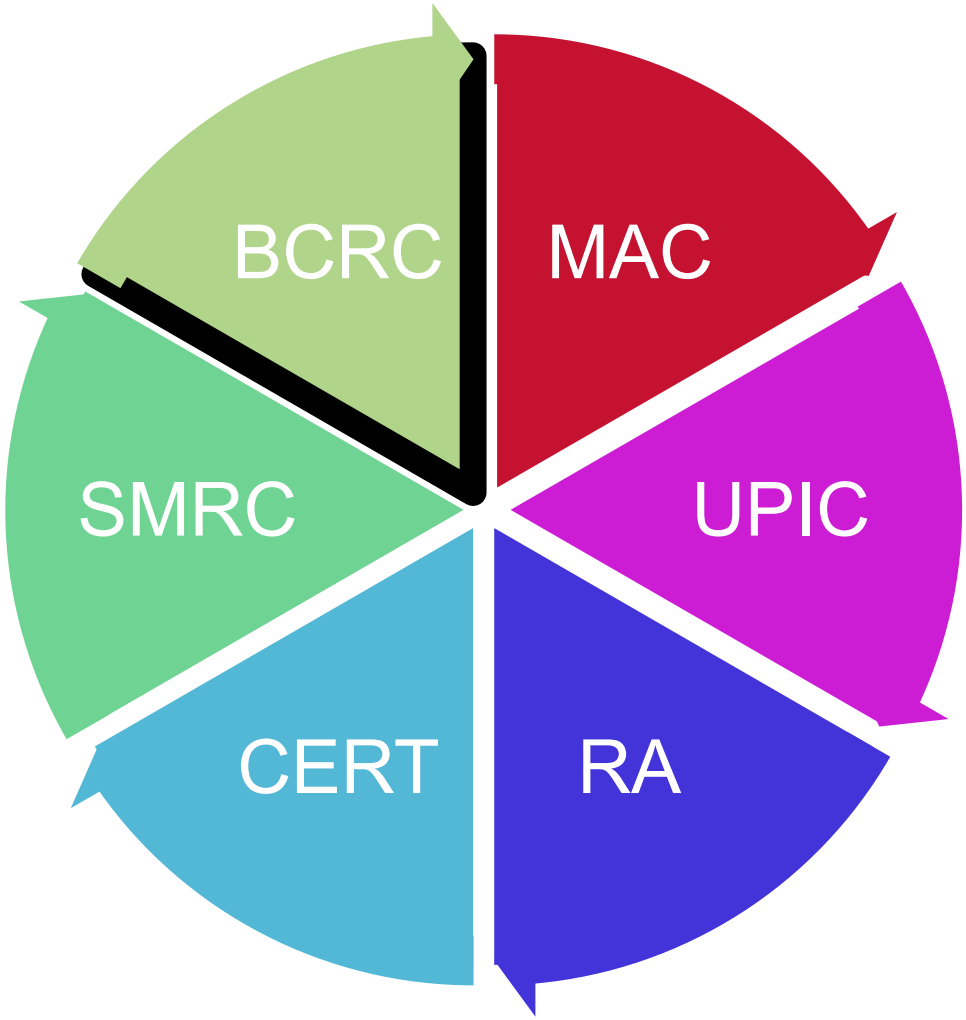
Supplemental Medical Review Contractor (SMRC)



Supplemental Medical Review Contractor (SMRC)

- SMRC
  Noridian Healthcare Solutions, LLC
  Noridian SMRC
  P.O. Box 6711
  Fargo, ND 58108-6711
- Accepts esMD Transactions
- Customer Service: 833-860-4133 (M-F 7:30 a.m.-5:00 p.m. CT)
- Email: SMRCMail@Noridian.com
- Website: https://www.noridiansmrc.com/

Benefits Coordination & Recovery Center (BCRC)



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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 & termination of all Medicare Secondary Payer (MSP) records

Benefits Coordination & Recovery Center (BCRC)

- Customer Service
  M-F 8:00 a.m.-8:00 p.m. ET
- Telephone: 855-798-2627
- Fax:405-869-3307
- Written Inquiries
  Medicare – Data Collections
  P.O. Box 138897
  Oklahoma City, OK 73113-8897

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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.

