

# Hospice Documentation to Support Terminality

3/6/2024

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## Objective

This session will offer the knowledge and tools necessary to enhance quality of documentation practices for hospice clinicians, emphasize the significance of comprehensive record-keeping, and encourage clinicians to provide the highest quality of care while adhering to regulatory requirements.



# Today's Presenters

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## Provider Outreach and Education Consultants

- Erin Musumeci, RN



## Agenda

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Supporting Hospice Terminality

References and Resources

Q & A

# Supporting Hospice Terminality

# Supporting Hospice Terminality

- Documentation *must* support Physician CTI, life expectancy < six months
  - Focus on patient deterioration and decline
  - Use objective data
- Consider and Document
  - Patient's end stage disease trajectory
  - Comorbid and related secondary conditions
  - Impact on the terminal prognosis
  - Any relevant laboratory and other test values
  - Decline in performance status
  - Amount of assistance required for ADLs
  - Decline in nutritional status
  - Any changes in status / condition over time

# Supporting Terminality, continued

## Measurable Objectives

- ✓ Weights
- ✓ Mid Arm Circumference
  - ✓ Abdominal Girths
- ✓ Food and fluid intake
- ✓ Signs and symptoms
- ✓ Diagnostic studies
  - ✓ Lab Values

- ❖ Specific to the patient
- ❖ Supports the trajectory of decline related to the terminal prognosis



# Supporting Terminality, continued

- ADLS

- Ambulation
- Contenance
- Transfers
- Feeding
- Bathing
- Dressing

- Amount of assistance required

- Independent
- Uses device
- Requires personal assistance
- Completely dependent

- Determine the amount needed for each ADL and any increase in need over the past three – six months

\*\*Be descriptive!

# Supporting Terminality, continued

## **Avoid**

- × Stable
- × No change
- × Same as last visit

## **Use**

- ✓ Comparisons
- ✓ Stable because of...
- ✓ Unchanged how?
- ✓ Descriptives

# Supporting Terminality, continued

- Vague documentation
  - Patient having dyspnea on exertion
- Objective documentation
  - Patient ambulates ten feet between chair and bed before experiencing dyspnea and weakness; with one assist. One month ago, patient ambulated slowly from room to room with walker. Family reports that the patient is only able to sit up with family for 30 minutes before returning to bed

# Supporting Terminality, continued

- Vague documentation
  - Overall weakness
- Objective documentation
  - Patient is unable to independently hold head up this visit which lasted 45 minutes
  - Patient is unable to dress or bathe self this week
  - Patient was able to assist with dressing last month
  - Patient fell last week; now using walker for assistance with ambulating



# Supporting Terminality, continued

## Vague documentation

- Poor appetite; eating less

## Objective documentation

- Appetite declined from eating 50% of a sandwich one month ago, now eating two-three bites at a meal. Family is concerned that the patient refuses his favorite meal
- Eating three to four bites of food with difficulty, last week was eating two full meals per day. Drinks two-three sips of thickened liquids and aspirates easily, last week was drinking two glasses per day

# References and Resources

# CMS References & Resources

- [Hospice | CMS](#)
- [Hospice Center | CMS](#)
- [Conditions of Participation: Hospice Care \(418.3-418.116\)](#)
- [Model Example of Hospice Election Statement \(PDF\)](#)
- [Model Hospice Election Statement Addendum - July 2021 \(PDF\)](#)

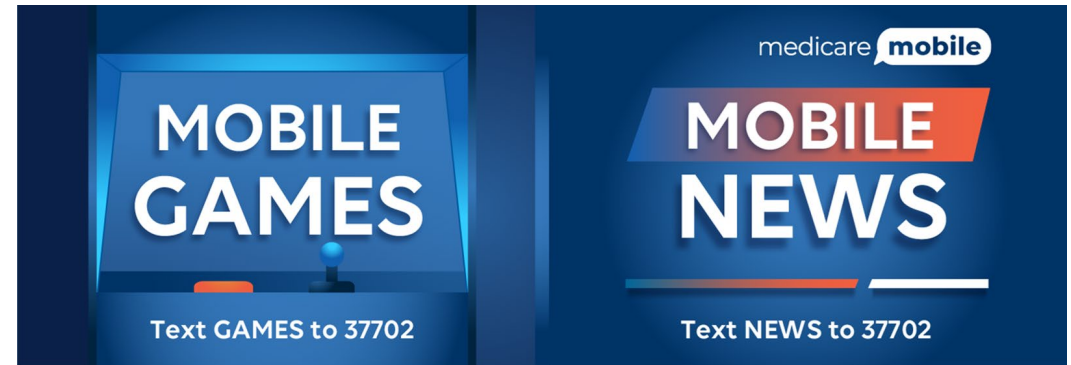
# CMS References & Resources

- [CMS IOM, Publication 100-09, Medicare Contractor Beneficiary and Provider Communications Manual](#), Chapter 6, Provider Customer Service Program
- [CMS IOM, Publication 100-04, Medicare Claims Processing Manual](#) Chapter 11, Processing Hospice Claims
- [CMS IOM, Publication 100-02, Medicare Benefit Policy Manual](#), Chapter 9, Coverage of Hospice Services Under Hospital Insurance
- [CMS IOM, Publication 100-08, Medicare Program Integrity Manual](#), Chapter 3 - Verifying Potential Errors and Taking Corrective Actions
- [Medicare Learning Network](#)



# NGS Web Resources

- [NGS website](#)
- Events
  - Upcoming education sessions
  - Past events material
- Education
  - Medicare Topics
    - ✓ HH&H billing (job aids)
    - ✓ HH&H medical record documentation (job aids)
- Medicare University
  - ✓ HH&H computer-based training courses



