

Documenting Home Health Eligibility Criteria Series (Presentation Two)

The Need for Skilled Services

NGS Home Health & Hospice (HHH) Provider Outreach & Education (POE) Team

Christa Shipman
POE Consultant



Erin Musumeci, RN
POE Consultant



Emily Fox-Squairs
POE Manager



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



Andrea Freibauer
POE Consultant





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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 webinars, teleconferences, live events and any other type of National Government Services educational events.

Objective

Offer federal Medicare regulatory direction to home health agencies and other provider types ordering, referring, providing oversight, and/or care for patients receiving home health services in an effort to provide a greater understanding of medical record documentation requirements that support the need for skilled services as it relates to Medicare home health services eligibility criteria.

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AGENDA

NGS Home Health Jurisdictions

The Medicare Home Health
Benefit & Eligibility Criteria

The Need for Skilled Services
(Medical Necessity)

References & Resources

Question & Answer Period

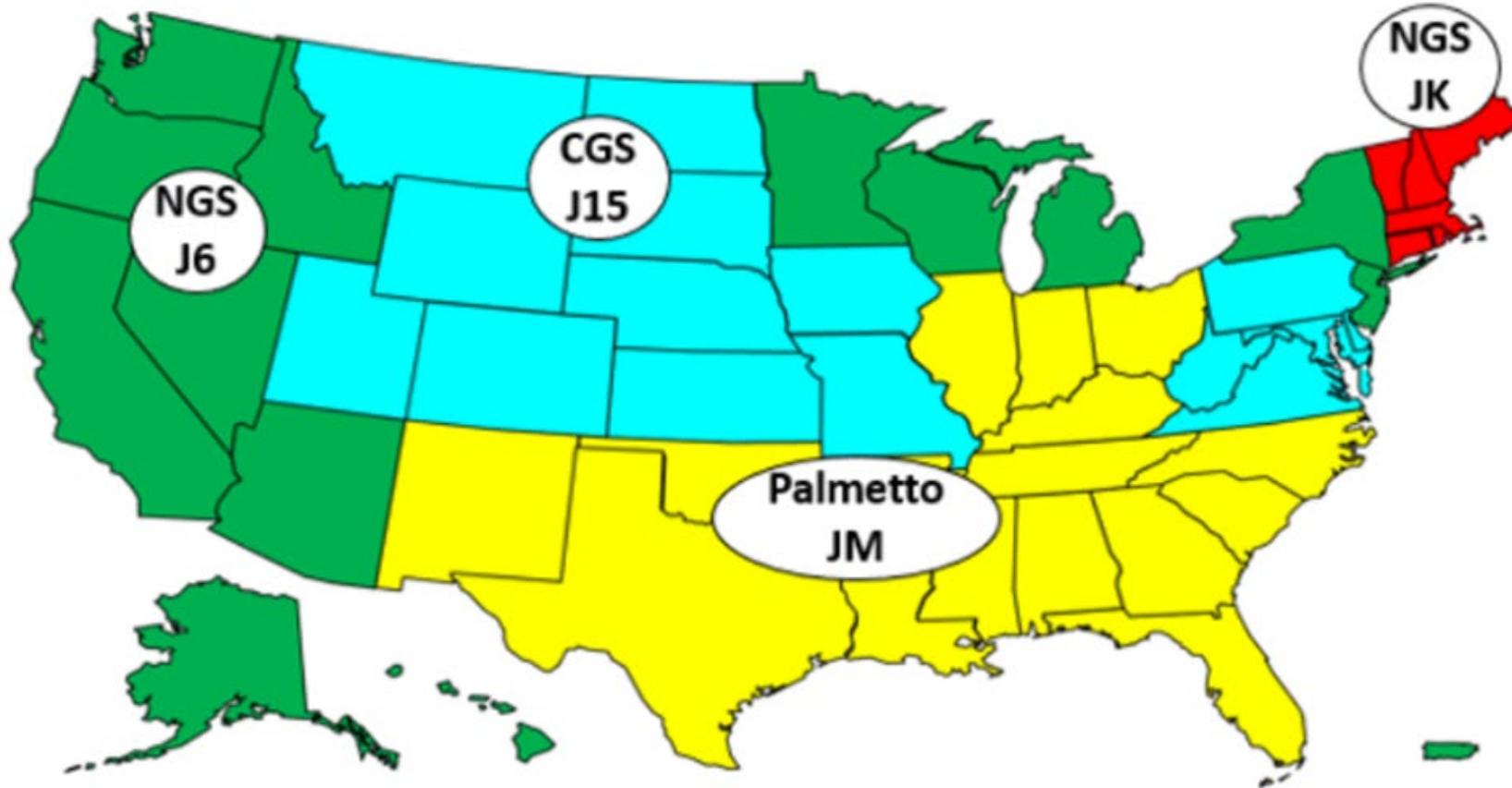
The background is a dark blue gradient. On the right side, there are large, overlapping, semi-transparent blue geometric shapes, including a large 'S' or 'N' curve. On the left side, there is a pattern of small, light blue dots, similar to a starry sky or a data visualization.

