JK Hospice Billing Scenarios

Top Hospice Billing Errors

Today's Presenter

- Emily Fox-Squairs
  - Provider Outreach and Education
  - Syracuse, NY

National Government Services, Inc.

medicare university

Webinar Access
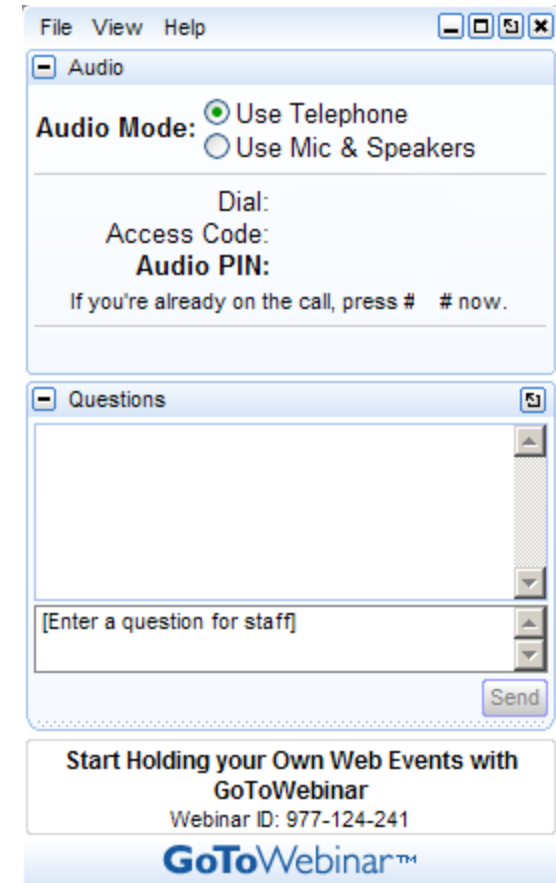
- All registrants received an e-mail from: Medicare Webinar by National Government Services [GoToWebinar.Notifications@citrixonline.com]
  - Click on the link within the e-mail to join the Web presentation
  - Using your telephone, dial into the conference call using the number and access code provided in the e-mail

medicare university

National Government Services, Inc.

Today's PowerPoint Presentation

- PowerPoint provided in an e-mail
- PowerPoint available on events calendar
  - Go to the http://www.NGSMedicare.com Web site
  - Select **HHH** Home Page
  - Click on the **Training Events Calendar** underneath **Education & Training** section
  - Select the **Event Name**
  - Under attachments you will see the PowerPoint presentation link

mu
medicare university

Audio

- Once you are connected to the audio, the PIN displays
  - Input the PIN on your screen into your telephone
  - Dial in number and PIN are unique for each attendee

National Government Services, Inc.

medicare university

How to Participate Today

National Government Services, Inc.

How to Participate Today

- To Ask a Verbal Question: Raise your hand

- The **Green Arrow** means your hand is not raised (Click to raise your hand)

- The **Red Arrow** means your hand is raised (Click to lower your hand)

medicare university

National Government Services, Inc.
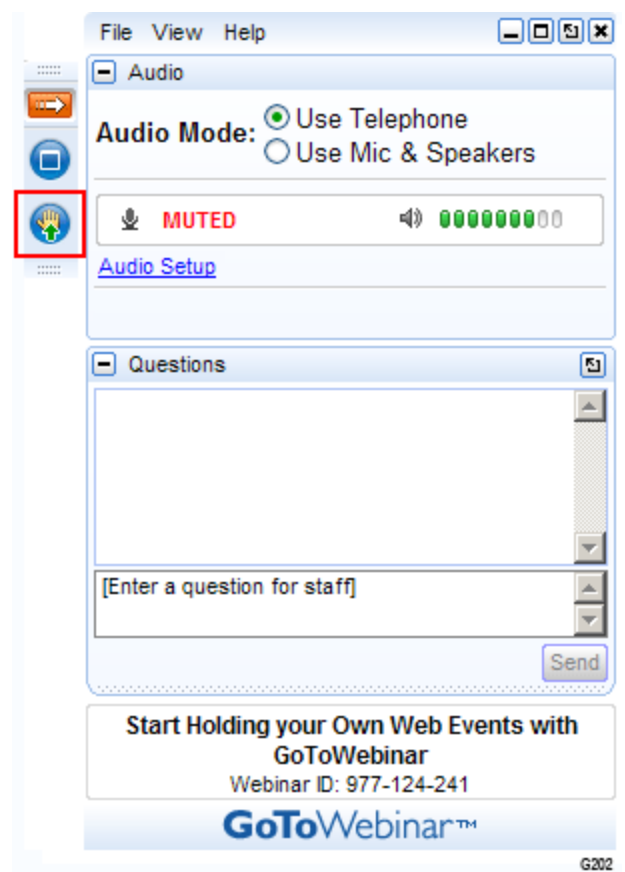
To Ask a Question
By Raising Your Hand

