

Current Home Health and Hospice Edits and Denials

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Welcome

National Government Services Provider Outreach & Education Home Health & 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

Objectives

- Offer information regarding the most recent medical review 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

- Current Home Health Edits and Claim Denials
 - How to Avoid Current Home Health Denials
- Current Hospice Edits and Claim Denials
 - How to Avoid Current Hospice Denials
- CMS and NGS References and Resources
- Question and Answer Period



Home Health Edits and Denials for JK/J6

Home Health Edits and Denials for 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

Home Health Edits and Denials for 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 Edits and Denials for J6

- Targeted Probe and Educate
 - Resumed September 2021
- **Current J6 edits:**
 - 5CLS1/5WLS1: Length of Stay
 - 5CAM1/5CAM1: Increased Reimbursement
 - 5CHP1/5CHP2 and 5WHP2: HIPPS Code
- Questions regarding TPE or ADRs:
j6probeandeducate@anthem.com

Home Health Edits and Denials for J6

Top Home Health Claim Denials

55H3V

- Skilled nursing services not medically necessary

55HTP

- Initial certification missing, incomplete, or invalid; therefore, the recertification episode is denied

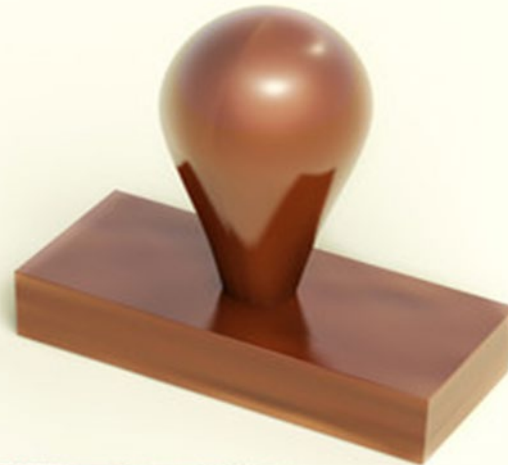
55H2B

- Documentation does not support homebound status

56900 Denials

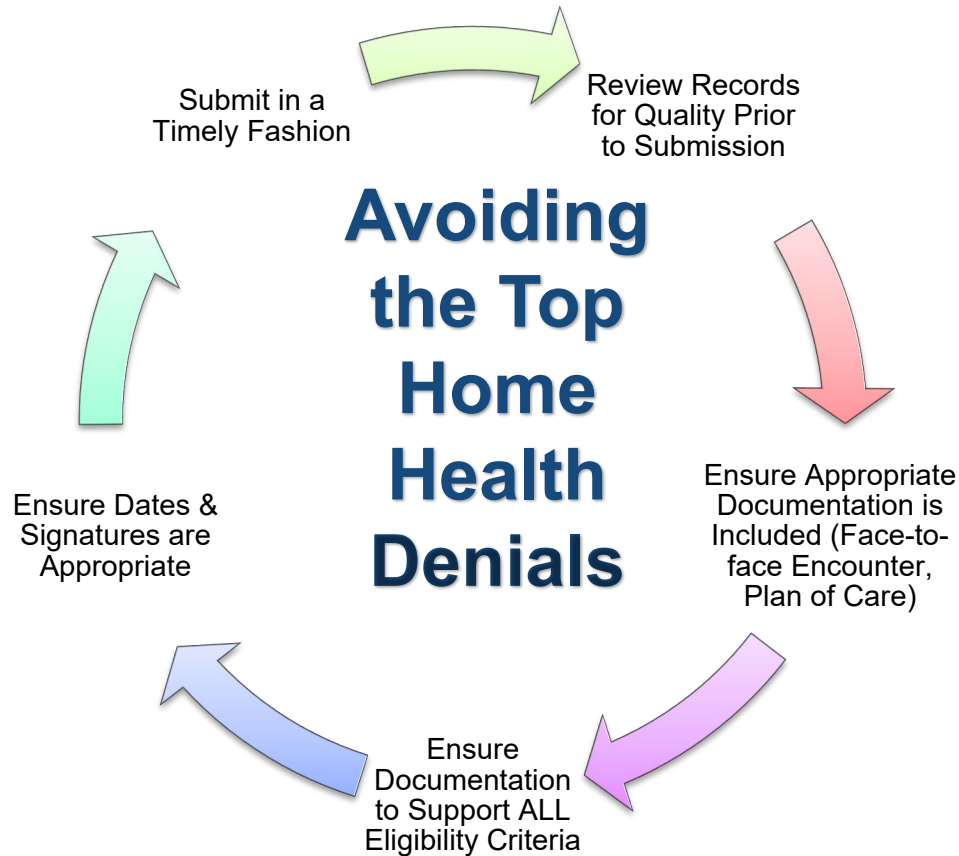
- Records not received

56900



DENIED

Home Health Edits and Denials for J6/JK



JK/J6 Home Health Edits and Denials

Important Medical Record Documentation

- Homebound Status Documentation
- The Need for Skilled Services Documentation
- Certification and 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 and Initial Assessment
- Progress Notes and Orders
- All Other Caregiver and Contracted Agency Notes
- Face-to-Face Encounter Documentation
- ABN, Signed and Dated (as applicable)



Hospice Edits and Denials for JK/J6

Hospice Edits and Denials for JK

- Targeted Probe and Educate
 - Resumed September 2021
- Current JK Edits
 - 5CQC2 and 5WQC2: Q-Codes
 - Questions regarding TPE or ADRs:
j6probeandeducate@anthem.com