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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.

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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.

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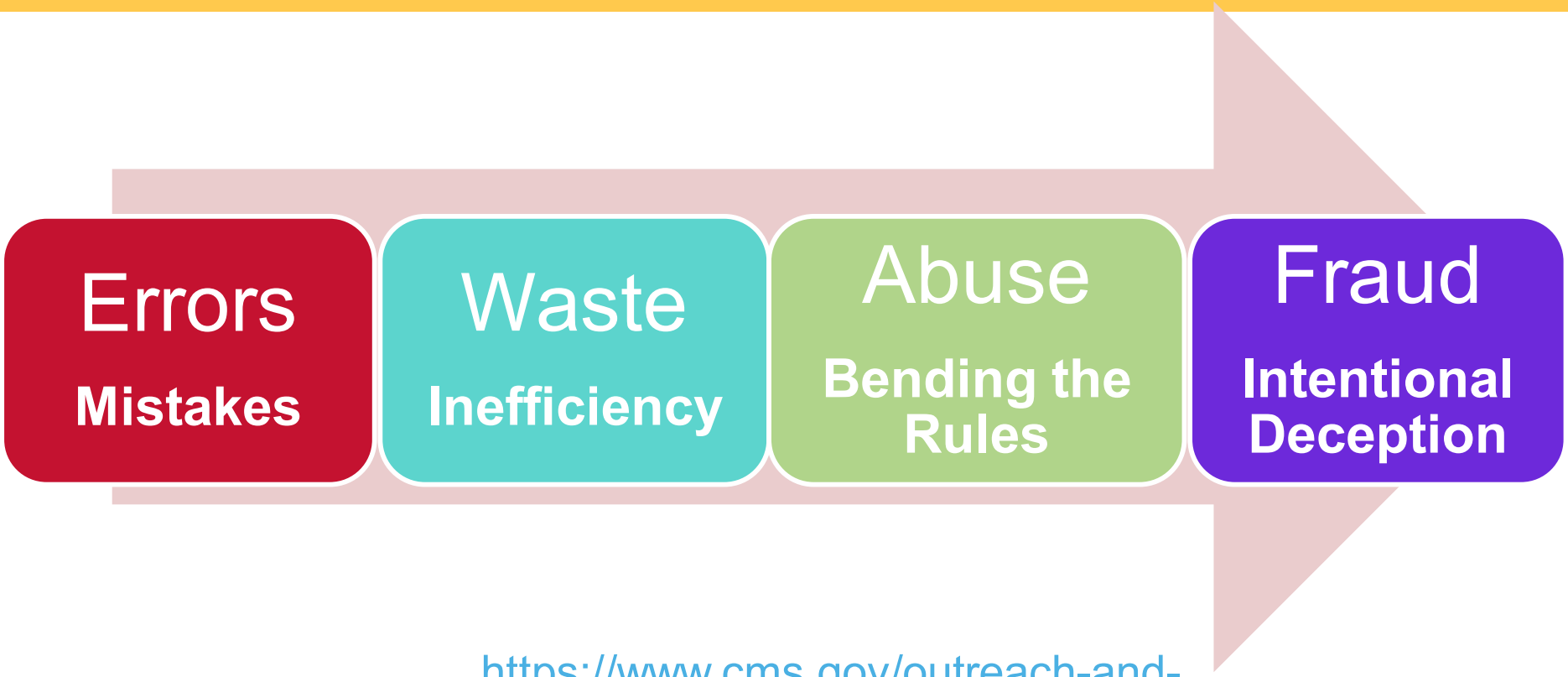
Safeguarding the Medicare Program



https://www.cms.gov/outreach-and-education/training/cmsnationaltrainingprogram/downloads/2017-medicare-101.pptx

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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

By Phone

Health & Human Services Office of the Inspector General

1-800-HHS-TIPS
(1-800-447-8477)
TTY: 1-800-377-4950

Online

Health & Human Services Office of the Inspector General Website

By Fax

Maximum of 10 pages

1-800-223-8164

By Mail

Office of Inspector General
ATTN: OIG HOTLINE OPERATIONS
P.O. Box 23489
Washington, DC 20026