Hand Lowered (Green Arrow)

Hand Raised (Red Arrow)

G203

National Government Services, Inc.

medicare university

To Ask a Question
Using the Question Box

National Government Services, Inc.

medicare university

Disclaimer

National Government Services, Inc. has produced this material as an informational reference for providers furnishing services in our contract jurisdiction. National Government Services employees, agents, and staff make no representation, warranty, or guarantee that this compilation of Medicare information is error-free and will bear no responsibility or liability for the results or consequences of the use of this material. Although every reasonable effort has been made to assure the accuracy of the information within these pages at the time of publication, the Medicare Program is constantly changing, and it is the responsibility of each provider to remain abreast of the Medicare Program requirements. Any regulations, policies and/or guidelines cited in this publication are subject to change without further notice. Current Medicare regulations can be found on the Centers for Medicare & Medicaid Services (CMS) Web site at http://www.cms.gov.

National Government Services, Inc.

medicare university

No Recording

- Attendees/providers are **never** permitted to record (tape record or **any** other method) our educational events
  - This applies to our Webinars, teleconferences, live events, and any other type of National Government Services educational event

Acronyms

- Please access the Acronyms page on the NGSMedicare.com Web site to view any acronym used within this presentation.
  - Resources > Acronym Search

medicare university

Objective

- Educate hospice providers on the top billing errors assigned between January 1, 2014 and March 31, 2014 that caused claims to reject or RTP

National Government Services, Inc.

Agenda

- Top reason code background
- Top rejection reason codes
  - How to avoid top rejection reason codes
- Top RTP reason codes
  - How to avoid top RTP reason codes
- Resources

National Government Services, Inc.

medicare university

Workload States

- The JK workload includes the following states:
  - Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island and Vermont

National Government Services, Inc.

Status/Location (S/LOC)

- Determining the next step when reviewing a claim that has been submitted depends on the status/location and the reason code of that claim
  - Denials (D B9997)
    - Claims are appealed
  - Rejections (R B9997)
    - Claims are resubmitted (in very limited situations, claims are adjusted)
  - RTPs (T B9997)
    - Claims are corrected and resubmitted

National Government Services, Inc.

medicare university

Impact of Claim Rejections and RTP

- Cash flow
  - No claim payment on first claim submission
  - Delays in claim payments if adjustment claim required
  - Potential conflicts if arrangements not made prior to services being rendered

- Staff time
  - Research needed to determine correct beneficiary status or situation related to claim rejection
  - Submitting new claim or adjustment as appropriate

National Government Services, Inc.

medicare university

Benefits of Preventing Medicare Claim Rejects and RTPs

- Increase timeliness of Medicare cash flow
- Decrease time spent correcting RTP claims
- Decrease time spent submitting adjustments
- Decrease time spent submitting new claims

National Government Services, Inc.

medicare university

HH+H Contracts: Total Errors

Rejections

532

2,929

2,658

J6: WI

J6: CA

JK: ALL

National Government Services, Inc.