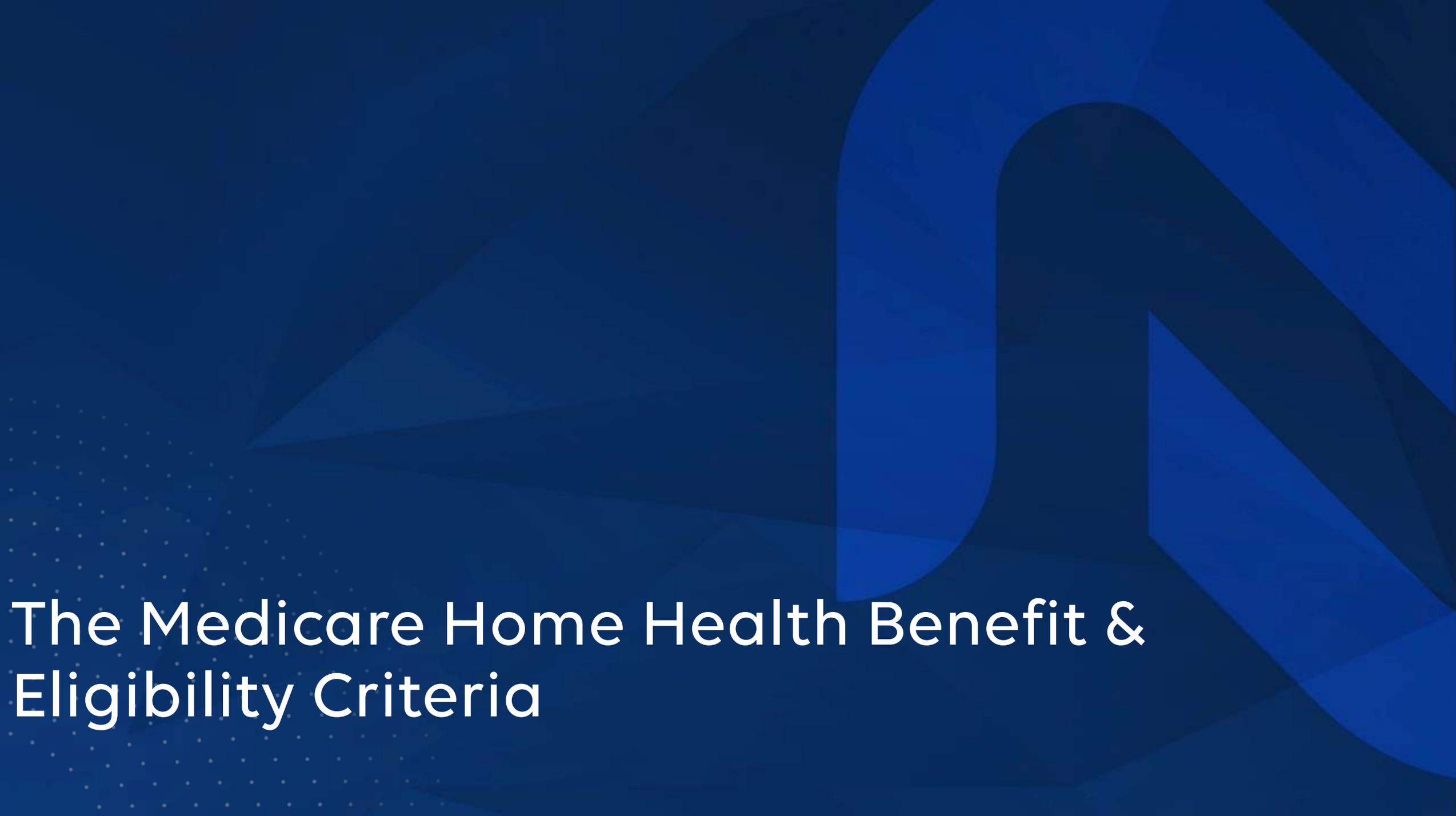
NGS Home Health Jurisdictions

NGS Home Health Jurisdictions

National Government Services, Inc.		
Jurisdiction K	Jurisdiction 6	
Maine New Hampshire Vermont Rhode Island Massachusetts Connecticut	New York New Jersey Michigan Wisconsin Minnesota Idaho Nevada Washington Oregon	California Arizona Alaska Hawaii Puerto Rico Mariana Islands American Samoa Virgin Islands Guam

NGS Home Health Jurisdictions



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The Medicare Home Health Benefit & Eligibility Criteria

The Medicare Home Health Benefit

- Services that the Medicare beneficiary (patient) may receive at home include:

Skilled Nursing

Home Health
Aides

Physical
Therapy (PT)

Occupational
Therapy (OT)

Speech
Language
Pathology (SLP)

Social Work
(SW)

Home Health Eligibility Criteria

Confined to the Home
(Homebound)

Have a Need for Skilled
Services (in the Home)

Remain Under the Care
of a Physician and/or
Allowed Practitioner
(Oversight)

