2022 Home Health & Hospice Medicare Administrative Contractors Collaborative Summit: *One Program, One Voice*

Session #: 20
Session Title: Home Health & Hospice Provider Outreach & Education Updates

national government SERVICES

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CMS CENTERS FOR MEDICARE & MEDICAID SERVICES

PALMETTO GBA®
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Session Presenter(s)

- Dan George
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- Erin Musumeci RN
  - National Government Services, Provider Outreach and Education Consultant
- Nykesha Scales MBA
  - CGS Administrators, Provider Relations Representative
- Christa Shipman
  - National Government Services, Provider Outreach and Education 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 our webinars, teleconferences, live events and any other type of National Government Services educational events.

Objectives

- Review educational endeavors and current home health and hospice educational materials and events.

- Share information regarding how to sign up for free webinars, email updates, YouTube videos, electronic submission of medical records, as well as a brief overview of each MAC website.
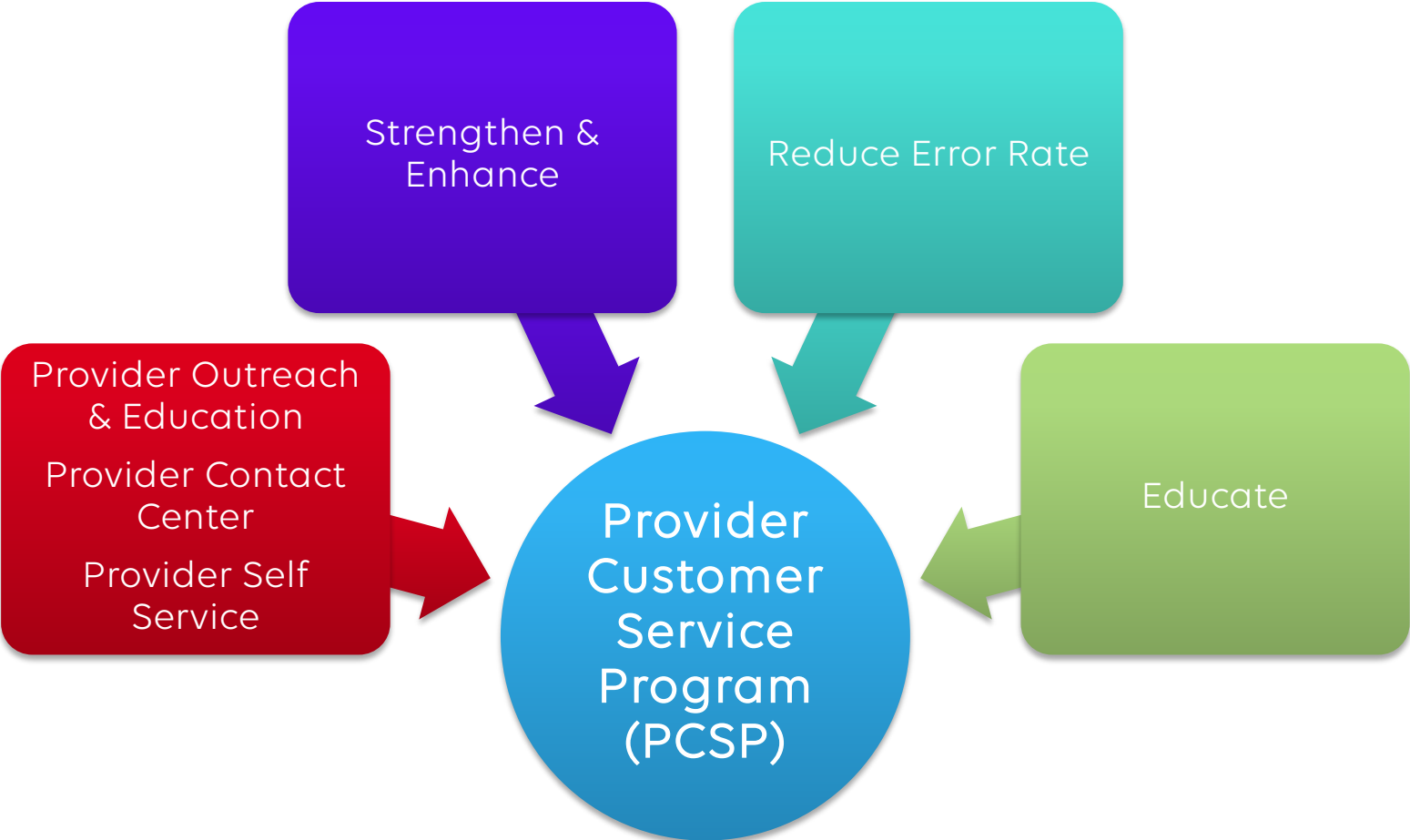
Agenda

