

# Current Home Health and Hospice Edits and Denials

11/14/2022



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

## Today's Speakers



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# Objectives

- Offer information regarding the most recent medical review home health and hospice (HH+H) edits and denials
- How to avoid Medicare HH+H claim denials
- Deliver the most current resources and references for the Medicare HH+H benefit

# Agenda

- Medicare Administrative Contractor (MAC) HH+H Jurisdictions and Roles
- Targeted Probe and Educate (TPE)
- Additional Documentation Request (ADR)
- Current HH+H Medical Review Edits and Claim Denials
- Avoiding Current HH+H Medical Review Claim Denials
- Appealing HH+H Claim Denials
- National Government Services (NGS) Provider Outreach and Education (POE) Resources
- CMS and NGS References and Resources



# Home Health JK and J6 Medical Review Updates

# Home Health Medical Review Updates: JK

- Targeted Probe and Educate (TPE)
  - Resumed September 2021
- Current JK edits:
  - 5AAG1, 5AAG2, 5AAG3: (Rounds 1, 2 and 3) Medical Necessity review for services billed under the Patient-Driven Groupings Mode (PDGM)
  - 5AAH1, 5AAH2: (Rounds 1 and 2) Home Health Services Review for Homebound Criteria
- Questions regarding TPE or ADRs:  
[j6probeandeducate@anthem.com](mailto:j6probeandeducate@anthem.com)



# Home Health Medical Review Updates: J6

- Targeted Probe and Educate (TPE)
  - Resumed September 2021
- Current J6 edits:
  - 5CLS1/5WLS1: Length of Stay
- Questions regarding TPE or ADRs:  
[j6probeandeducate@anthem.com](mailto:j6probeandeducate@anthem.com)

# Home Health Medical Review Updates: JK

## Top Home Health Claim Denials

**55H2B**

- Documentation does not support homebound status

**55H20**

- This claim was denied after review. The provider's determination of noncoverage is correct.

**55HTP**

- The initial certification was missing, incomplete, or invalid; therefore, the recertification episode is denied

# Home Health Medical Review Updates: J6

## Top Home Health Claim Denials

37236

- The NPI and/or physician's last name submitted on the home health claim does not match the physician's information in PECOS

