



Hospice Clinical Documentation for Transfers and Revocation

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Today's Presenter



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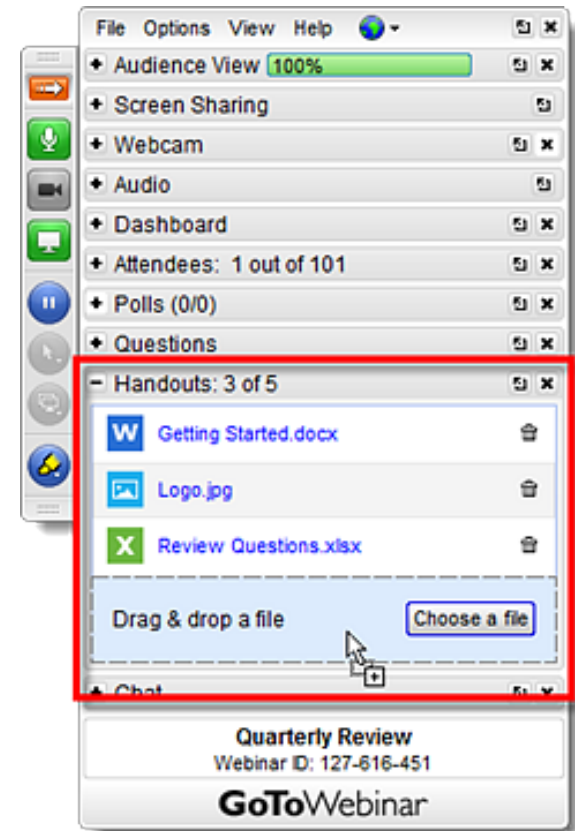
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- This applies to our webinars, teleconferences, live events and any other type of National Government Services educational events

Today's PowerPoint Presentation

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



Objectives

- Provide an understanding of hospice transfers and revocations
- Identify the hospice agency responsibilities when a hospice transfer or revocation is implemented
- Understand the impacts a transfer or revocation has on the hospice benefit periods
- Identify appropriate medical record documentation required when a beneficiary transfers from one hospice agency to another or revokes the Medicare hospice benefit

Agenda

- Hospice Transfer
 - Transfer Agreement
 - Hospice Agency Responsibilities
 - Transfer Dispute
- Hospice Revocation
 - Notice of Termination/Revocation (NOTR)
- References and Resources
- Question and Answer Period

Hospice Transfer

Hospice Transfer

The purpose of a hospice transfer is to provide a smooth transition of patient care services from one hospice agency to another without affecting the hospice benefit period while providing continuity of care.



Hospice Transfer

A patient may change the designation of the hospice agency of their choice once in each benefit period

Change of the designated hospice agency is considered a transfer and not a revocation