Receive Services
Following a Plan of Care

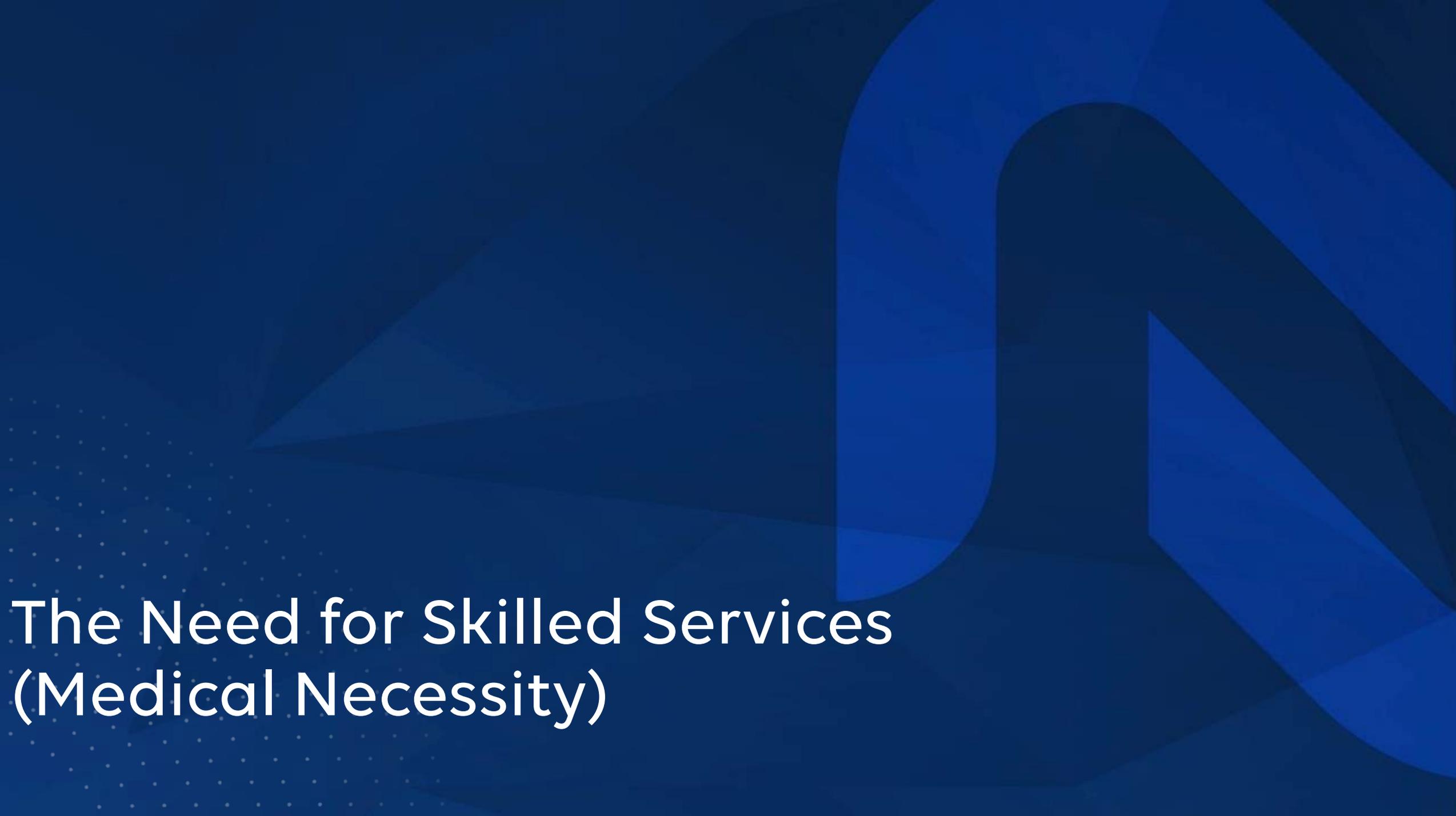
Had a Face-to-Face
Encounter



Home Health Eligibility Criteria

Does the patient meet ALL FIVE eligibility criteria?

- Is the patient **homebound**?
 - ✓ *Are they able to leave the home to receive services?*
- Do they have a **need for the skilled/professional services** in the home?
 - ✓ *Is the patient able to receive the "skilled" services on an outpatient basis in an office or clinic?*
- Is there a **physician and/or allowed practitioner** that has agreed to monitor home health services?
 - ✓ *Is that name identified within the referral and/or medical record documentation?*
- Is there a **plan of care** in place or started?
 - ✓ *What is the intent of the referral for home health services?*
- Did the patient have a **face-to-face encounter** for their current primary diagnosis?
 - ✓ *Is there a copy of the medical record documentation identifying the encounter?*

The background is a dark blue gradient. On the right side, there are large, overlapping, semi-transparent blue geometric shapes, including a large 'S' or 'R' curve and a triangle. In the bottom-left corner, there is a faint, light blue starburst or particle pattern.

The Need for Skilled Services (Medical Necessity)



Need for Skilled Services

To be considered a “skilled service,” the service must be so inherently complex that it can only be safely and effectively performed by or under the supervision of a skilled professional.

The Need for Skilled Services

- Medical record documentation must **include** the reasons why the patient continues to require a skilled professional in their home.
- Home health agencies must continue to document the need for skilled services throughout the patient's medical record.

The Need for Skilled Services

- Medical record documentation should **distinguish** exactly what services are going to be provided by the “skilled professional(s)” in the home of the patient.
 - Examples:
 - ✓ *PT to assess and treat 3x wk x4 wks s/p R TKR d/t fall.*
 - ✓ *SN to assess and provide sterile NS W→D drsg with kerlix packing QOD x2 weeks to sacral wound.*

The Need for Skilled Services

- Medical Record documentation should **explain** why a “skilled professional” is required to provide the home health services requested.
 - Examples:
 - ✓ *Nursing services required for sacral wound dressing QOD r/t to WC bound pt resides alone and is unable to change his/her own dressing d/t location.*
 - ✓ *PT required for rehabilitation of R THR, pt remains unstable and needs assistance with ambulation. Pt resides with wife who is disabled and unable to assist with exercises and ambulation.*



