

TNMHO ♥



PALMETTO GBA®
A CELERIAN GROUP COMPANY



**TEXAS & NEW MEXICO
HOSPICE ORGANIZATION**



***Hospice MACToberfest – Billing & Reimbursement
Conference***

Oct. 16-17, 2024

San Antonio, TX at the Westin North

REGISTER AT: <https://www.txnmhospice.org/product/mactoberfest2024/>

Day 1 — Oct. 16, 2024

8:00 – 9:00 AM Breakfast

Session I - 9:00 – 10:15 AM

Comprehensive Overview of the Hospice Benefit: Hospice Eligibility, Election Statement, Addendum and the Future of the Value-Based Insurance Design (VBID) Model Hospice Benefit | 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 and 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, the Future of the Value-Based Insurance Design (VBID) Model Hospice Benefit 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

Ballroom A – Effective Strategies for TPE and Hospice Medical Review and Overview of Special Focus Program | 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, what hospice providers need to know when responding to an Additional Documentation Request (ADR) and guidance regarding submission of the medical record for claims selected.

Audience: All | Level: Intermediate

Ballroom B – Hospice Billing: Let's Work Together to Bill Right the First Time! | 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 change, required coding for proper claim filing and additional topics that focus on submitting claims correctly the first time. This session will also provide educational resources, and the Fiscal Year 2025 Hospice Payment Rate Update.

Audience: Billers / Level: Intermediate

12:00 PM - 1:00 PM - LUNCH

Day 1 — Oct. 16, 2024

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

Ballroom A – *Hospice Trends in the Post-pandemic World* | Shane Mull, MD, Senior Medical Director

This presentation will look at the current state of the Hospice benefit in Medicare. This will include a discussion on payment, program integrity, beneficiary utilization, and clinical challenges facing hospice in today's world.

Audience: All | Level: Intermediate

Ballroom B – *Navigating Hospice Enrollment: Best Practices* | Sherry Washington-Brown, Director of 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 IV - 2:30 – 3:45 PM

Ballroom A - *Analyzing Hospice Trends from an Appeals Viewpoint* | 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

Ballroom B – *How Palmetto GBA Can Work for You* | Dan George, Senior Provider Relations Representative, Provider Outreach and Education, Palmetto GBA

This session will provide an in-depth look into free provider resources offered by Palmetto GBA. The Palmetto GBA HHH Provider Outreach & Education (POE) team will walk you through the Palmetto GBA website, Palmetto GBA's eServices (our Internet-based, provider self-service portal), self-service tools, job aids, articles and our On-demand Webcast Library. Don't miss this opportunity to maximize the benefits of Palmetto GBA's provider resources. Our goal is to work together with you, our customers, because we believe that we are better together. This session will include time for questions and answers.

Audience: All | Level: Intermediate

Day 1 — Oct. 16, 2024

BREAKOUTS – Session V - 3:55 - 5:10 PM

Ballroom A - *Exploring the Roles of Medicare Review Contractors* | 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

Ballroom B - *Hospice Cost Reporting: Impact of Postpay Audits on the Hospice CAP* | Donna D. Salais, Reimbursement Director, 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

Day 2 — Oct. 17th, 2024

Session VI - 9:00 - 10:30 - Ballroom A/B

Panel Q & A Session (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 - Ballroom A/B

***Effective Strategies for Medicare Hospice Documentation Compliance* | 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

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: 10 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 Education 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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Dan George, Senior Provider Relations Representative, Provider Outreach and Education

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



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).



Melissa Murren, RN, Home Health and Hospice Appeals Supervisor of Appeals

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.

Donna D. Salais, Reimbursement Director, Audit & Reimbursement



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.

Sherry Washington-Brown, Director of Provider Enrollment



Sherry Washington-Brown is the JM Provider Enrollment Director for Palmetto GBA since 2020. She has over 20 years of Medicare experience in Provider Enrollment, to include A/B MAC and durable medical equipment of which 10 years has been in a leadership role. Currently, she is responsible for both the Part A, Home Health & Hospice, and Part B enrollment teams and oversees all enrollment processes for Jurisdiction M.