- Provider Outreach & Education Purpose

- Offerings & Opportunities

- Self-service tools & resources

- Website tours

- Question & Answer Period

Provider Outreach and Education (POE) Purpose

POE Purpose

Strengthen & Enhance

Reduce Error Rate

Provider Outreach & Education

Provider Contact Center

Provider Self Service

Provider Customer Service Program (PCSP)

Educate

POE Internal & External Collaborations

Internal

Provider Outreach & Education

- Claims
- Medical Review
- Appeals
- Audit & Reimbursement

External

Provider Outreach & Education

- CMS
- National Associations
- State Associations
- Providers

POE Offerings & Opportunities

POE Educational Offerings

- Sessions
  - Regular live webinars
  - YouTube videos
  - On-Demand recordings
- Live Association Conferences
- Annual Summit

2022 Past NGS Webinars	
January	NOA Coffee Break, Orientation to Medicare HHH, Understanding the Levels of Appeal, HH Eligibility Criteria: Documenting Homebound Status & the Need for Skilled Service, Understanding the Physician & Non-Physician Practitioner Roles & Responsibilities in Hospice, Hospice Documentation: Supporting the Terminal Illness, Hospice Long Lengths of Stay
February	Home Health Billing Basics, NGSConnex Walkthrough, NOA Coffee Break, Orientation to Medicare HHH, Understanding the Levels of Appeal, HH Eligibility Criteria: Documenting Homebound Status & the Need for Skilled Service
March	Home Health Billing Basics, NGSConnex Walkthrough, NOA Coffee Break, Orientation to Medicare HHH, Understanding the Levels of Appeal, HH Eligibility Criteria: Documenting Homebound Status & the Need for Skilled Service
April	Home Health Billing Basics, Lunch & Learn: Home Health Billing QA, Orientation to Medicare HHH, Understanding the Levels of Appeal, HH Eligibility Criteria: Documenting Homebound Status & the Need for Skilled Service
May	Home Health Billing Basics, Lunch & Learn: Home Health Billing QA, Home Health Top Billing Errors, Orientation to Medicare HHH, Understanding the Levels of Appeal, HH Eligibility Criteria: Documenting Homebound Status & the Need for Skilled Service, Hospice and the VBID Model
June	Home Health Billing Basics, Lunch & Learn: Home Health Billing QA, Orientation to Medicare HHH, Understanding the Levels of Appeal, HH Eligibility Criteria: Documenting Homebound Status & the Need for Skilled Service
July	Lunch & Learn: Home Health Billing QA, Home Health Billing Basics, HH Eligibility Criteria: Documenting Homebound Status & the Need for Skilled Service
August	Lunch & Learn: Home Health Billing QA

2022 Upcoming NGS Webinars	
October	Lunch & Learn: Home Health Billing QA, Home Health Billing Basics, HH Eligibility Criteria: Documenting Homebound Status & the Need for Skilled Service
November	Lunch & Learn: Home Health Billing QA, Home Health Billing Basics, HH Eligibility Criteria: Documenting Homebound Status & the Need for Skilled Service
December	Lunch & Learn: Home Health Billing QA, Home Health Billing Basics, HH Eligibility Criteria: Documenting Homebound Status & the Need for Skilled Service

CGS - Calendar of Events

Home Health and Hospice Calendar of Events

SHARE EDUCATION FEEDBACK

Registration

- Registration is required to participate on the date of the event.
- Select the + button next to the Event Title for details and to register.

