

TNMHO♥



**PALMETTO GBA**®

A CELERIAN GROUP COMPANY



**TEXAS & NEW MEXICO  
HOSPICE ORGANIZATION**

***Hospice MACtoberfest – Billing & Reimbursement  
Conference***



**November 9-10, 2022**

Houston, TX

REGISTER AT: <https://www.txnmhospice.org/product/mactoberfest2022/>

Day 1 — November 9, 2022

**Session I - 9:00 – 10:15 AM**

**Hospice Eligibility, Hospice Election Statement, Addendum and the Value-Based Insurance Design (VBID) Model Hospice Benefit Component Overview**

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

This session will focus on verifying eligibility for a beneficiary using Palmetto GBA's eServices to check patient eligibility, the contents required on the Election Statement and Addendum. We will discuss the attending physician, tips on requesting exceptions for late Notice of Elections (NOE)s, top Election Statement and addendum errors, an overview of the Value-Based Insurance Design (VBID) Model Hospice Benefit Component and additional topics that focus on the election of the Medicare Hospice Benefit. Providers will learn how these items impact their Medicare operations.

**Audience: All | Level: Intermediate**

**BREAKOUTS - Session II - 10:45 – 12:00 PM**

**Group A – Hospice Billing Updates and Reminders**

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

This session will focus on billing period of care claims after an election is opened. We will cover reminders for completing a transfer, proper billing and the requirements for monthly claim submissions, including level of care changes, ensuring use of the proper Core-Based Statistical Areas (CBSAs) Code, required coding for proper claim filing and additional topics that focus on claims and transfers.

**Audience: Billers / Level: Intermediate**

**Group B - Medical Review Overview of Targeted Probe and Educate (TPE) Hospice Errors and National CERT Data**

**Speaker: Charles Canaan, RN, Senior Provider Education Consultant, Provider Outreach and Education, Palmetto GBA**

This presentation will 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**

**12:00 PM - 1:00 PM - LUNCH**

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**BREAKOUTS - Session III - 1:00 – 2:15 PM**

**Group A - Hospice Trends from an Appeals Perspective**

**Speaker: Melissa Murren, RN, Supervisor, Home Health and Hospice 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**

**Group B – Hospice Physician Documentation**

**Speaker: Shane Mull, MD, Senior Medical Director**

This presentation will discuss the physician's role in documentation, certifications, recertifications and the face-to-face.

**Audience: Physicians/All | Level: Intermediate**

**BREAKOUTS – Session IV - 2:30 – 3:45 PM**

**Group B - Understanding Hospice Medicare Secondary Payer (MSP)**

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

This presentation will discuss the billing of Medicare Secondary Payer (MSP) claims, submitting the NOE for MSP beneficiaries, MSP claims edits and checking patient MSP eligibility prior to submitting your claims.

**Audience: Billers/All | Level: Intermediate**

**Group A - Navigating the Hospice Enrollment Process**

**Speaker: Monica Entzinger, 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**

**BREAKOUTS – Session V - 3:55 - 5:10 PM****Group A - Hospice Cost Reporting and the Implications of Postpay Audits on the Hospice CAP**

**Speaker:** *Donna D. Salais, Reimbursement Director, Audit & Reimbursement, Palmetto GBA*

This presentation will discuss the aspects and requirements for submitting the cost report. Brief examples will be provided and guidance regarding submission of the cost reports.

**Audience:** Financial/All | **Level:** Intermediate

**Group B - The ABCs of Review Contractors — Who Might Review Your Medicare Record?**

**Speaker:** *Charles Canaan, RN, Senior Provider Education Consultant, Provider Outreach and Education, 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

**Day 2 — November 10, 2022****Session VI - 9:00 - 10:15****Panel Q & A Session (All)**

**Speakers:** All

This will be an open Q&A session from the panel members which will be comprised of the speakers from each of the breakout sessions. Participants will be afforded the opportunity to ask questions about the content shared in each of the sessions.

**Audience:** All / General

**Session VII - 10:45 – 12:00 PM****How to be Compliant with the Medicare Hospice Documentation Regulations**

**Speaker:** *Charles Canaan, RN, Senior Provider Education Consultant, Provider Outreach and Education at Palmetto GBA*

This presentation will focus on painting the 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

## CONFERENCE INFORMATION

### Target Audience:

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

### Overview:

#### Learning Objectives:

- Identify and discuss Medicare Program Changes.
- Explain the components of effective documentation for hospice services.
- Identify and discuss options available to providers related to the EDI and DDE enrollment, free software, manuals and reports.
- Explain the Medical Review program and components of the Targeted Probe and Educate (TPE) process and responding to the Additional Documentation Request (ADR).
- Explain the provider enrollment process related to applying for a new provider number, change of information, change of ownership and the revalidation process.
- Identify and discuss the requirements for submitting the cost report.
- Explain the components of the Appeals process and identify resources available for submitting an appeal.
- Identify the approach to risk management and the principles of process engineering to reduce the risk of improper payments.
- Identify and explain the advantages of the eServices Online Provider Portal.
- 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.