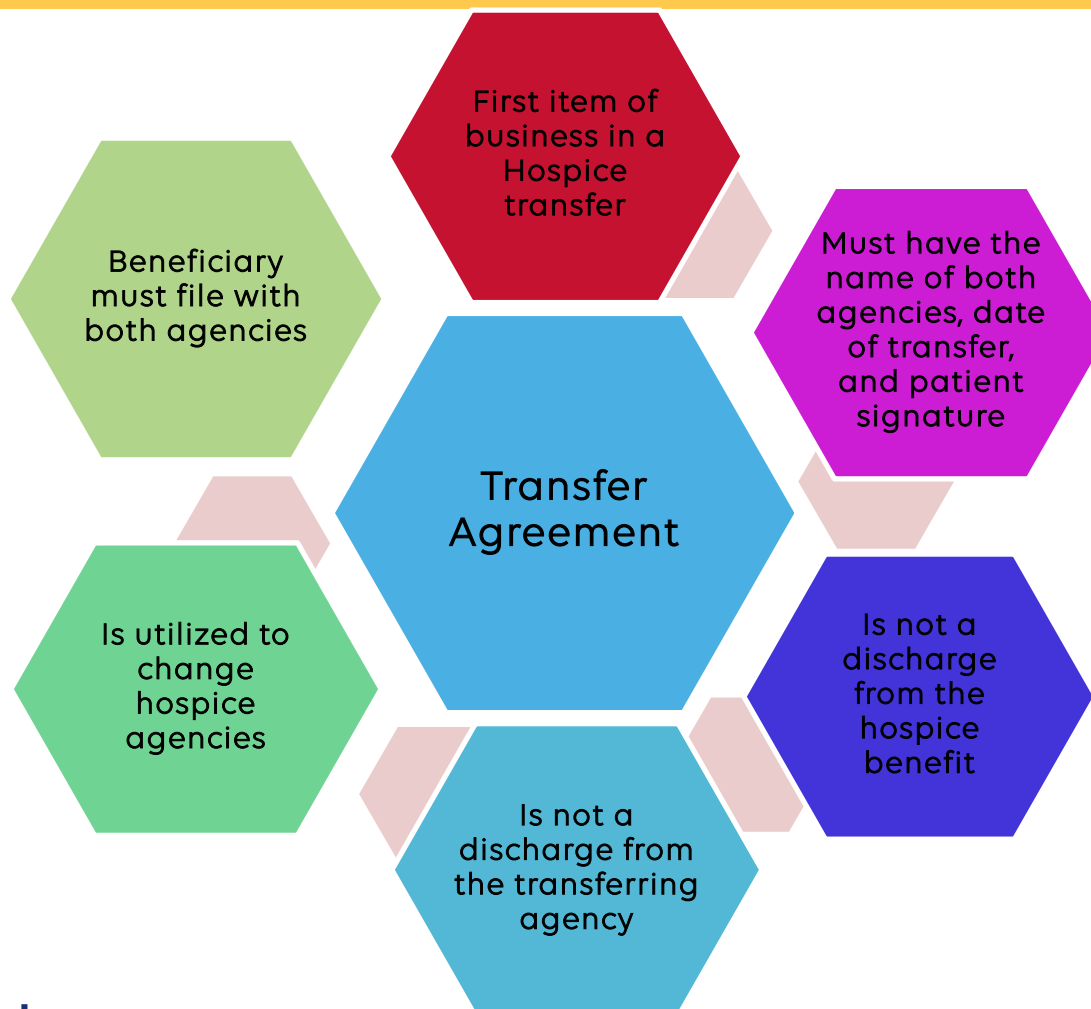
When a hospice patient transfers to a new hospice, the receiving hospice must file a new Notice of Election; however, the benefit period dates are unaffected

Hospice Transfer

- Change of hospice agency ownership is **not** considered a hospice transfer
- Patient revocation or discharge with a readmission to another hospice agency is **not** considered a hospice transfer