Pre-Submitted Questions

- We encourage participants to submit questions related to the event topic prior to the event. This allows time for research and a better opportunity to provide thorough responses during the event.
- Questions related to an event may be submitted on the registration form or sent to: J15_HHH_Education@cgsadmin.com.

Past Events

Did you miss one of our webinars or Ask the Contractor Teleconferences (ACTs)?

- Visit the HHH Recorded Webinars EXT↗ web page to access the recording at your convenience. Please allow up to one week after the scheduled date availability.
- Visit the HHH ACT FAQs web page to access ACT handouts and Q&As. CMS allows up to 30 business days after the scheduled date to be published.

FEEDBACK

Event Title	Event Date	Time
Medicare 101: Medicare Contractors	8/30/2022	12:00 PM-01:00 PM, Eastern Time
2022 HH&H MAC Collaborative Summit: One Program, One Voice	9/13/2022	09:00 AM-04:30 PM, Pacific Time
Ask the Contractor Teleconference: QIO Conversation	9/29/2022	02:00 PM-03:00 PM, Eastern Time

Home Health and Hospice Calendar of Events (cgsmedicare.com)

CGS Past Events

Home Health & Hospice

HEALTHCARE — 7 DAYS AGO
Home Health Certification Woes: The BIG 3 of the Home — 1:01:21

HEALTHCARE — 22 DAYS AGO
Exploring the Top Hospice Errors — 1:01:52

HEALTHCARE — 6 MONTHS AGO
VBID 2022 — 56:20

HEALTHCARE — 2 MONTHS AGO
Do's & Don'ts of Billing the Hospice Notice of Election — 1:01:10

HEALTHCARE — 3 MONTHS AGO
Certifying Your Patients for Home Health Services: What — 1:00:56

HEALTHCARE — 3 MONTHS AGO
Medicare 101 – Welcome New HH&H Providers — 50:48

HEALTHCARE — 3 MONTHS AGO
Exploring The Top Home Health Errors — 57:38

HEALTHCARE — 3 MONTHS AGO
Exploring the top Hospice Errors — 53:31

LOAD MORE

J15 Provider Education | GoToStage.com

Palmetto GBA – Events Calendar

Events and Education

Events Calendar

Ask the Contractor Teleconferences (ACT)

Education On Demand

MACtoberfest: The Virtual World of Medicare

MayFest Annual Spring Education Event May 10-12

Provider Outreach and Education Advisory Group (POE-AG)

Contact POE
Our representatives are ready to assist you.

Events Calendar

August

TODAY	JM Provider Enrollment Open House: August 16, 2022
	8:30 AM EDT - 4:30 PM EDT, One-on-One Sessions REGISTRATION CLOSED
8/18, Thu	Meet with Your MAC: August 18, 2022
	9:00 AM EDT - 3:00 PM EDT, One-on-One Sessions REGISTRATION CLOSED
8/23, Tue	Hot Topic Tuesday Teleconference: August 23, 2022
	11:00 AM EDT - 11:30 AM EDT, Teleconference REGISTER - 6 DAYS LEFT
8/25, Thu	Meet with Your MAC: August 25, 2022
	9:00 AM EDT - 3:00 PM EDT, One-on-One Sessions REGISTRATION CLOSED
8/30, Tue	Hot Topic Tuesday Teleconference: August 30, 2022
	11:00 AM EDT - 11:30 AM EDT, Teleconference REGISTER - 13 DAYS LEFT

September

| 9/06, Tue | JM Provider Enrollment Open House: September 6, 2022 |
| | 8:30 AM EDT - 4:30 PM EDT, One-on-One Sessions   REGISTRATION CLOSED |

[Jurisdiction M HHH - Events Calendar (palmettogba.com)](palmettogba.com)

Palmetto GBA – Past Events

Education On Demand

Published 12/01/2016

WEBCAST LIBRARY

Participate in live webcasts
and view encore presentations

Webcast Library allows you to easily find and watch encore webcasts, search and browse the library for events and take advantage of single-sign-on for these events!

