

TNMHO♥



**PALMETTO GBA**®  
A CELERIAN GROUP COMPANY



**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 14<sup>th</sup>

### 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 – 12:00 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**

**3:00 – 4:30 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**

**9:00-10:15 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**

**10:30 – 12:00 - 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.

**Admin, SW, LPC 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.

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.