



PALMETTO GBA®
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**TEXAS & NEW MEXICO
HOSPICE ORGANIZATION**

*Palmetto GBA and Texas & New Mexico Hospice
Organization Present:*

Hospice MAOctoberfest® Conference



October 28–29, 2019 — La Fonda Hotel, Santa Fe, NM

This educational activity is jointly provided by AXIS Medical Education and the
TX & NM Hospice Organization

Day 1 — October 28th

General Sessions in the Ballroom - 9:00-12:00 PM

9:00 – 10:15 **How eServices Can Make Your Job Easier**

Dan George, Senior Provider Relations Representative, Provider Outreach and Education, Palmetto GBA

Do you need a way to identify a patient's Medicare Beneficiary Indicator (MBI)? Have you ever had difficulty submitting a timely appeal? Do you find it challenging to locate the various letters Palmetto GBA sends you? This session will highlight the resources available via the eServices online portal to help you with these tasks and much more.



Audience: All | Level: Intermediate

10:30 – 12:00 **How to be Compliant with the Medicare Hospice Documentation Regulations**

Charles Canaan, MPH, BSN, RN, CCA, CPC, Senior Provider Education Consultant, Palmetto GBA

This presentation will focus on painting a picture of the terminal hospice patient. Discussion will include documentation tips to meet the regulatory requirements of the Hospice Medicare Benefit.



Audience: Administrators, Billers, Nurses, Physicians | Level: Intermediate

Day 1 — October 28th - Breakout Sessions

1:45 – 3:00 PM Session I

Hospice Trends from an Appeals Perspective (Room: Ballroom South)

Kathy Kardules, Director of Appeals, Palmetto GBA

This presentation will discuss all levels of the appeals process and define when it is appropriate to submit an appeal to Medicare. References will be specific to the process of submitting an appeal. **Audience: All | Level: Intermediate**

The Latest Information on the Medicare Hospice Eligibility, Coverage and Billing Guidelines (Room: Ballroom North)

MaKisha Pressley-Callaham, Senior Provider Relations Representative, Provider Outreach and Education, Palmetto GBA

This session will focus on upcoming changes to the Hospice Medicare Benefit as outlined in the FY 2019 Final Rule, Change Requests and other resources. Providers will learn how these changes will impact their Medicare operations. **Audience: All | Level: Intermediate**

Day 1 — October 28th - Breakout Sessions Cont..

3:15 – 4:30 Session II

Disclosing and Recouping Medicare Overpayments for Hospice Providers (Room: Ballroom South)

Joe Strickland, Director of Finance and Audit, Palmetto GBA

This presentation will focus on voluntary refunds, credit balance reports and extended repayment schedules to include highlighting the financial features in eServices.

Audience: Financial, Billers | Level: Intermediate

Medical Review Overview of Targeted Probe and Educate (TPE) Hospice Errors and National CERT Data (Room: Ballroom North)

Kim Hinson, Medical Review Operations Director, Palmetto GBA

This presentation will provide an overview of Palmetto GBA’s Medical Review program and discuss the CMS directed Targeted Probe & Educate process, documentation expectations, responding to medical review calls for additional easily curable documentation, and what hospice providers need to know when responding to an Additional Documentation Request (ADR). Brief documentation examples will be provided, as well as guidance regarding submission of the medical record for claims selected. **Audience: All | Level: Intermediate**



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Day 2 — October 29, 2019

General Session in the Ballroom

9:00 – 10:15 Panel Q & A Session

All Conference Speakers will be on this Panel

This will be an open Q&A session with ALL speakers which will be comprised of the speakers from each of the breakout sessions. Participants will be afforded the opportunity to ask questions. The ultimate goal is to have educated and astute providers who know how to accurately and skillfully apply the information they learn to their documentation and billing practices. **Audience: All | Level: General**

Day 2 — October 29th - Breakout Sessions

10:45 – 12:00 Session III

Part A East (PAE) Qualified Independent Contractor (QIC) Appeals Demonstration Telephone Discussion and Reopening Process (Room: Ballroom South)

Daniel Roach, Emily Barnes, BA, MS and Raeshele Clifton, RN, CQIA, PAHM, C2C Innovative Solutions Inc., Qualified Independent Contractor for Medicare

CMS expanded the QIC Telephone Discussion and Reopening Process Demonstration to Part A East QIC Jurisdiction on May 1, 2019. Eligible providers are offered an opportunity to engage in a formal recorded telephone discussion of appealed claims with the QIC prior to issuance of reconsideration decision. This session will provide an overview of the reconsideration process.