Hospice Edits and Denials for JK

Top Hospice Claim Denials

55H1B

- No certification present in the documentation submitted for the dates billed

55H1G

- The hospice election consent was not signed timely

55H1L

- The information provided does not support a terminal prognosis of six months or less

Hospice Edits and Denials for J6

Targeted Probe and Educate

- *Resumed September 2021*

Current J6 Edits

- 5CQC2/5WQC2/5CQM2: Q-Codes
- Questions regarding TPE or ADRs:
j6probeandeducate@anthem.com

Hospice Edits and Denials for 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

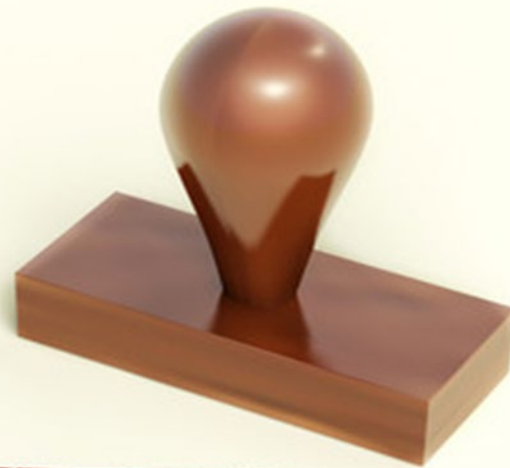
55H1Y

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

Hospice Edits and Denials for JK/J6

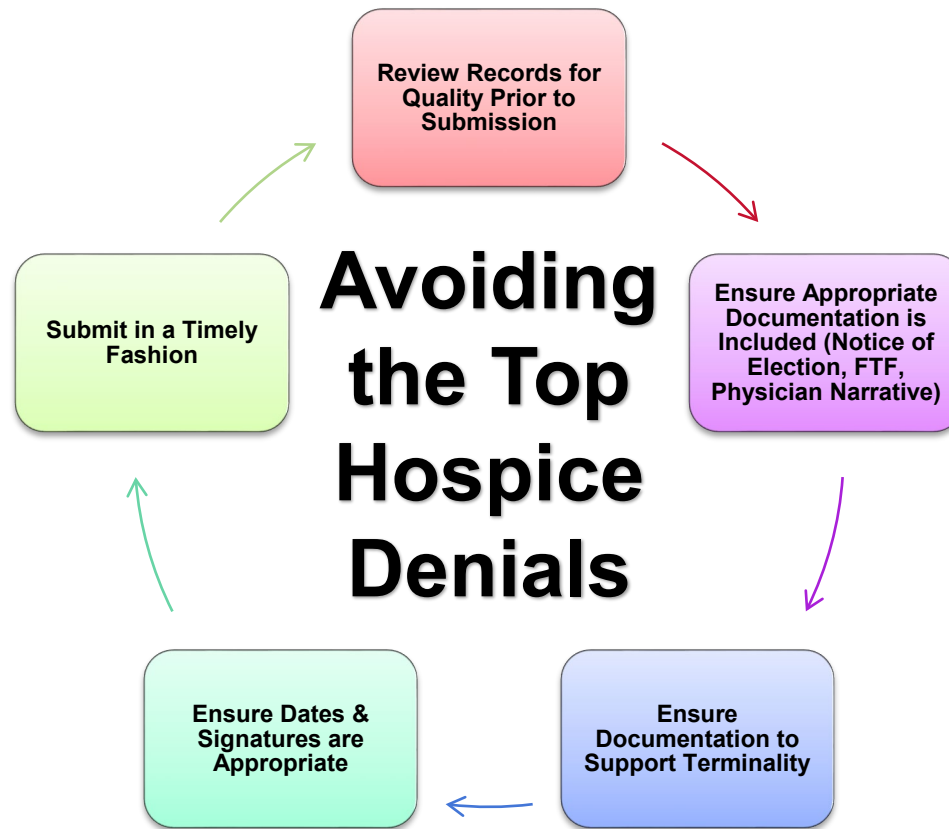
- Records not received

56900



DENIED

Hospice Edits and Denials for JK/J6



Hospice Edits and Denials for JK/J6

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[®] Booklet *Home Health Prospective Payment System*](#)
- [Hospice Center Webpage](#)
- [Hospice Code of Federal Regulations](#)
- [The Medicare Learning Network[®]](#)



MAC Contact Information



National Government Services JK

- IVR Unit – 866-275-7396
 - Provider Contact Center – 866-289-0423
 - LCDs and Policy Articles – See [NGS website](#)
- > Medical Policies/LCDs

National Government Services

J6

- IVR Unit – 877-277-7287
- Provider Contact Center – 866-590-6724
- LCDs and Policy Articles – See [NGS website](#) > Medical Policies/LCDs

Medicare University Self-Reporting Instructions

- Log into the National Government Services [Medicare University website](#)
 - Topic = **Current Home Health and Hospice Edits and Denials**
 - Medicare University Credits (MUCs) = **1**
 - Catalog Number = **AA-C-06775**
 - Participant Code = **22318WRSRD1**
 - For step-by-step instructions on self-reporting, please visit [Self-Reporting for Webinars, Teleconferences and Events](#) on the [NGS website](#).

Thank You!

- Questions?

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