Encore presentations are recorded versions of previously presented live webcasts. Encore presentations can serve as a refresher of a live webcast you attended or allow you to view a webcast you were unable to attend when it was offered live.

Jurisdiction M HHH - Education On Demand (palmettogba.com)

Ask-the-Contractor Teleconferences (ACTs)

- Opportunity for providers to ask questions of any department within NGS

- Opportunity to ask questions live or submit questions prior to each event

- Held twice a year

- Included in the listing of live sessions NGS website > Events

- Upcoming ACT reminders are sent to all providers who subscribe to NGS email updates

CGS ACTs

Ask the Contractor Teleconferences (ACTs)

View the handout and answers to questions addressed during the ACT.

SHARE EDUCATION FEEDBACK

FEEDBACK

Date	Event Topic
06.08.22	Performant, the Recovery Audit Contractor (RAC)
03.10.22	J15 Self-Service Options & Other Helpful Tools
12.15.21	Targeted Probe and Educate (TPE)
09.22.21	Overlap Billing
06.23.21	Provider Enrollment
03.04.21	COVID-19 Catch Up for J15 Providers
12.02.20	How to Resolve Claim Overlap Errors
09.29.20	Medical Review Postpayment Process
06.11.20	A Deeper Dive Into myCGS
03.18.20	Provider Enrollment Hour

Ask the Contractor Teleconferences (ACTs) (cgsmedicare.com)

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Palmetto GBA ACTs

Ask the Contractor Teleconferences (ACT)

Published 06/28/2022

Ask the Contractor Teleconferences (ACTs) are intended to open the communication channels between providers and Palmetto GBA, which allows for timely identification of problems and information-sharing in an informal and interactive atmosphere. These teleconferences (sometimes held via webinars) will be held at least quarterly. To help ensure your access to the ACT, we ask that you log in five to ten minutes prior to the scheduled start time.

While a specialty topic will be offered for the event, all provider questions will be responded to during the ACT whether or not they concern the specialty topic.

Submit Your Questions
We encourage you to submit questions prior to the ACT. Just fill out the Ask the Contractor Teleconference (ACT): Submit A Question form (PDF) at least five days before the scheduled teleconference.

Date	Specialty Topic	Time	Call-in Number and Pass Code
July 12, 2022	TBD	1 p.m. ET	**Registration:** July 12, 2022, Home Health and Hospice Ask the Contractor Teleconference/Webinar
October 4, 2022	TBD	1 p.m. ET	TBD

[Jurisdiction M HHH - Ask the Contractor Teleconferences (ACT) (palmettogba.com)](palmettogba.com)

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Provider Outreach & Education Advisory Groups (POE AGs)

- Consists of provider representatives from each jurisdiction

- Offers a forum for providers to propose ideas for education

- **OBJECTIVE:** Offer the most relevant education to the provider community

- Meetings scheduled 3x per year

- Meeting schedules and minutes:

  - NGS website > Education > POE Advisory Group

  - Jurisdiction 15 Home Health & Hospice Provider Outreach and Education (POE) Advisory Group (cgsmedicare.com)

  - Jurisdiction M HHH - Provider Outreach and Education Advisory Group (POE-AG) (palmettogba.com)

