

TNMHO♥



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

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

***Hospice MAOctoberfest- Billing & Reimbursement
Conference***



Virtual
MAOctoberfest®
We're Coming to You



PALMETTO GBA®
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Sept. 14-15, 2021 – VIRTUAL CONFERENCE

REGISTER AT: <https://www.txnmhospice.org/product/mactoberfest2021/>

Day 1 — September 14th

Session I

9:00 – 10:15 AM **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: All | Level: Intermediate

Session II

10:30 – 11:45 PM **The Latest Information on the Medicare Hospice Eligibility, Coverage and Billing Guidelines**

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 2020 Final Rule, Change Requests and other resources. Providers will learn how these changes will impact their Medicare operations.

Audience: All | Level: Intermediate

Session III

1:30 – 2:45 **Hospice Trends from an Appeals Perspective**

Melissa Murren, Appeals Supervisor, 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

Day 2 — September 15th

Session IV**9:00 - 10:15 Navigating the Hospice Enrollment Process****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: Intermediate**

Session V**10:30 – 11:45 Post Payment Review****Sheri Mertins, Medical Review Manager, 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**

Session VI**1:30 - 2:45 - Are you familiar with the other Medicare Contractors?****Elizabeth Brogdon, Palmetto GBA**

This session will take a closer look at five of the Medicare Contractors: Comprehensive Error Rate Testing (CERT), Unified Program Integrity Contractor (UPIC), Supplemental Medical Review Contractor (SMRC), Qualified Independent Contractor (QIC), Quality Improvement Organization (QIO), and Recovery Audit Contractor (RAC). Participants will understand the purpose of each Medicare Contractor, how to properly respond, points of contact and other tips, if applicable. **Audience: All | Level: Intermediate**

CONFERENCE INFORMATION

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:

Learning Objectives:

1. Identify and discuss Medicare program changes.
2. Explain the components of effective documentation for hospice services.
3. Explain the Medical Review program and components of the Targeted Probe and Educate (TPE) process and responding to the Additional Documentation Request (ADR).
4. Explain the components of the appeals process and identify resources available for submitting an appeal.
5. Identify the approach to risk management and the principles of process engineering to reduce the risk of improper payments.
6. Outline strategies for better patient care and outcomes at end of life.
7. Discuss patient research that addresses evidence-based approaches to proceed with quality patient care.

Administrator Continuing Education: 7.5 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.

About the Speakers:



Charles Canaan, RN
Senior Provider Relations Consultant
Provider Outreach and Education

Charles Canaan has over 30 years of diverse nursing experience in a variety of healthcare settings, to include inpatient, outpatient, home and organizational settings. His education includes a Bachelor of Science Degree in Nursing from Old Dominion University in Norfolk, Virginia, a Master of Public Health Degree in Health Promotion and Education and a Graduate Studies Certificate in Alcohol and Drug Studies from the University of South Carolina, and a Coding for Health Care Professionals Certificate from Trident Technical College. He reviews medical utilization data and trends. He currently provides education and consultation to Medicare Part A and Part B providers with learning needs.

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MaKisha Pressley-Callaham, Ed. D
Senior Provider Relations Representative
Provider Outreach and Education

MaKisha has over 24 years of experience with the Medicare program. She is a graduate of Nova Southeastern University with a Doctoral degree in Education with an emphasis in Instructional Technology and Distance Education. In her current role as Senior Provider Relations Representative in Palmetto GBA's Provider Outreach and Education department, she is an educator for home health and hospice billing guidelines and regulations.

MaKisha is responsible for organizing and developing educational materials, collaborating with providers and CMS regarding updates and changes to the Medicare program. With experience in Medicare communications, her expertise and knowledge enables her to explain complex statutes, legislative mandates, billing procedures and policies in a manner easily understood by key stakeholders and program participants.



Elizabeth Brogdon, LPN
RCD Senior Provider Relations Consultant
Provider Outreach and Education

Elizabeth has over 20 years of nursing experience. She is a graduate of Forsyth Technical College. Elizabeth holds a Bachelor of Science in Health Care Administration from Columbia Southern University. She has a background in Emergency Medicine in Nursing, Occupational Health and Home Health Care. Her educator experience includes Instructor for The American Heart Association and several other agencies. She previously worked for Palmetto GBA as a Medical Reviewer on the Pre-Claim Review Demonstration. Elizabeth is currently a Senior Provider Education Consultant with Provider Outreach and Education for the Review Choice Demonstration. Her duties include providing education for the Review Choice Demonstration through one on one and large group setting sessions.



Sheri Mertins, RN MSN-NL
HHH MR Operations Manager
Jurisdictions M (JM)

Sheri Mertins is the HHH MR Operations Manager for Jurisdiction M at Palmetto GBA. She is responsible for the Home Health and Hospice Medical Review team as well as Medical Review training and quality assurance. Ms. Mertins has been employed with Palmetto GBA for the past three years. Sheri has a Master of Science in Nursing from Grand Canyon University and has more than 23 years of comprehensive clinical and leadership experience in various settings. Sheri is also a member of numerous professional organizations including American Nurses Association and Sigma Theta Tau International Honor Society of Nursing.



Melissa Murren
Supervisor of Appeals
HHH

Melissa Murren is a Supervisor for Home Health and Hospice Appeals for Jurisdiction M at Palmetto GBA. Melissa has over 15 years of clinical nursing experience and started at Palmetto GBA five years ago as an appeals analyst for the Pre-Claim Review Demonstration. Currently, she is responsible for the home health and hospice appeals team and oversees the review of all home health and hospice redeterminations.