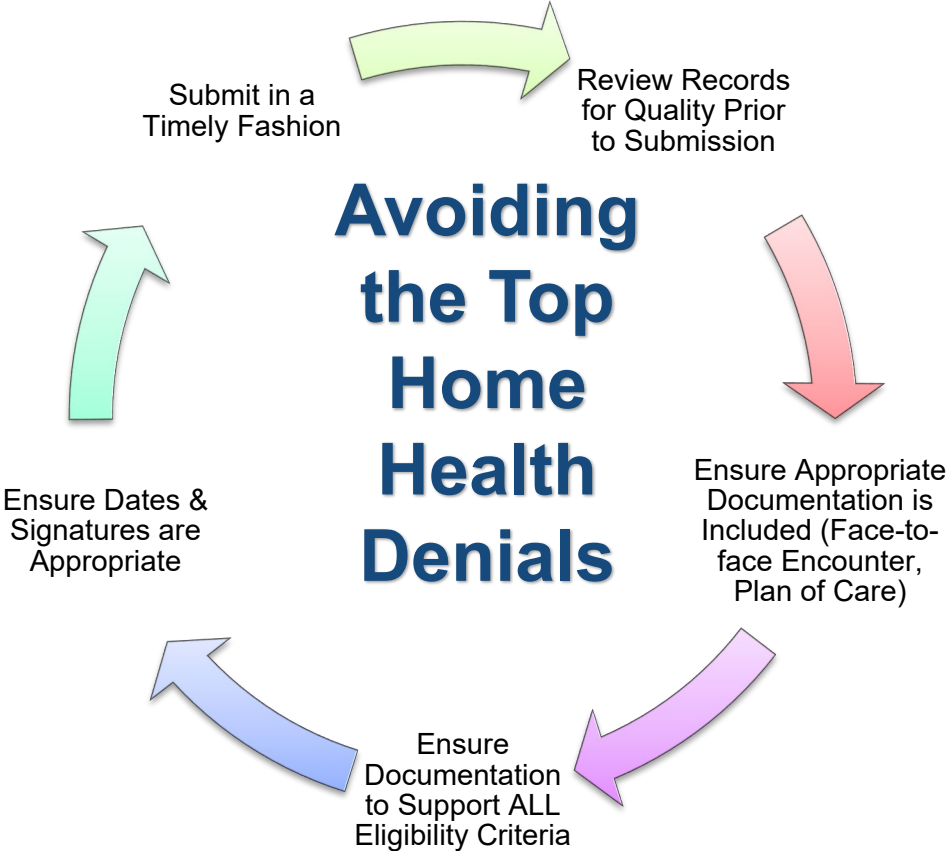
55H2B

- Documentation submitted does not support homebound status

32072

- The attending physician on the PECOS physician file has a termination date present and it is equal to or less than the claim from date of service

# Home Health Medical Review Updates



# Home Health Medical Review Updates

## Important Medical Record Documentation

- Homebound Status Documentation
- The Need for Skilled Services Documentation
- Certification & Recertification
- Interdisciplinary Group Notes
- The Plan of Care
- Documentation from the Referring Provider Regarding the Provider who Agreed to Monitor Home Health Services
- Nurses Notes & Initial Assessment
- Progress Notes & Orders
- All Other Caregiver and Contracted Agency Notes
- Face-to-Face Encounter Documentation
- ABN, Signed & Dated (as applicable)



# Hospice Medical Review Updates

# Hospice Medical Review Updates: J6

- Targeted Probe & Educate (TPE)
  - *Resumed September 2021*
- Current J6 Edits
  - 5CQC2 & 5WQC2: Q-Codes
  - Questions regarding TPE or ADRs:  
[j6probeandeducate@anthem.com](mailto:j6probeandeducate@anthem.com)

# Hospice Medical Review Updates: J6

- Targeted Probe and Educate (TPE)
  - Resumed September 2021
- Current J6 Edits
  - 5CQC2 and 5WQC2: Q-Codes
  - Questions regarding TPE or ADRs:  
[j6probeandeducate@anthem.com](mailto:j6probeandeducate@anthem.com)



# Hospice Medical Review Updates: JK

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  - 5CQC2 and 5WQC2: Q-Codes
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# Hospice Medical Review Updates: J6

## Top Hospice Claim Denials

**55H1R**

- The notice of election is invalid because it doesn't meet statutory/regulatory requirements

**55H1L**

- According to Medicare hospice requirements, the information provided does not support a terminal prognosis of six months or less