POE AG Membership Benefits

Networking

Input & Feedback used in Development of NGS Provider Training Materials

Recommend Effective and Current Educational Techniques

Early Notification of CMS & NGS Updates

Identify Important Provider Education Issues
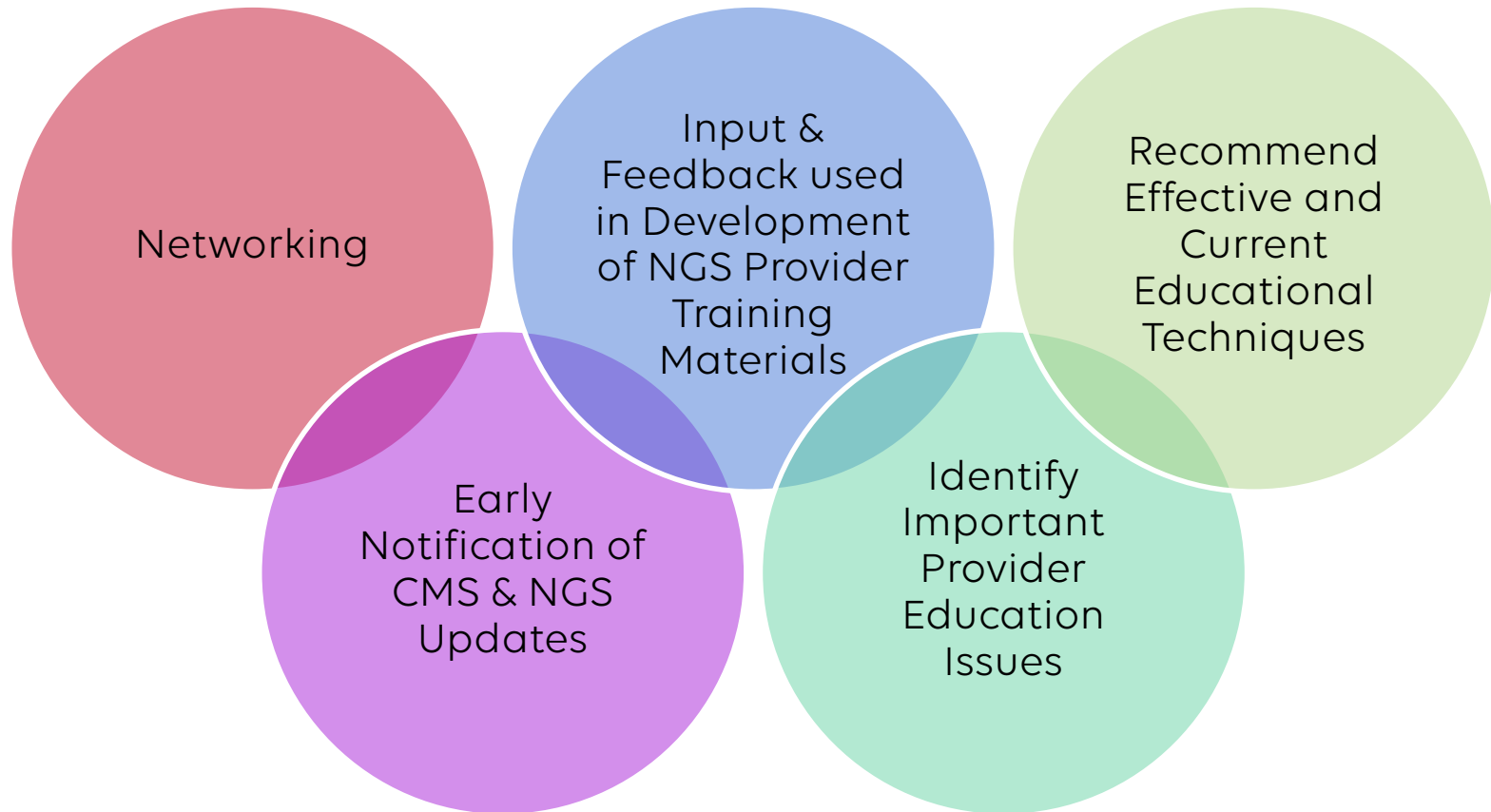
Self-Service Tools and Resources

NGSConnex, myCGS, eServices: Web Portals

- Free, secure, web-based application

- Wide array of self-service functions

- Save providers time and money

- NGSConnex - NGSMEDICARE

- myCGS (cgsmedicare.com)