Transfer Agreement

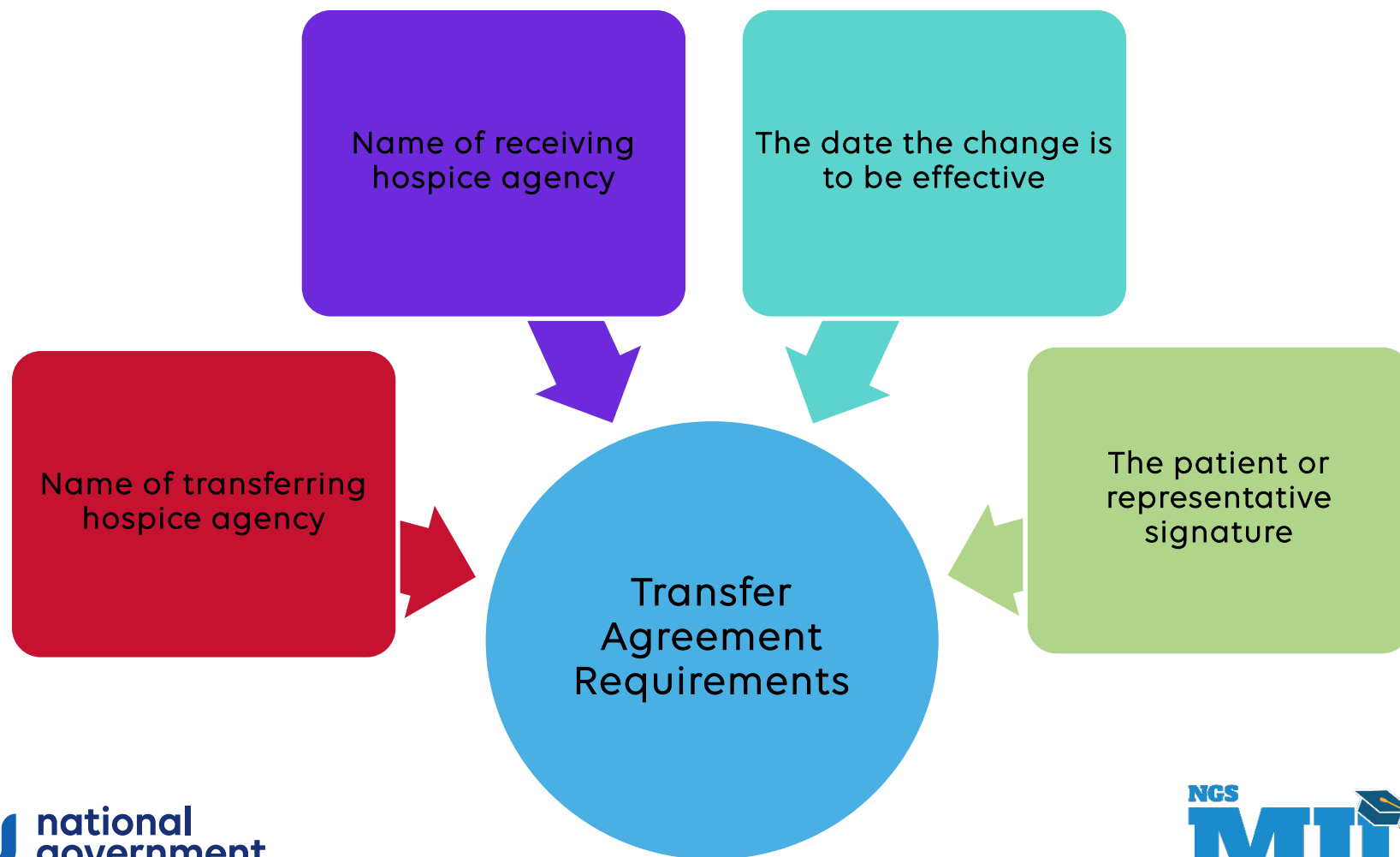
Transfer Agreement



Transfer Agreement

- It is expected that one of the two hospice agencies will assist the patient or representative with completing the transfer agreement
- Both the transferring and the receiving hospice agencies require a copy of the signed transfer agreement
- It is expected that both hospice agencies agree on the date of transfer
 - Transfers should occur without gaps in dates of service

Transfer Agreement



Hospice Agency Responsibilities

Hospice Agency Responsibilities

Best Practice:

The transferring hospice agency should forward:

the beneficiary
election
statement

the physician
certification of
terminal illness

the current
plan of care

the face-to-
face encounter

Hospice Agency Responsibilities

Best Practice:

The receiving hospice agency should:

review all
documentation
for accuracy

file a New Notice of
Election

complete all assessments
required by the [Hospice
Conditions of Participation](#)

Hospice Agency Responsibilities

The transferring hospice agency will need to file their final billing before the receiving hospice agency can file the Transfer Notice.



Transfer Dispute

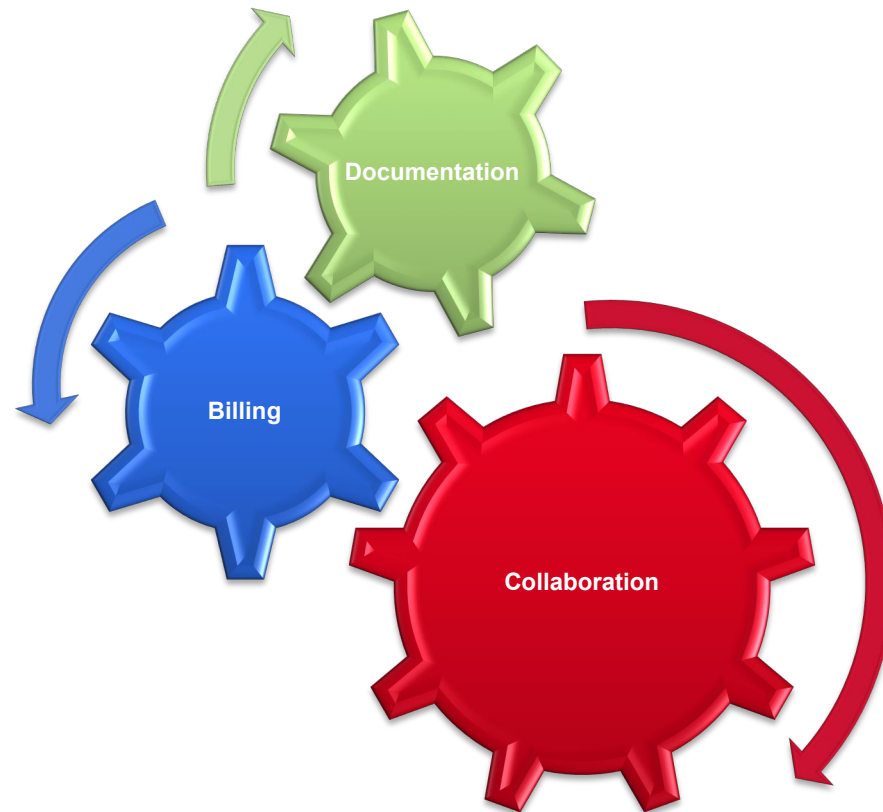
Transfer Dispute

In the event of a transfer dispute, the beneficiary's **Transfer Agreement** will be requested to ensure the event was initiated by the patient



Transfer Dispute

Communication is Key!