**Administrator Continuing Education: 8.75 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.

## 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 **8.75 contact hours**.

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*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 partner 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.

<b>Dan George</b>
<b>Charles Canaan, RN</b>
<b>Monica Entzminger</b>
<b>Kim Hinson</b>
<b>Shane Mull, MD</b>
<b>Donna D. Salai</b>
<b>Melissa Murren, RN</b>

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	Holly M. Hampe, D.Sc., RN, MHA, MRM
Maxcine Tomlinson, LMSW	Dee Morgillo, MEd., CHCP
Helen Bauer, RN	Charles Canaan, RN
Dan George	Keith Parker, MBA

**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.

**Requirements for Nursing credit:**

- Attend/participate in the educational activity and review all course materials.
- Complete the CE Attestation form online by **11:59 pm ET December 25, 2022**. 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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## About the Speakers:



**Dan George**

**Senior Provider Relations Representative,  
Provider Outreach and Education**

**Palmetto GBA**

Dan George has been with the Medicare program since 2004. In 2008, he became part of Palmetto GBA's Congressional Unit. This unit handled complex inquiries for Part A, Part B and Home Health and Hospice. His experience is extensive in, but not limited to, coverage policies, compliance, billing, enrollment, and systems. In 2007 and 2008, he was a manager for Palmetto GBA's Beneficiary Call Center. Prior to working with Medicare, Dan worked in skilled nursing facilities for 12 years. He directed Dietary Departments, which included participation in nutritional assessments, care planning, wound rounds, and patient documentation. Since late 2012, he has been a part of Palmetto GBA's Provider Outreach & Education Department, focusing on Home Health & Hospice



**Charles Canaan, RN**

**Senior Provider Education Consultant, Provider  
Outreach and Education**

**Palmetto GBA**

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.



**Melissa Murren, RN**  
**Home Health and Hospice Appeals**  
**Supervisor of Appeals**  
**Palmetto GBA**

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.



**Dr. Shane Mull**  
**Senior Medical Director**  
**Palmetto GBA**

Dr. Shane Mull is the Senior Medical Director for Palmetto GBA. He has over 15 years of practice in rural primary care, emergency departments and military medicine. He is Board Certified in Family Medicine and has degrees from the University of South Carolina (M.D.), Medical University of South Carolina (M.H.A.) and the College of Charleston (B.A. and B.S.). He is a Colonel in the South Carolina Army National Guard where he serves as a Flight Surgeon. He has been awarded fellowship in the American Academy of Family Physicians (AAFP) and the American College of Healthcare Executives (ACHE) and is a Certified Professional Coder (CPC).



**Monica Entzminger**  
**Senior Analyst, Medicare A/B Provider**  
**Enrollment**  
**Palmetto GBA**

Monica has been with Palmetto GBA for 20 years. She currently has over 14 years of experience with the Medicare program. In her current role as Senior Analyst in Palmetto GBA's Medicare A/B Provider Enrollment department, she is one of the points of contact for all activities related to home health and hospice enrollment.

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Monica has the responsibility to organize and develop training materials for internal as well as external customers regarding updates and changes to the enrollment process within the Medicare program. Her expertise and knowledge of Medicare enrollment allows her to efficiently handle complex inquiries and provide education to home health and hospice providers.



**Belinda Marin**  
**Provider Outreach & Education Manager**  
**Palmetto GBA**

Belinda Marin has been with Palmetto GBA since 2004. She has over 17 years of Medicare experience in all lines of business. Her education includes a Master of Science Degree in Leadership, Bachelor of Science Degree in Business Administration, and a certified Lean Six Sigma Green Belt. Her Medicare experience and units include, call center teams, FOIA, CMS and Congressional complex inquiries for Part A, Part B and Home Health and Hospice. Currently, she is responsible for managing and leading Palmetto GBA's Provider Outreach & Education Department for both Jurisdiction J and Jurisdiction M.



**Donna D. Salais**  
**Reimbursement Director**  
**Palmetto GBA**

Donna Salais is the Reimbursement Director for Palmetto GBA. She has over 33 years of Medicare experience working in Medicare Reimbursement and Finance and Accounting. She is a graduate of Clemson University, with a Bachelor of Science Degree in Accounting. Her department is responsible for all Part A reimbursement related tasks to include Interim Rate Setting, Tentative Settlements, Hospice CAP computations and special payment designations. Her team is also responsible for Cost Report Receipt and Acceptance processes. Donna oversees these functions for both Jurisdiction J and Jurisdiction M.

\* 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.

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