- Jurisdiction M HHH - eServices Portal (palmettogba.com)

Eligibility Information

Claims Status

Redeterminations & Re-openings

Provider Demographics

Query Financial Data

Documentation Submission

Credit Balance Reports
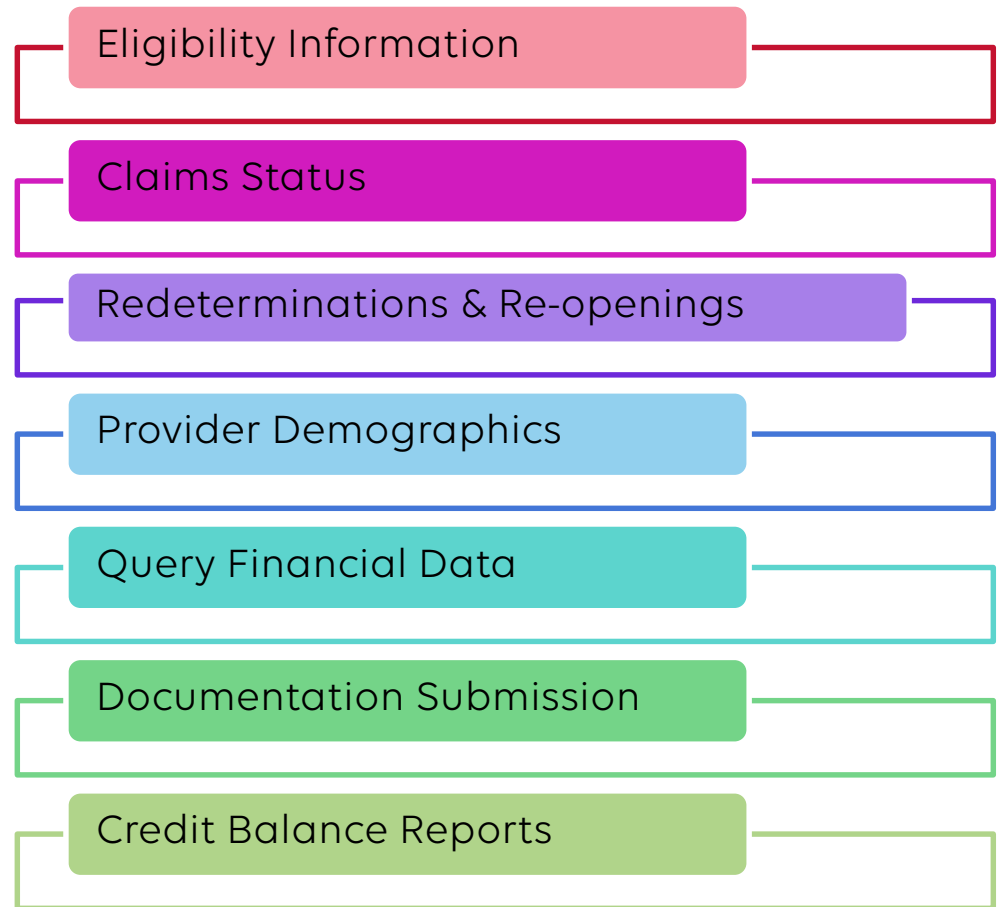
YouTube

Efficient Tutorials

NGS Medicare - YouTube

CGS Medicare – YouTube

PalmettoGBA - YouTube

YouTube

Current Videos	On-Demand Video Library
Hospice Clinical Documentation Videos: Hospice Election Statement, Medicare Hospice Election Statement Addendum, Hospice Transfers and Revocations	
Hospice Billing Videos: How to Correct a Date on a Notice of Election, Hospice Levels of Care	
Home Health Clinical Documentation Videos: HH Benefits & Eligibility Requirements: The Basics, Homebound Status, Need for Skilled Service, Under the Care of a Physician or NPP, The Plan of Care, The Face-to-Face Encounter, Certification & Recertification, Documentation Collaboration	Understanding the Levels of Appeal, Lunch and Learn – Home Health Billing Q & A, Home Health Top Billing Errors, Home Health Billing Basics
Home Health Billing Videos: What is an Advance Beneficiary Notice of Noncoverage (ABN), The Issuance of an Advance Beneficiary Notice of Noncoverage, How to Complete the Advance Beneficiary Notice of Noncoverage, What is a Triggering Event for an Advance Beneficiary Notice of Noncoverage	