# New for HHH POE!

- Navigating Medicare Home Health & Hospice Insights for Providers Podcast
  - YouTube Video: Connect with us on LinkedIn
- LinkedIn
  - YouTube Video: Connect with us on LinkedIn
- Contact Us
  - [NGSHHHPOE@elevancehealth.com](mailto:NGSHHHPOE@elevancehealth.com)
- In-Person POE AGs
- Education Partnership Request Form
- 2024 HHH All MAC Collaborative Summit

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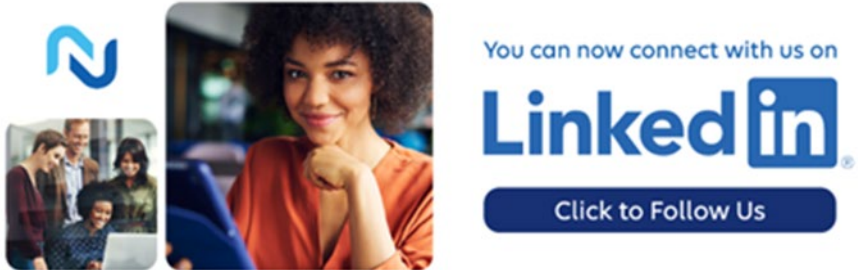
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NAVIGATING  
**MEDICARE**  
HOME HEALTH & HOSPICE  
INSIGHTS FOR PROVIDERS



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# NGS Self-Service Tools

- NGSConnex is a free, secure, web-based application developed by NGS just for you!
  - The [NGSConnex User Guide](#) provides a step-by-step guide to navigate you through any of the easy-to-use self-service functions Connex has to offer!
  - With access to a wide array of self-service tools that save you time and money, such as:
    - ✓ Obtain beneficiary eligibility information
    - ✓ Query for your claims status
    - ✓ Initiate and check the status of redetermination and reopening requests
    - ✓ View your provider demographic information
    - ✓ Query for your financial data
    - ✓ Submit documents for an additional documentation request
    - ✓ Submit credit balance reports and more!

# IVR

- Available 24-hours a day, seven days a week
  - Menu options that require system access (e.g., the Common Working File) are limited to that system's availability
  - Obtain information such as:
    - ✓ Patient eligibility
    - ✓ Claim status
    - ✓ Check information (issue date, check amount, check number)
    - ✓ Patient status
    - ✓ Appeal status
    - ✓ General information
- [Interactive Voice Response User Guide](#)



# Provider Contact Center

- [Provider Contact Center](#) for specific coverage or claims help
- Required to log and track all incoming inquiries
- Tiered system to respond accurately to all provider inquiries
- Contact numbers are specific to geographic location
  - Located within the [Contact Us](#) section of our website

# NGS Jurisdiction 6 Contacts

For follow up questions specific to TPE, ADR, or related to medical review please send your inquiry to:

[J6Acasemanagement@elevancehealth.com](mailto:J6Acasemanagement@elevancehealth.com)

For follow up questions specific to a completed Home Health or Hospice educational webinar or training, please send your inquiry to:

[NGSHHPOE@elevancehealth.com](mailto:NGSHHPOE@elevancehealth.com)

**\*\*For all inquiries, always remember to include information such as your agency name, NPI, and PTAN number\*\***

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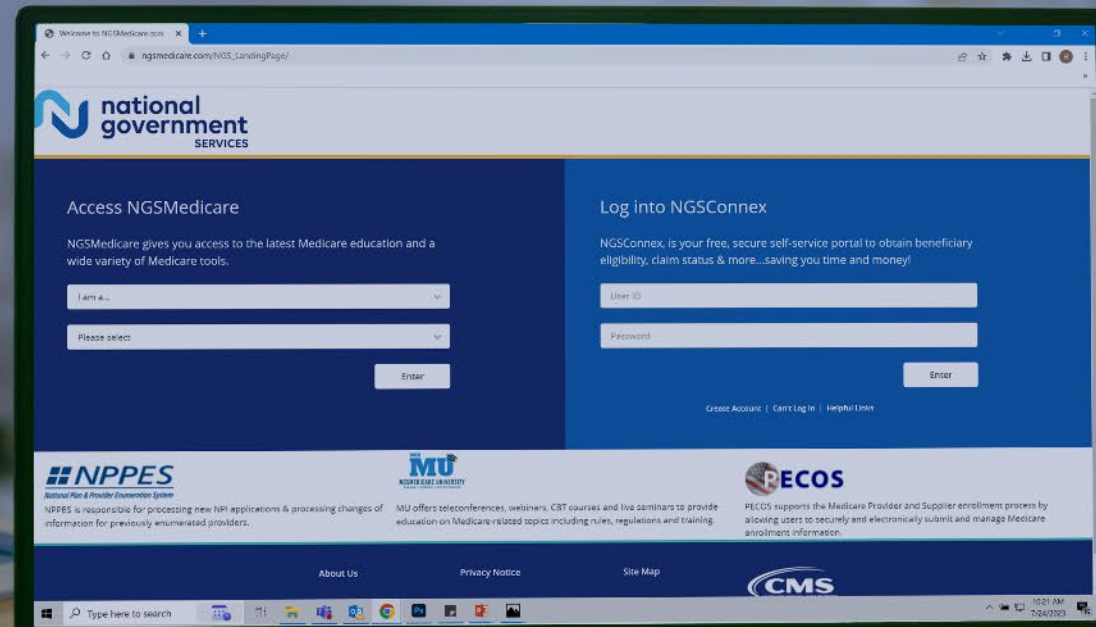
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Educational Content

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Online resources, event calendar, LCD/NCD, and tools



IVR System

The interactive voice response system (IVR) is available 24-hours a day, seven days a week to answer general inquiries



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Web portal for claim information



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