Need for Skilled Services

- Federal Medicare program covers **skilled nursing services** in the home of the patient when an individualized assessment of the patient's clinical condition demonstrates that the **specialized judgment, knowledge and skills of a registered nurse are necessary.**
 - *Document in the medical record why this patient is unable to obtain outpatient services.*
 - *Document why the patient and/or family is unable to learn and complete the required services.*

The Need for Skilled Services

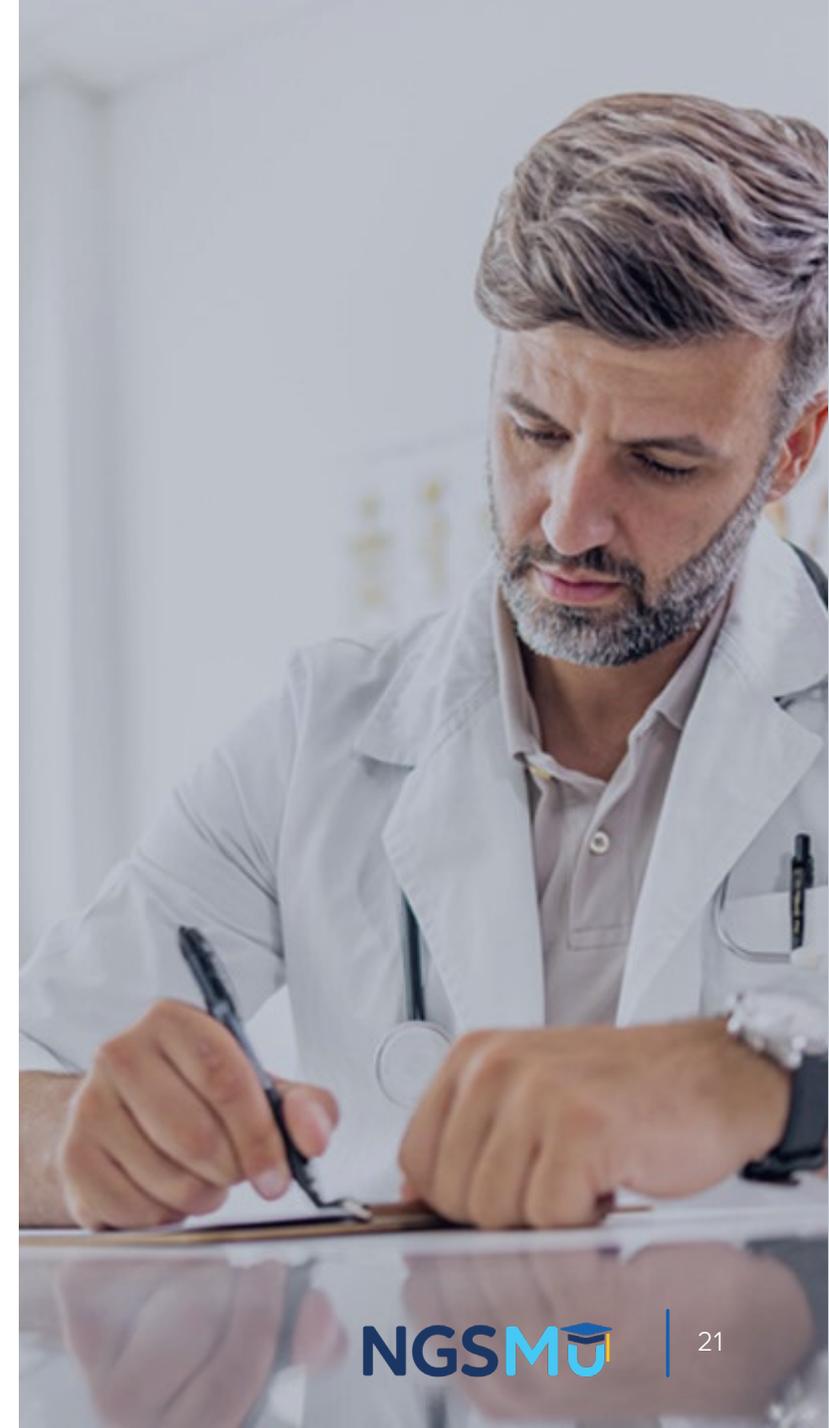
- Medical record documentation should **disclose** clinical information (beyond a list of recent diagnoses, injury, or procedure) that is individual and specific to the patient.
 - Example:
 - ✓ *Pt hx of dementia, s/p fall with concussion in home. Pt remains confused and disoriented, decreased PO intake, aphasic, requiring dressing change to R side head with suture removal day 7. Pt resides with elderly husband who may assist at his discretion.*