Medicare University (MU)

- Learning Platform
- Variety of Medicare related provider training tools
- Computer-Based-Training (CBT) Courses
- Listing of available CBTs
  - NGS website > Education > Medicare University Courses

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 = **Title of the Presentation**

  - Medicare University Credits (MUCs) = **Number of Credits**

  - Catalog Number = *##########*

  - Participant Code = *##########*

  - For step-by-step instructions on self-reporting please visit the Get Credit for Completed Courses on the NGS website

Provider Outreach & Education

Provider Contact Center

- First option upon contacting the MAC

  - Required to log and track all incoming inquires

- Tiered system to respond accurately to all provider inquiries

Provider Contact Center

- Resources > Contact Us > Provider Contact Center

State/Region	Toll-Free Number	IVR	PCC Hours of Service
Alaska, Arizona, California, Hawaii, Idaho, Nevada, Oregon, Washington, American Samoa, Guam, Northern Mariana Island	866-590-6724 TTY Contact Information	866-277-7287	Monday-Friday* 8:00 a.m.-4:00 p.m. PT *Closed for training on the 2nd and 4th Friday of the month 9:00 a.m.-1:00 p.m. PT
Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont	866-289-0423 TTY Contact Information	866-275-7396	Monday-Friday* 8:00 a.m.-4:00 p.m. ET *Closed for training on the 2nd and 4th Friday of the month. 12:00-4:00 p.m. ET
Michigan, Minnesota, New York, New Jersey, Wisconsin, Puerto Rico, U.S. Virgin Islands	866-590-6728 TTY Contact Information	866-275-3033	Monday-Friday* 8:00 a.m.-4:00 p.m. CT 9:00 a.m.-5:00 p.m. ET *Closed for training on the 2nd and 4th Friday of the month. 11:00 a.m.-3:00 p.m. CT 12:00-4:00 p.m. ET

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CGS Provider Contact Center

Home Health & Hospice Contact Information

Phone / FAX

Mailing Addresses

How Do I…?

Calendar

FAQs

Education & Resources Options

Claims Processing Issues Log (CPIL)

People with Medicare

Home Health & Hospice Contact Information (cgsmedicare.com)

Palmetto GBA Provider Contact Center

Customer Service

Published 08/12/2022

Register to use **eServices** for internet access to information on beneficiary eligibility, claim status, duplicate remittance notices, amounts of the last three checks issued to a provider, and the amount approved to pay (on the payment floor)

Access the **Direct Data Entry (DDE) user's guide** for information on beneficiary eligibility, claim corrections and adjustments, and more

Provider Contact Center (PCC)

Interactive Voice Response (IVR)

With a touch-tone phone, Part B providers may use the Interactive Voice Response (IVR) to request routine claims, beneficiary eligibility and payment information. The IVR is available 24 hours a day to obtain general information. Beneficiary eligibility and claim status information is available between 6 a.m. and 8 p.m. ET.

Palmetto GBA will continue to ensure that routine inquiries regarding claim status and beneficiary eligibility can be handled through the IVR, which will allow live, in-person representatives to be available to handle more difficult or complex issues.

You may access the HHH IVR at 855–696–0705.

IVR Tip: Using a speakerphone with the IVR can cause interference with various functions. Please place your phone on mute to ensure no background noise interferes with your call.