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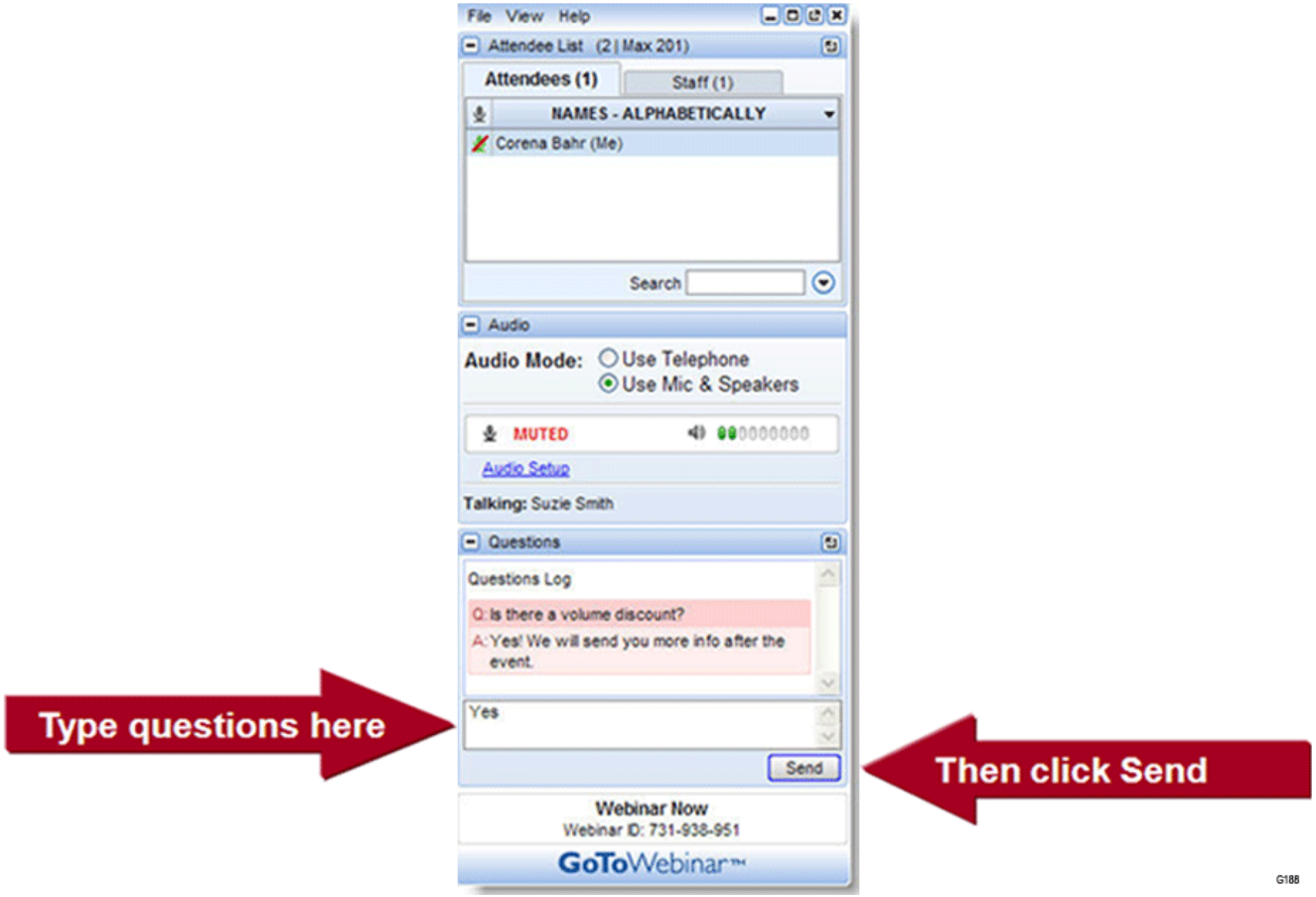
Wrap Up