Audience: Billers | Level: General

Is Alzheimer's Disease Not Otherwise Specified the New Debility, Unspecified? (Room: Ballroom North)

Harry Feliciano, MD, MPH, Senior Medical Director, Palmetto GBA

This presentation will focus on the changes in the diagnosis patterns among Medicare hospice enrollees. Specifically, there have been notable increases between 2002 and 2016 in neurologically-based diagnoses, including diagnoses of Alzheimer's disease. In Fiscal Year 2017 "Alzheimer's Disease, unspecified" was the number one principal diagnosis reported on Medicare Hospice claims ([CMS 1692-F](#)). Ten percent of hospice claims had ICD-10 G30.9 (Alzheimer's disease, unspecified) listed as the principal diagnosis (n= 155,066), nearly twice the second-place ICD-10 diagnosis J44.9 [Chronic obstructive pulmonary disease (n= 77,758)]. This presentation will discuss the increased utilization of Alzheimer's disease, unspecified (ICD-10 G30.9) and the associated changes in the Non-Cancer Length of Stay (NCLOS) Rates for the ICD-10 category Diseases of the Nervous System.

Audience: Clinical, QA | Level: Intermediate

1:30 – 2:45 Session IV**Direct Data Entry (DDE) and the Notice of Election (NOE) (Room: Ballroom South)**

Dan George, Senior Provider Relations Representative, Provider Outreach and Education, Palmetto GBA

This presentation will focus on basic navigation for inquiries, claims submission and claims correction in the Direct Data Entry (DDE) system. The presentation will also include information on the requirements for submitting the Notice of Election (NOE) through DDE and the electronic claims system. **Audience: Billers | Level: Intermediate**

Navigating the Hospice Enrollment Process (Room: Ballroom North)

Monica Entzminger, Senior Analyst, Provider Enrollment, Palmetto GBA

This presentation will discuss the enrollment process from applying for a new provider number to a Change of Information, Change of Ownership and Revalidation. The presentation will include resources for submitting the application via the Internet-Based Provider Enrollment Chain and Ownership System (PECOS). **Audience: All | Level: General**

3:00 – 4:15 Session V**EDI: Filing Your Claims Electronically (Room: Ballroom South)**

Kim Campbell, Manager EDI Operations, Palmetto GBA

The Electronic Data Interchange (EDI) session will offer many options that are available to providers, including, but not limited to enrollment, Direct Data Entry (DDE), free software, manuals, reports and online tools. **Audience: Billers | Level: General**

The ABCs of Review Contractors — Who Might Review Your Medicare Claim? (Room: Ballroom North)

MaKisha Pressley-Callaham, Senior Provider Relations Representative, Provider Outreach and Education, Palmetto GBA

This session will describe the various review contractors who can review your Medicare claim. From the Unified Program Integrity Contractor (UPIC) to the Supplemental Medical Review Contractor (SMRC), to the Recovery Audit Contractor (RAC) and the Comprehensive Error Rate Testing (CERT) contractor, this session will discuss how these contractors interact with providers as well as the Medicare Administrative Contractor (MAC). **Audience: All | Level: Intermediate**

Thank you ACHC, Advanced Hospice Management, AvaCare, JCC and WellSky for Exhibiting at the MACtoberfest Hospice Conference!



CONFERENCE INFORMATION

*Even though we attempt to work with the hotel to insure a comfortable meeting temperature, we strongly urge you to bring a sweater or light jacket to the meetings as meeting rooms are often cold.

AMERICANS WITH DISABILITIES ACT (ADA)

Please check the appropriate box on the Registration Form if you require special services to fully participate in the TNMHO Conference. You should attach a written description of your needs to your registration form.

Target Audience:

Administrators, Billers, Managers, Nurses, Clinical, Compliance, and Support Staff

Overview:

The purpose of this education activity is to enhance the comfort and skills of the General and Hospice and Palliative Care Professional in the area of Medicare Programs and Components by addressing skills for working with patients and families with multiple disciplines in an effort to serve the patients and families.

