

# Orientation to Medicare: Home Health and Hospice

5/22/2025

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# Today's Presenters

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# Recording

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# Objectives

Review tools for doing business with NGS available to home health and hospice agencies and explain the role POE plays in helping you be successful.



# Agenda

- [Doing business with NGS](#)
- [Self-service Tools](#)
- [Educational Offerings](#)
- [Provider Outreach and Education](#)
- [Website tour](#)
- [Fraud and abuse](#)
- [Q&A](#)

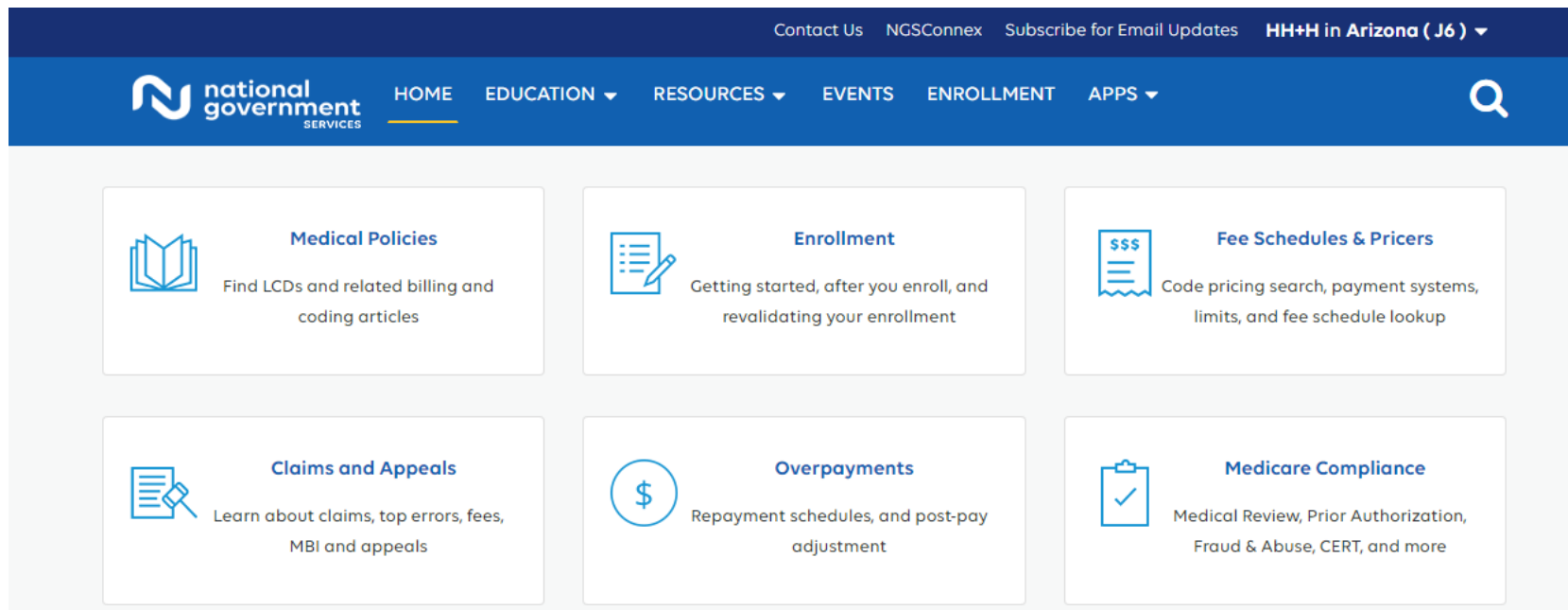
# Doing Business with NGS

# Welcome New Provider

- Doing Business with NGS
  - Email Updates
  - Electronic Data Interchange (EDI)
  - CMS Website
- Self-service tools
  - NGSConnex
  - IVR
  - PCC
- Educational Offerings
  - YouTube
  - Podcast
  - Training Events
  - Medicare University

# Email Updates

- Subscribe to receive the latest email updates





# EDI

- Enrollment > Register for EDI
  - Set up to receive electronic remittance advice
  - Electronic claims submission enrollment – FISS/DDE access
  - Check EDI Application Status
  - EDI Helpdesk contact information and availability

# CMS Website

- [Centers for Medicare & Medicaid Services | CMS](#)
- Home Health and Hospice Resources
  - [CMS IOM Publication 100-02, Medicare Benefit Policy Manual](#)
  - [CMS IOM Publication 100-04, Medicare Claims Processing Manual](#)
  - [CMS IOM Publication 100-08, Medicare Program Integrity Manual](#)
  - [Hospice | Conditions of Participation](#)
  - [Home Health Agencies | Conditions of Participation](#)
  - [Home Health Agency \(HHA\) Center](#)
  - [Hospice Center](#)
  - [The Medicare Learning Network®](#)

# Self-service Tools

# NGSConnex

- NGSConnex is a free, secure, web-based application developed by NGS just for you!
- NGSConnex provides access to a wide array of self-service functions 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:
  - Claim status
  - Check information (issue date, check amount, check number)
  - Patient status
  - Appeal status
  - General information
- [Interactive Voice Response User Guide - NGS MEDICARE](#)