medicare university

JK Top Rejection Reason Codes

National Government Services, Inc.
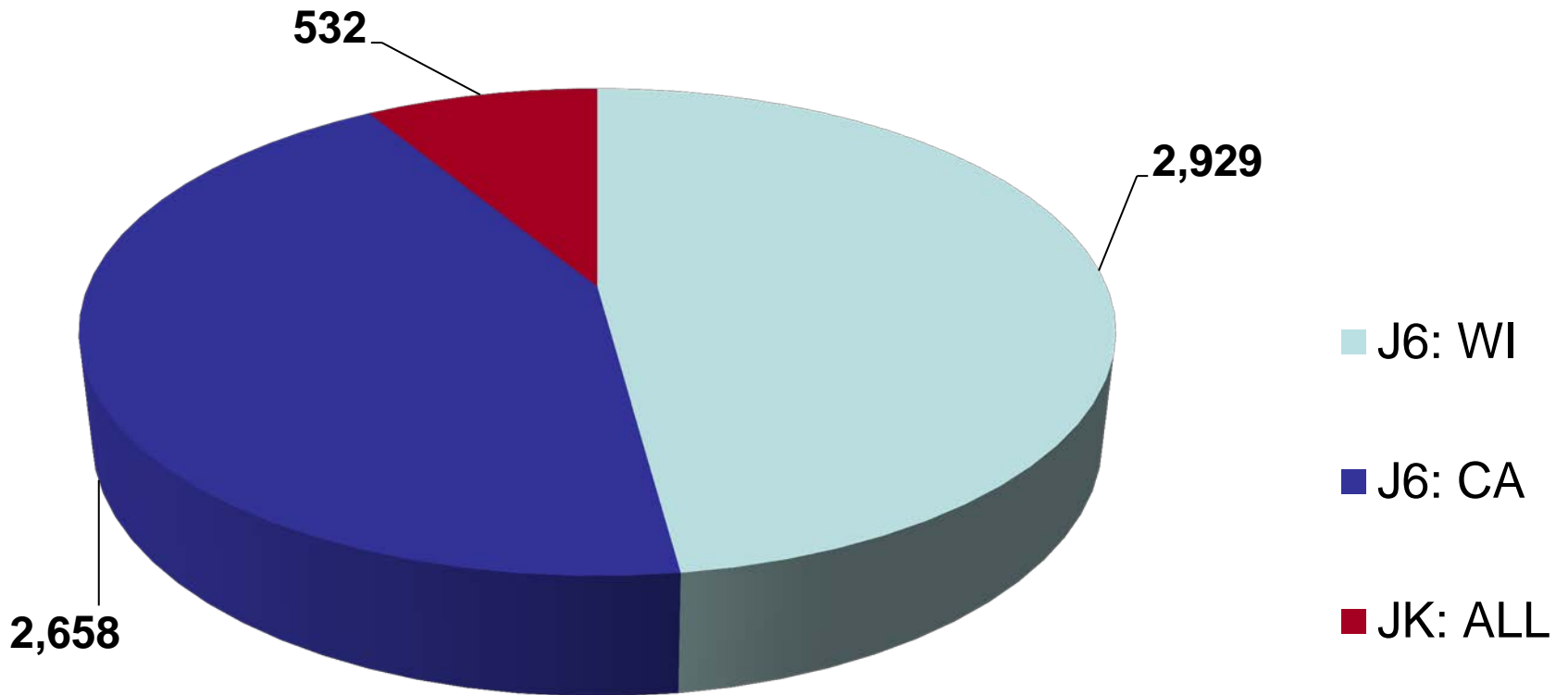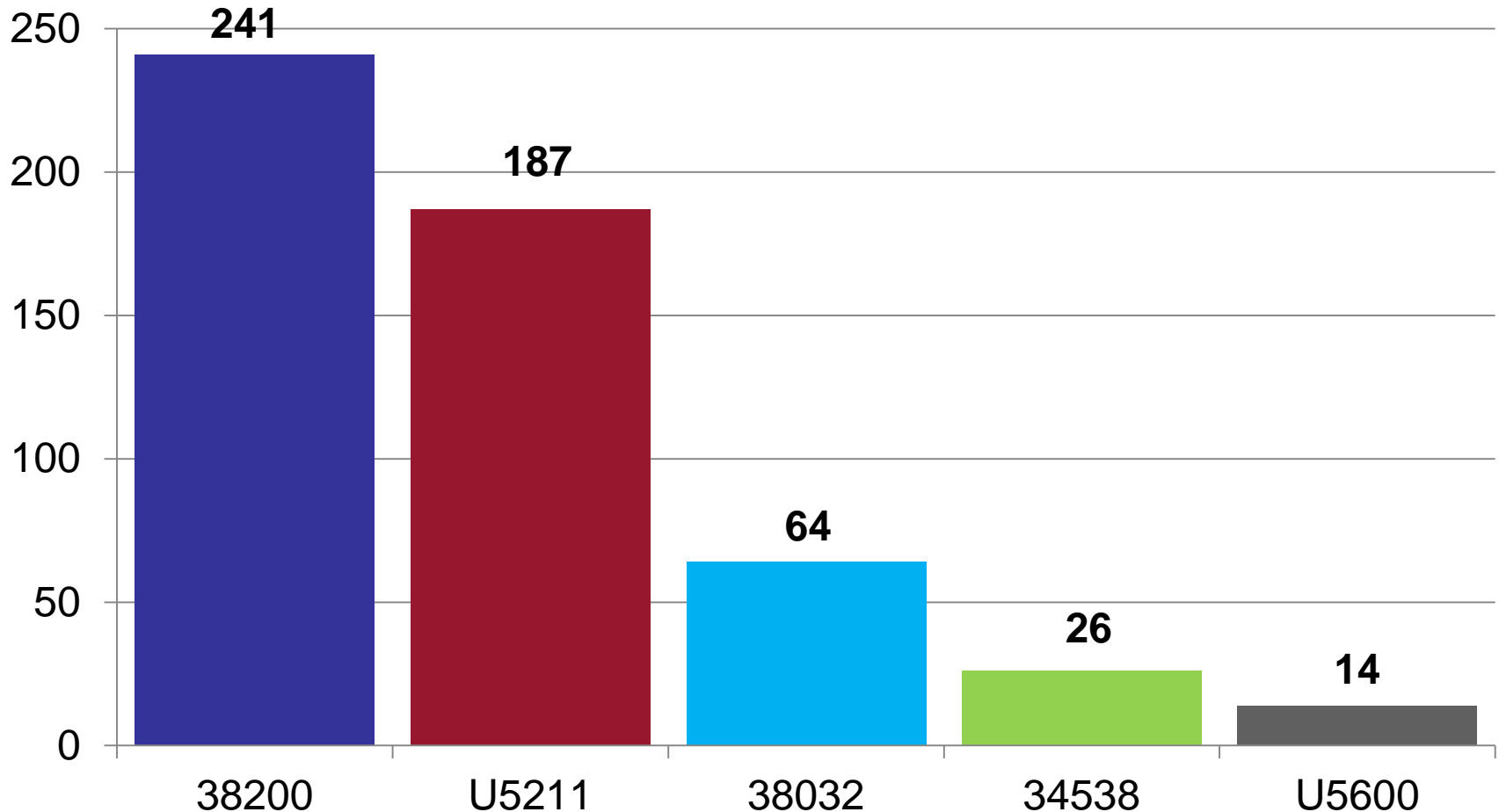
Duplicate Claim Rejections