Learning Objectives:

1. Identify and discuss Medicare program changes.
2. Explain the components of effective documentation for hospice services.
3. Identify and discuss options available to providers related to the EDI and DDE enrollment, free software, manuals and reports.
4. Explain the Medical Review program and components of the Targeted Probe and Educate (TPE) process and responding to the Additional Documentation Request (ADR).
5. Explain the provider enrollment process related to applying for a new provider number, change of information, change of ownership and the revalidation process.
6. Identify and discuss the requirements for submitting the cost report.
7. Explain the components of the appeals process and identify resources available for submitting an appeal.
8. Identify the approach to risk management and the principles of process engineering to reduce the risk of improper payments.
9. Identify and explain the advantages of the eServices Online Provider Portal.
10. Identify and explain the basic navigation of the Direct Data Entry (DDE) system, the requirements for submitting the Notice of Election (NOE), and system changes that relate to checking patient eligibility for hospice.
11. Outline strategies for better patient care and outcomes at end of life.
12. Discuss patient research that addresses evidence-based approaches to proceed with quality patient care.

Admin, SW, LPC Continuing Education: 10.25 hours of continuing education for Hospice Administrators and Social Workers and LPC's.

Texas & New Mexico Hospice Organization is an approved provider of continuing education for Hospice Administrators by the Texas Health and Human Services Commission.

Texas & New Mexico Hospice Organization is an approved provider of continuing education by the Texas State Board of Social Work Examiners.

Texas & New Mexico Hospice Organization is an approved provider of continuing education by the Texas State Board of Examiners of Professional Counselors.

CONTINUING EDUCATION NURSES

Accreditation Statement



In support of improving patient care, this activity has been planned and implemented by AXIS Medical Education and Texas & New Mexico Hospice Organization. AXIS Medical Education is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

Credit Designation for Nursing

AXIS Medical Education designates this continuing nursing education activity for a maximum of **10.25 contact hours**.

Learners are advised that accredited status does not imply endorsement by the provider or ANCC of any commercial products displayed in conjunction with an activity.

Disclosure of Conflicts of Interest

AXIS Medical Education requires instructors, planners, managers and other individuals and their spouse/life partners who are in a position to control the content of this activity to disclose any real or apparent conflict of interest they may have as related to the content of this activity. All identified conflicts of interest are thoroughly vetted by AXIS for fair balance, scientific objectivity of studies mentioned in the materials or used as the basis for content, and appropriateness of patient care recommendations.

The faculty listed below reported no financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity.

Kim Campbell	Dan George
Charles Canaan, RN	Tammy Tucci
Kim Hinson	Monica Entzminger
Kathy Kardules	MaKisha Callaham, Ed.D
Harry Feliciano, MD, MPH	

The planners, managers and reviewers listed below reported no financial relationships or relationships they or their spouse/life partner have with commercial interests related to the content of this continuing education activity: **Brandie Baker, CAE, Larry Farrow, MPA, Kathy Ventre, RN, MaKisha Callaham, Ed.D., Holly M. Hampe, D.Sc., RN, MHA, MRM, Dee Morgillo, MEd., CHCP, Tammy Tucci**

Disclaimer

Participants have an implied responsibility to use the newly acquired information to enhance patient outcomes and their own professional development. The information presented in this activity is not meant to serve as a guideline for patient management. Any procedures, medications, or other courses of diagnosis or treatment discussed in this activity should not be used by clinicians without evaluation of patient conditions and possible contraindications on dangers in use, review of any applicable manufacturer’s product information, and comparison with recommendations of other authorities.

Americans with Disabilities Act

In compliance with the Americans with Disabilities Act, we will make every reasonable effort to accommodate your request. For any special requests, please contact TNMHO at (512) 454–1247 before the meeting dates.

Requirements for Nursing credit:

- Attend/participate in the educational activity and review all course materials.
- Complete the CE Attestation form online by **11:59 p.m. ET December 16, 2019**. Instructions will be provided. If you do not enter the online portal by the above date, you will not be able to retrieve your statement of participation.
- Upon successful completion of the online form, your statement of completion will be presented to you to print.



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