**55H1Y**

- The physician narrative statement was not present or was not valid

# Hospice Medical Review Updates: JK

## Top Hospice Claim Denials

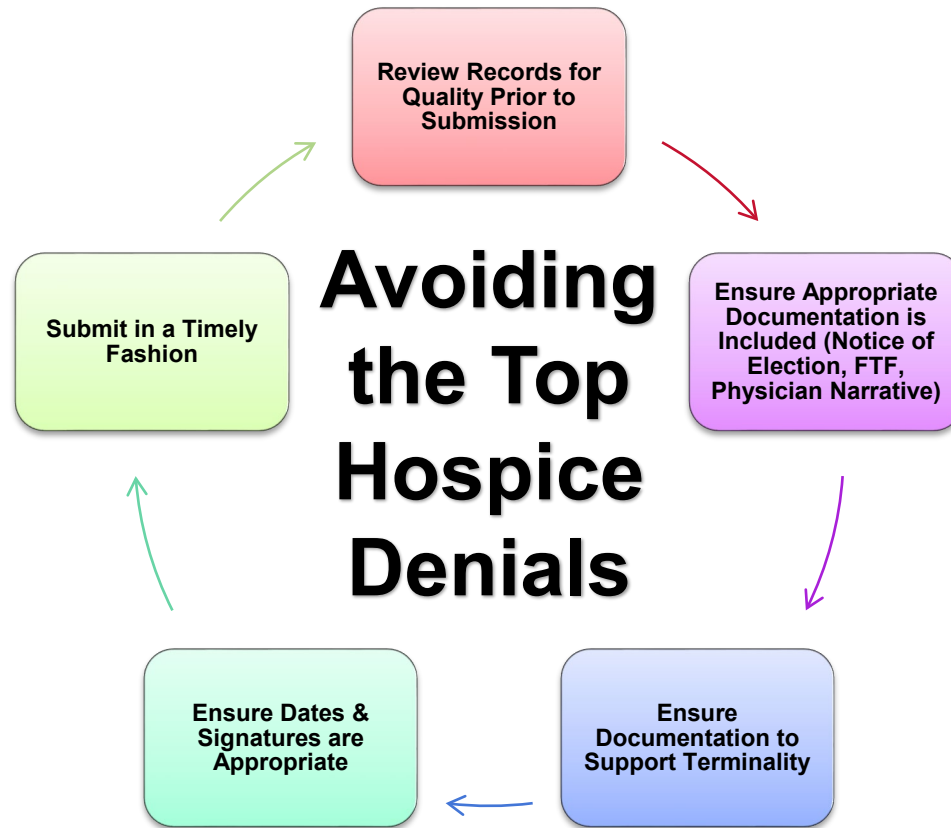
**55H1R**

- The notice of election is invalid because it doesn't meet statutory/regulatory requirements

**56900**

- Medical records not submitted for review

# Hospice Medical Review Updates



# Hospice Medical Review Updates

## Important Medical Record Documentation

- Beneficiary Election Statement
- Election Statement Addendum (If Requested)
- Physician Certification and Recertification
- Physician Narrative Summaries
- Interdisciplinary Group Notes
- General Inpatient Medical Records
- Hospice Plan of Care
- Nurses Notes and Initial Assessment
- Physician Progress Notes and Orders
- All Other Caregiver Notes
- Face-to-Face Encounter Documentation
- ABN, Signed and Dated (as applicable)



# Home Health and Hospice References and Resources

# CMS Home Health Resources

- [CMS IOM Publication 100-02, \*Medicare Benefit Policy Manual\*, Chapter 7](#)
- [CMS IOM Publication 100-04, \*Medicare Claims Processing Manual\*, Chapter 10](#)
- [CMS IOM Publication 100-08, \*Medicare Program Integrity Manual\*, Chapter 6](#)
- [Medicare & Medicaid Program: Conditions of Participation for Home Health Agencies](#)

# CMS Hospice Resources

- [Medicare Contractor Beneficiary and Provider Communications Manual](#)
- [CMS IOM Publication 100-02, Medicare Benefit Policy Manual, Chapter 9](#)
- [CMS IOM Publication 100-04, Medicare Claims Processing Manual, Chapter 11](#)
- [Hospice Code of Federal Regulations](#)
- [Model Hospice Election Statement Example](#)
- [Model Hospice Election Statement Addendum Example](#)



# CMS Home Health and Hospice Resources

- [HH PPS web page](#)
- [Home Health Agency \(HHA\) Center](#)
- [MLN<sup>®</sup> Publication, "Home Health Prospective Payment System"](#)
- [Hospice Center Webpage](#)
- [Hospice Code of Federal Regulations](#)
- [The Medicare Learning Network<sup>®</sup>](#)



# MAC Contact Information

# National Government Services

## J6

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

# National Government Services JK

- [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

# Thank You!

- Follow-up email
  - Attendees will be provided a Medicare University Course Code
- Questions?