# Provider Contact Center (PCC)

- First option when contacting NGS for specific coverage or claims help
  - Information not available in NGSConnex or IVR
- Required to log and track all incoming inquiries
- Tiered system to respond accurately to all provider inquiries
- Contact numbers specific to geographic location
  - Contact Us > Provider Contact Center

# Educational Offerings

# YouTube

- [NGSMedicare.com – YouTube](#)
- It's FREE
- “Bite-sized” tutorials
- Variety of topics
- HHH On-Demand videos



# Training Events

- Current/upcoming webinars and in-person events
  - Brief synopsis of each session
  - Easy registration
- Past Events
  - Access presentation/other material from event
- Education Survey
  - Opportunity to share ideas for future education
  - Help us know what we're doing right and how we can improve

# Medicare University

- Learning platform offering wide variety of training tools
  - Webinars
    - Self-report attendance
  - In-person events
  - Computer-Based Training (CBT) courses ([ngsmedicareuniversity.litmos.com](https://ngsmedicareuniversity.litmos.com))
    - Create user ID and password to access available courses
    - Available 24/7
    - Self-paced
    - Retrieve/view/download certificates from NGS webinars

# Provider Outreach and Education

# Education

- ALL FREE
  - Webinars
    - Offered several times every month throughout the year
  - YouTube
    - Available 24/7
  - Articles and job aids
    - Accessible on our website
  - Podcasts
    - Released on the second and fourth Thursdays every month
    - Available 24/7
    - Topics and conversations with different areas within NGS



# POE Advisory Group

- Meets with providers throughout our contract jurisdiction to discuss ways to develop and deliver effective education
  - Offers a forum for providers to propose ideas for education
  - Opportunity for feedback on education material and self-service tools
  - Recommend effective and current educational techniques
  - Help identify important provider education issues
  - Network with peer agencies
- Meetings scheduled three times per year

# Website Tour

# NGSMedicare.com



## Access NGSMedicare

NGSMedicare gives you access to the latest Medicare education and a wide variety of Medicare tools.

I am a... 

Please select 

Enter

## Log into NGSConnex

NGSConnex, is your free, secure self-service portal to obtain beneficiary eligibility, claim status & more...saving you time and money!

User ID

Password

Enter

[Create Account](#) | [Can't Log In](#) | [Helpful Links](#)



NPPES is responsible for processing new NPI applications & processing changes of information for previously enumerated providers.



MU offers teleconferences, webinars, CBT courses and live seminars to provide education on Medicare-related topics including rules, regulations and training.



PECOS supports the Medicare Provider and Supplier enrollment process by allowing users to securely and electronically submit and manage Medicare enrollment information.

# Fraud and Abuse



# Fraud

- Costs taxpayers billions of dollars
- Endanger health and welfare of beneficiaries
- Providers play a vital role in protecting the integrity of the Medicare program
- What is it?
  - Knowingly submitting, or causing to be submitted, false claims, or making misrepresentations of facts to receive Medicare payment
  - Knowingly soliciting, receiving, offering, and/or paying compensation to induce or reward referrals for items or services reimbursed by Federal health care programs
  - Making prohibited referrals for certain designated health services

# Abuse

- What is it?
  - Practices that directly or indirectly result in unnecessary costs to the Medicare Program, including
    - Any practice inconsistent with providing patients medically necessary services
    - Meeting professionally recognized standards
    - Charging fair prices
- Fraud and abuse can expose providers to criminal, civil and administrative liabilities



# Program Integrity

Program integrity includes a range of activities to target the various causes of improper payments beyond fraud and abuse. The graph below shows vulnerability examples and the severity of their consequences.

Mistakes	Result in errors: such as incorrect coding	
Inefficiencies	Result in waste: such as ordering excessive diagnostic tests	
Bending The Rules	Result in abuse: such as improper billing practices (like upcoding)	
Intentional Deceptions	Result in fraud: such as billing for services or supplies that were not provided	

**Note:** The types of improper payments are examples for educational purposes. Providers who engage in these practices may be subject to administrative, civil or criminal liability.

# How You Can be Compliant

- Provide only medically necessary, high quality Medicare beneficiary services
- Accurately code and bill Medicare services
- Maintain accurate and complete Medicare beneficiary medical records
- Understand and comply with the [Anti-Kickback Statute](#) and [Physician Self-Referral Law \(Stark Law\)](#) when making investments or doing business with vendors

# How to Report Suspected Medicare Fraud & Abuse

- Report anonymously
- Office of Inspector General (OIG)
  - Hotline: 1-800-HHS-TIPS (1-800-447-8477) or TTY: 1-800-377-4950
  - Webpage: [Submit a Hotline Complaint | Office of Inspector General | Government Oversight | U.S. Department of Health and Human Services](#)
  - Mail: U.S. Department of Health and Human Services  
Office of Inspector General  
ATTN: OIG HOTLINE OPERATIONS  
P.O. Box 23489  
Washington, DC 20026