HHH IVR Guidance

- **Call Flowchart** (PDF)
- **IVR User Guide** (PDF)
- **IVR Conversion Tool:** This tool will assist you in entering the Provider Transaction Account Number (PTAN) and the Patient's Medicare number and name in the Palmetto GBA IVR. Be sure to write down the conversion numbers before calling the IVR. Keep it prominent for future IVR calls.

Jurisdiction M HHH - Customer Service (palmettogba.com)

Website Tours

NGS Website

- [NGS Website www.ngs.medicare.com](www.ngs.medicare.com)

  - Education

  - Home Health & Hospice Topics

    - Billing

    - Documentation

NGS Email Updates
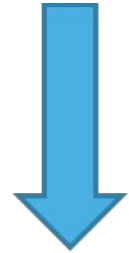
Subscribe to receive the latest Medicare information

CGS Website

- [Home Health and Hospice (cgsmedicare.com)](cgsmedicare.com)

  - Education

  - Home Health & Hospice Topics

    - Billing

    - Documentation

CGS Email Updates

Palmetto GBA Website

- [Jurisdiction M HHH (palmettogba.com)](palmettogba.com)

  - Education

  - Home Health & Hospice Topics

    - Billing

    - Documentation

Palmetto GBA Email Updates

MAC Contact Information

CGS Administrators, LLC
Jurisdiction 15

- [Website](#)
  - LCDs and Policy Articles – See website, LCDs/Medical Policies Tab

- IVR Unit – 877-220-6289

- [myCGS Web Portal](#)

- Customer Service – 877-299-4500
  - Option 1 – Customer Service
  - Option 2 – Electronic Data Interchange (EDI)
  - Option 3 – Provider Enrollment
  - Option 4 – Overpayment Recovery (OPR)

STAY CONNECTED

CHECK OUT OUR WEBSITE: https://www.cgsmedicare.com

You Tube Follow Us on YouTube: @cgsadministrators

in Follow Us on LinkedIn: @cgs-administrators-llc

f Follow Us on Facebook: @CGSAdminLLC

my CGS Visit the myCGS Web Portal:
https://www.cgsmedicare.com/mycgs

Sign Up for E-mail Notifications: By clicking, "Join/Update ListServ" in the top-right corner or https://www.cgsmedicare.com

GET EVEN MORE RESOURCES:

· CMS MLN Web page: https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNGenInfo. This includes the MN Connects, MLN articles, and more.
· Electronic Mailing List page at: https://www.cms.gov/Outreach-and-Education/Outreach/FFSProvPartProg/Electronic-Mailing-Lists
· CMS e-mail updates at: https://public.govdelivery.com/accounts/USCMS/subscriber/new?pop=t&topic_id=USCMS_7819

Download Our GoMobile App: Get it on iTunes Store | GET IT ON Google Play

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National Government Services
Jurisdiction 6

- [Website](#)

- IVR Unit – 877-277-7287

- Provider Contact Center – 866-590-6724

- LCDs and Policy Articles – See website, Medical Policy & Review Tab, Medical Policy Center

National Government Services
Jurisdiction K

- [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

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- [Website](#)

- IVR & Provider Contact Center – 855-696-0705

  - TDD: 866-830-3188

  - [Palmetto GBA IVR HHH Call Flow](#)

- [eServices Portal](#)

  - Palmetto GBA's free Internet-based, provider self-service portal.

- LCDs and Policy Articles – See website, Medical Policy & Review Tab, Medical Policy Center

Connect

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Medicare University Credits

Medicare University
Self-Reporting Instructions

- Log on to the National Government Services Medicare University site
  - Course Topic/Title = **2022 HHH Medicare Administrative Contractors Collaborative Summit:** *One Program One Voice*
  - **Session#** 20
  - **Session Title:** Home Health & Hospice Provider Outreach & Education Updates
  - Medicare University Credits (MUCs) = 1
  - Catalog Number = AA-C-06687
  - Participant Code = 22257SRSRS8
  - For step-by-step instructions on self-reporting please visit the Get Credit for Completed Courses on the NGS website

www.MedicareUniversity.com

Thank You!

Any Questions?