Need for Skilled Services

- Medical record documentation should **include** the individual findings from the patients face-to-face encounter to support the primary reason for the skilled services being provided in the home of the patient.
- Medical record documentation must indicate that the face-to-face encounter was related to the primary reason the patient requires home health services.
 - ✓ **Examples:**
 - Discharge summary from the referring acute/post-acute care facility
 - Progress note from the physician or allowed practitioner medical records

Need for Skilled Services

- Federal Medicare program covers **skilled nursing services** in the home of the patient when an individualized assessment of the patient's clinical condition demonstrates that the ***specialized judgment, knowledge and skills of a registered nurse are necessary.***
 - Document in the medical record why this patient is unable to obtain outpatient services.
 - Document why the patient and/or family is unable to learn and complete the required services.



Need for Skilled Services

- A skilled professional must document the services specific to the care provided as it pertains to the current diagnosis related to the need (reason) for home health services:
 - Documentation should occur every visit (progress notes).
- When the patient no longer meets eligibility criteria and skilled services are no longer required, the reason for discharge should be documented:
 - The provider monitoring patient care should be notified (document).
 - Obtain order to discharge.



Home Health References & 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](#)
- [HH PPS web page](#)
- [Home Health Agency \(HHA\) Center](#)
- [MLN® Publication, "Home Health Prospective Payment System"](#)
- [The Medicare Learning Network®](#)

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 = **Documenting Home Health Eligibility Criteria Series (SessionTwo): The Need for Skilled Services**
 - Medicare University Credits (MUCs) = **1**
 - Catalog Number = **AA-C-####**
 - Participant Code = **#####SRD1**
 - For step-by-step instructions on self-reporting please visit [Self-Reporting for Webinars, Teleconferences and Events](#) 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.

National Government Services Website and Contact Information

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Interactive Voice Response (IVR) Unit:
866.277.7287

Provider Contact Center (PCC):
866.590.6724

MI, MN, NY, NJ WI, PR, USVI

Interactive Voice Response (IVR) Unit:
866.275.3033

Provider Contact Center (PCC):
866.590.6728

CT, ME, MA, NH, RI, VT

Interactive Voice Response (IVR) Unit:
866.275.7396

Provider Contact Center (PCC):
866.289.0423



Provider Contact Center Procedures

- The PCC should always be your **first option when contacting the MAC.**
 - Required to log and track all incoming inquires.
- Tiered system to respond accurately to all provider inquiries.

NGS Email Updates

- Subscribe to receive the latest Medicare information



The screenshot shows the top navigation bar of the National Government Services website. The header is dark blue with white text. On the right side of the header, there are links for 'NGSConnex', 'Subscribe for Email Updates', and 'HH+H in New Hampshire' with a dropdown arrow. Below the header is a secondary navigation bar with the 'National Government Services' logo on the left and a search icon on the right. The main content area features a grid of six white boxes, each with an icon and a title: 'Medical Policies' (book icon), 'Enrollment' (document with pencil icon), 'Fee Schedules & Pricers' (dollar sign icon), 'Claims and Appeals' (document with pencil icon), 'Overpayments' (dollar sign icon), and 'Medicare Compliance' (clipboard with checkmark icon).