# Listen to Our HH+H Podcast



## **Navigating Medicare: Home Health & Hospice Insights for Providers**

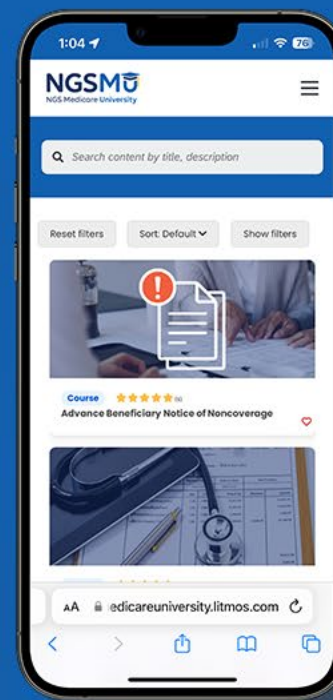
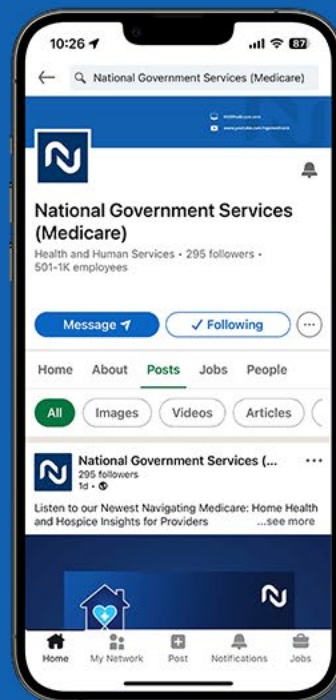
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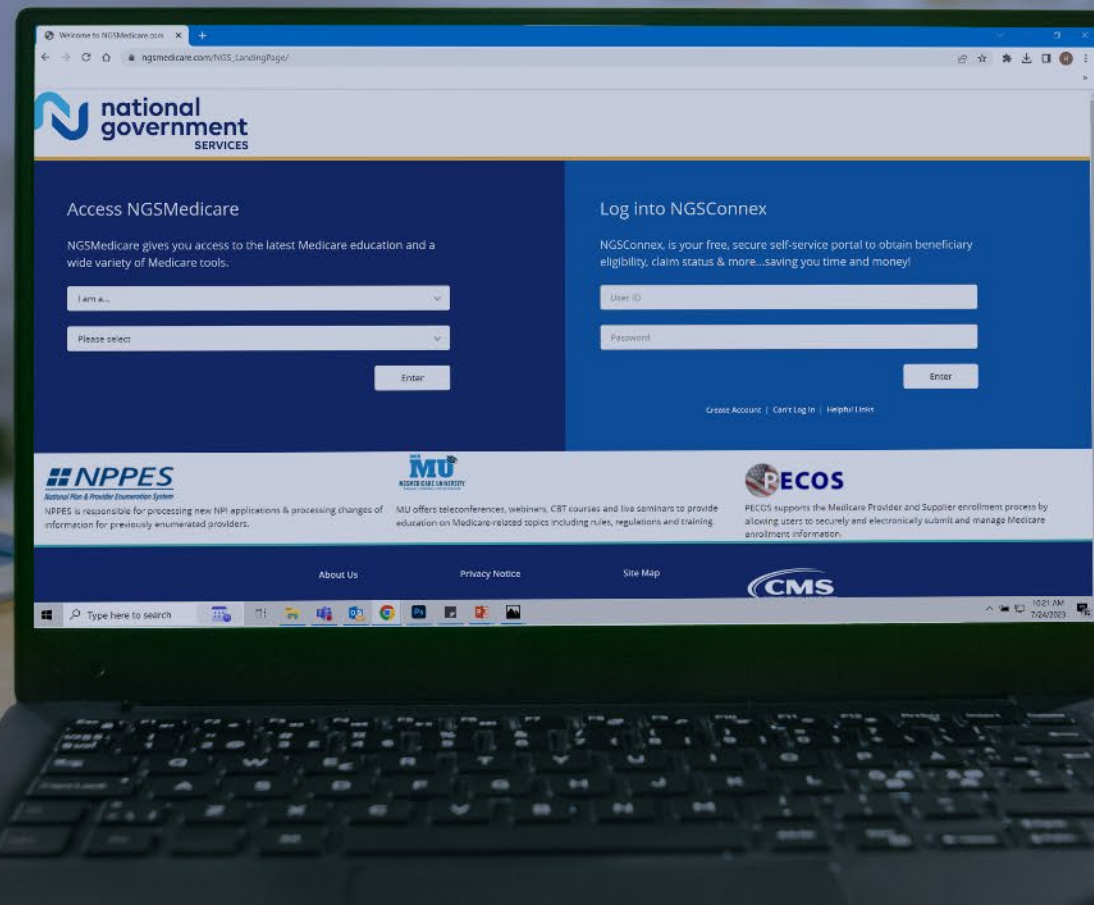
[Medicare University](#)  
Self-paced online learning



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Educational Content



# Find us online



[www.NGS Medicare.com](http://www.NGS Medicare.com)

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



[NGSConnex](#)

Web portal for claim information



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# Questions?

Thank you!