Transfer Dispute

- CMS and NGS expect all hospice agencies to work collaboratively to resolve all disputes in an effort to ensure a smooth transition of care and billing practices
- If a dispute cannot be resolved, NGS is available to assist



Transfer Dispute

Provider Contact Center

State/Region	Toll-Free Number	Interactive Voice Response (IVR)
Alaska, Arizona, California, Hawaii, Idaho, Nevada, Oregon, Washington, American Samoa, Guam, Northern Mariana Island	866-590-6724 TTY: 888-897-7523	866-277-7287
Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont	866-289-0423 TTY: 866-786-7155	866-275-7396
Michigan, Minnesota, New York, New Jersey, Wisconsin, Puerto Rico, U.S. Virgin Islands	866-590-6728 TTY: 888-897-7523	866-275-3033

Hospice Revocation

Hospice Revocation

- Only the patient or their representative may revoke the election of hospice care
 - can be done at any time
 - must be in writing
 - must file the document with the hospice agency
- A verbal revocation of benefits is **not** acceptable
- A hospice agency **cannot** “revoke” a patient’s election

Hospice Revocation

- The patient or representative may not designate an effective date earlier than the date that the revocation is made



*As of today, September 17, 2019,
I am revoking my hospice benefit ...*

Jane Doe



Hospice Revocation

Upon revocation, the patient is no longer covered under the Medicare hospice benefit

The patient resumes Medicare coverage of previously waived benefits prior to electing the hospice benefit

In the future, the patient may elect to receive hospice coverage for any other election periods he or she is eligible for

Notice of Termination/Revocation

Notice of Termination/Revocation

- Unless the hospice agency already filed a final claim, a timely-filed Notice of Termination/Revocation (NOTR) should be submitted to and accepted by the Medicare Administrative Contractor within five calendar days after the effective date of revocation
- In order for the NOTR to be accepted into the system, an election period must be established. If the notice of election (NOE), which creates the hospice election period, is not submitted and posted before the NOTR, the NOTR will be rejected

To Ask a Question Using the Question Box

The screenshot displays the GoToWebinar interface. At the top, there is a menu bar with 'File', 'View', and 'Help'. Below it is a window titled 'Attendee List (2 | Max 201)'. The 'Attendees (1)' tab is active, showing a list of attendees with a dropdown menu set to 'NAMES - ALPHABETICALLY'. The first attendee is 'Corena Bahr (Me)'. Below the attendee list is a search box. The 'Audio' section shows 'Audio Mode' with 'Use Telephone' and 'Use Mic & Speakers' options, and a 'MUTED' status indicator. 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. Two red arrows are overlaid on the image: one pointing to the input field with the text 'Type questions here', and another pointing to the 'Send' button with the text 'Then click Send'.

References and Resources

CMS Hospice Resources

- [Medicare Contractor Beneficiary and Provider Communications Manual](#)
- [CMS IOM Publication 100.02, Medicare Benefit Policy Manual, Chapter 9, Coverage of Hospice Services Under Hospital Insurance](#)
- [CMS IOM Publication 100-04, Medicare Claims Processing Manual, Chapter 11, Processing Hospice Claims](#)
- [Model Hospice Election Statement Example](#)
- [Model Hospice Election Statement Addendum Example](#)

CMS Hospice Resources

- [Hospice Code of Federal Regulations](#)
- [Hospice Center Webpage](#)
- [Hospice Code of Federal Regulations](#)
- [The Medicare Learning Network®](#)

MAC Contact Information

National Government Services Jurisdiction 6

- [NGS Website](#)
- IVR Unit – 877-277-7287
- Provider Contact Center – 866-590-6724
- LCDs and Policy Articles – See website, Medical Policy & Review Tab, Medical Policy Center



National Government Services Jurisdiction K

- [NGS Website](#)
- IVR Unit – 866-275-7396
- Provider Contact Center – 866-289-0423
- LCDs and Policy Articles – See website, Medical Policy & Review Tab, Medical Policy Center



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Medicare University

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- Educational opportunities available
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- Self-report attendance
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Medicare University Self-Reporting Instructions

- Log on to the National Government Services [Medicare University site](#)
 - Course Topic/Title =
 - **Session Title: Hospice Clinical Documentation for Transfers and Revocation**
 - 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

www.MedicareUniversity.com

Thank You!

 Any
Questions?