NGS HHH On-Demand Videos

The screenshot displays the YouTube interface for the NGS Medicare channel. On the left is a navigation sidebar with options: Home, Explore, Subscriptions, Library, History, Your videos, Watch later, and Liked videos. Below this is a 'SUBSCRIPTIONS' section showing the channel 'NGSMedicare.com' with a 'SUBSCRIBED' button and a notification bell. The main content area features a video player for 'Physician Certification of Terminal Illness' with a 'PLAY ALL' button. Below the player is the title 'HHH On-Demand Videos' and metadata: '7 videos • 50 views • Last updated on Dec 9, 2021'. To the right is a list of four videos:

1. **Hospice Documentation - Painting the Picture of the Terminal Patient** (1:08:28)
2. **Hospice - General Inpatient Documentation** (1:02:34)
3. **Home Health Eligibility Criteria - Documenting Homebound Status** (44:12)
4. **Responding to a Home Health & Hospice ADR** (55:04)



2023 HHH MAC Collaborative Summit

- Save the Date
- September 13, 14, 15
- Flamingo Las Vegas Hotel & Casino
 - 355 S. Las Vegas Boulevard
 - Las Vegas, NV 89109
- Early Bird Registration \$249 (April 1 – June 1)
 - Includes 3 full days of education
- Rooms: \$95/night
 - Group Name: 2023 HHH Medicare Summit
 - <https://book.passkey.com/go/SFH3H3>
 - Processing fee incurred for telephone reservations

YOUR FEEDBACK MATTERS

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When you visit our events page, please click on the banner and share your thoughts with us about the education we provide you. The survey only takes a few minutes of your time, and lets us know

What we are doing right

What education you are looking for

Educational topics you would like to see continued

Where we can improve

Thank You!

YOUR FEEDBACK MATTERS

A link to a survey for this webinar is available in the GoToWebinar Chat Box.

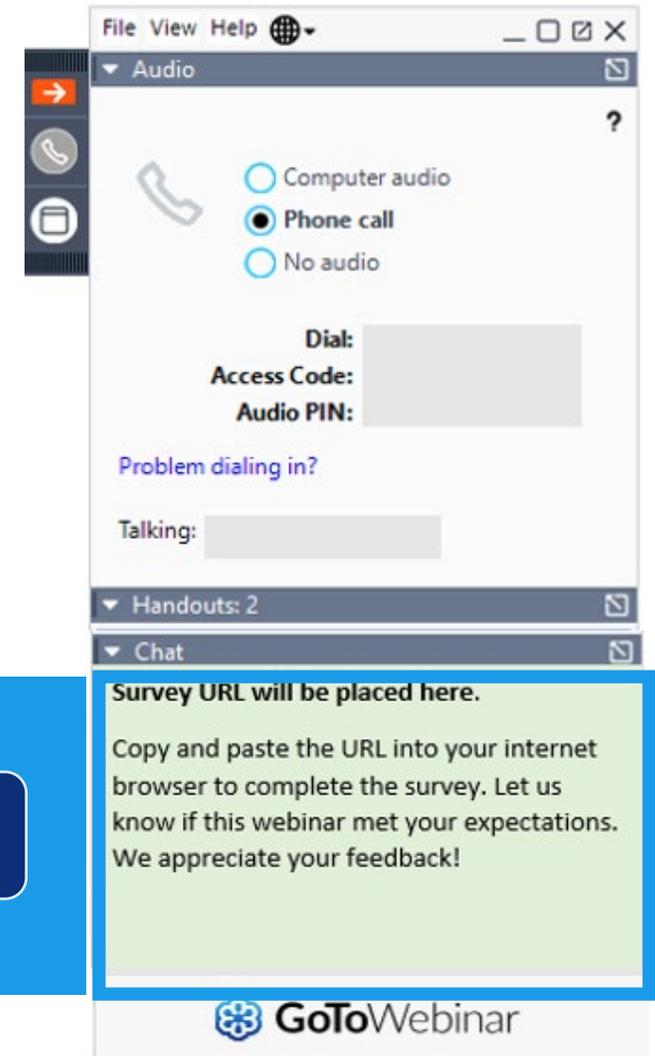
- *Only takes a few minutes to complete!*
- *We read all of your comments!*
- *Help us help you! Let us know how we are doing!*
- *If you have positive comments, let us know so we can continue providing you with the education you need!*

Copy/Paste URL to your Internet Browser

Open/Complete Survey

Share your feedback with us!

Thank you for your feedback!



Thank You!



Any
Questions?