To Ask a Question
Using the Question Box



CMS and NGS Appeals References and Resources

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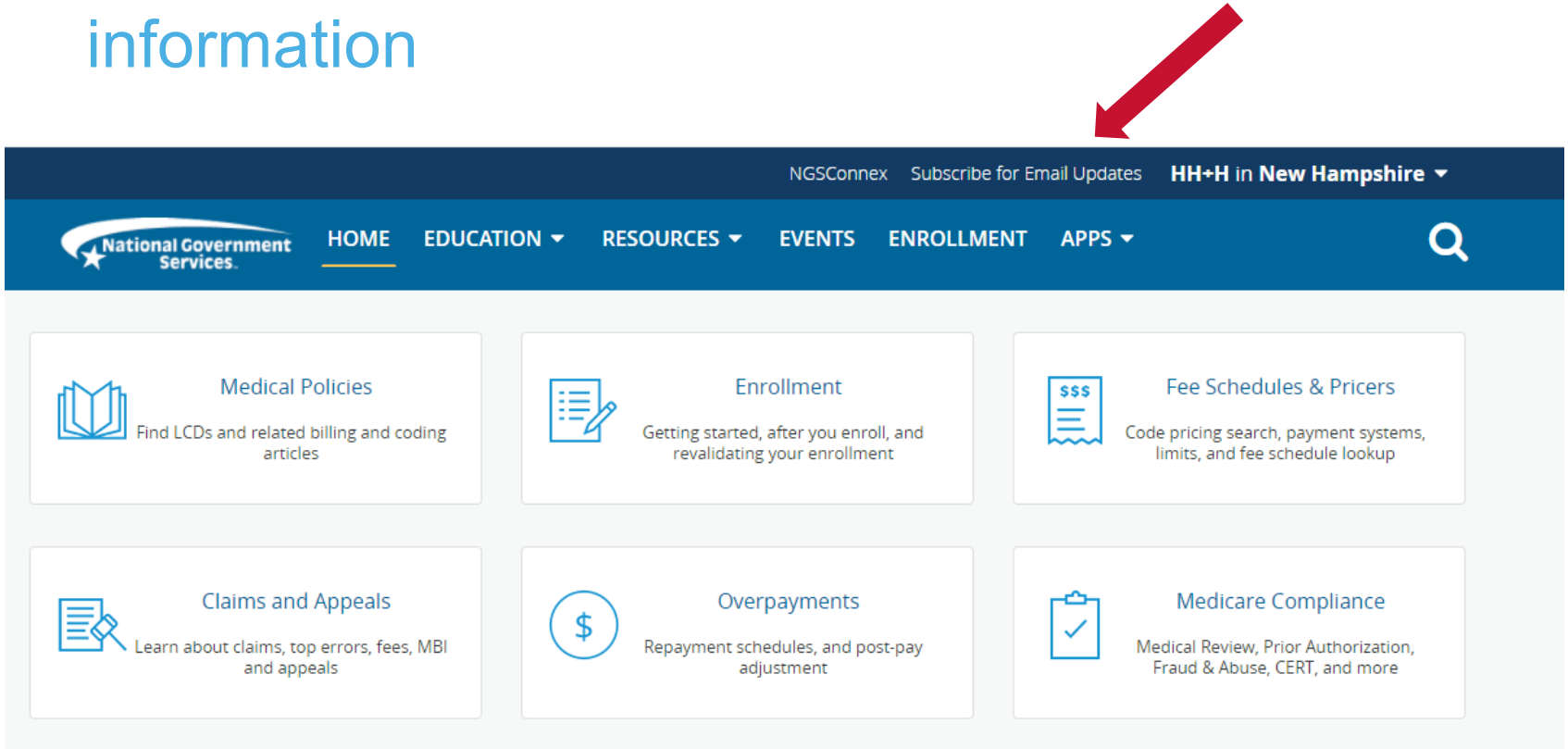
NGS References & Resources

- NGS Website
  - Resources
  - Medicare Compliance
  - Fraud and Abuse

NGS Email Updates

- Subscribe to receive the latest Medicare information



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

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

Medicare University Self-Reporting Instructions

- Log on to the National Government Services Medicare University site
  - Topic = **Orientation to Medicare: Home Health & Hospice**
  - 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

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Provider Contact Center Procedures

- The Provider Contact Center should always be your first option when contacting National Government Services
  - Required to log and track all incoming inquires
- Tiered system to respond accurately to all provider inquiries

Provider Contact Center

State/Region	Toll-Free Number	Interactive Voice Response (IVR)	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

Thank You!

- Questions?

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