- 38032
  - This outpatient claim is a duplicate of a previously processed outpatient claim

- 38200
  - This claim is an exact duplicate of a previously submitted claim

- U5600
  - The dates of service reported on this claim are a duplicate to a claim, with the same dates of service that has previously processed

medicare university

National Government Services, Inc.

Provider Action for Duplicate Claim Rejections

- No action required
  - If claim is exact duplicate to processed claim

- Adjust original claim
  - If additional information needs to be added to original claim

- Submit new claim
  - If submitted two claims at the same time and both rejected as duplicated to each other for 38200

medicare university

National Government Services, Inc.

Tips for Preventing Duplicate Claim Rejections

- Educate
  - Know when to adjust rather than submit new claims
    - Adjust claims when making change to original claim
    - In very limited situations, additions/corrections to rejected claims also need to be sent on an adjustment claim
      - Claims rejected due to MSP situations

National Government Services, Inc.

medicare university

Tips for Preventing Duplicate Claim Rejections

- Check internal system, processes, and/or procedures
  - Develop and implement process to ensure duplicate claims are not being submitted
    - Check claim submission history
      - Check FISS/DDE and/or the remittance statement for previous claim

National Government Services, Inc.

Did You Know…

- Consistently submitting duplicate claims could result in providers being referred to the program safeguard contractor
  - Duplicate claim submissions can and should be avoided by providers at all times

National Government Services, Inc.

Reason Code U5211

- Why did the claim reject?
  - Records indicate that the services billed on the claim were provided after the beneficiary's date of death

National Government Services, Inc.

Reason Code U5211

- Provider Action
  - Verify the HICN and dates of service
    - If appropriate, correct the information and submit a new claim
    - If actual date of death was reported in error to social security office, that office must be contacted to correct the date
    - If the beneficiary is still alive, he/she must contact social security office for an interview as these cases cannot be corrected through the intermediary

National Government Services, Inc.

Reason Code U5211

- Tips for preventing this reason code
  - Ensure the patient status code indicating death (40, 41, or 42) is only submitted on the patient's final claim (TOB 8X1 or 8X4) and the "Through" date on the claim is the patient's actual date of death
  - Check CWF to see if there is a DOD on file and verify that the correct date is on the claim

National Government Services, Inc.

Reason Code 34538

- Why did the claim reject?
  - Claim submitted as Medicare primary and a positive working elderly record exists at CWF. The claim should be billed to the primary insurer.

medicare university

Reason Code 34538

- Provider Action
  - If there is an active working aged insurer
    - Follow MSP billing guidelines and submit an adjustment accordingly
  - If you have information that disputes open records and an update is needed to the record
    - Contact the Benefits Coordination & Recovery Center (BCRC)
      - Used to be known as the COBC

medicare university

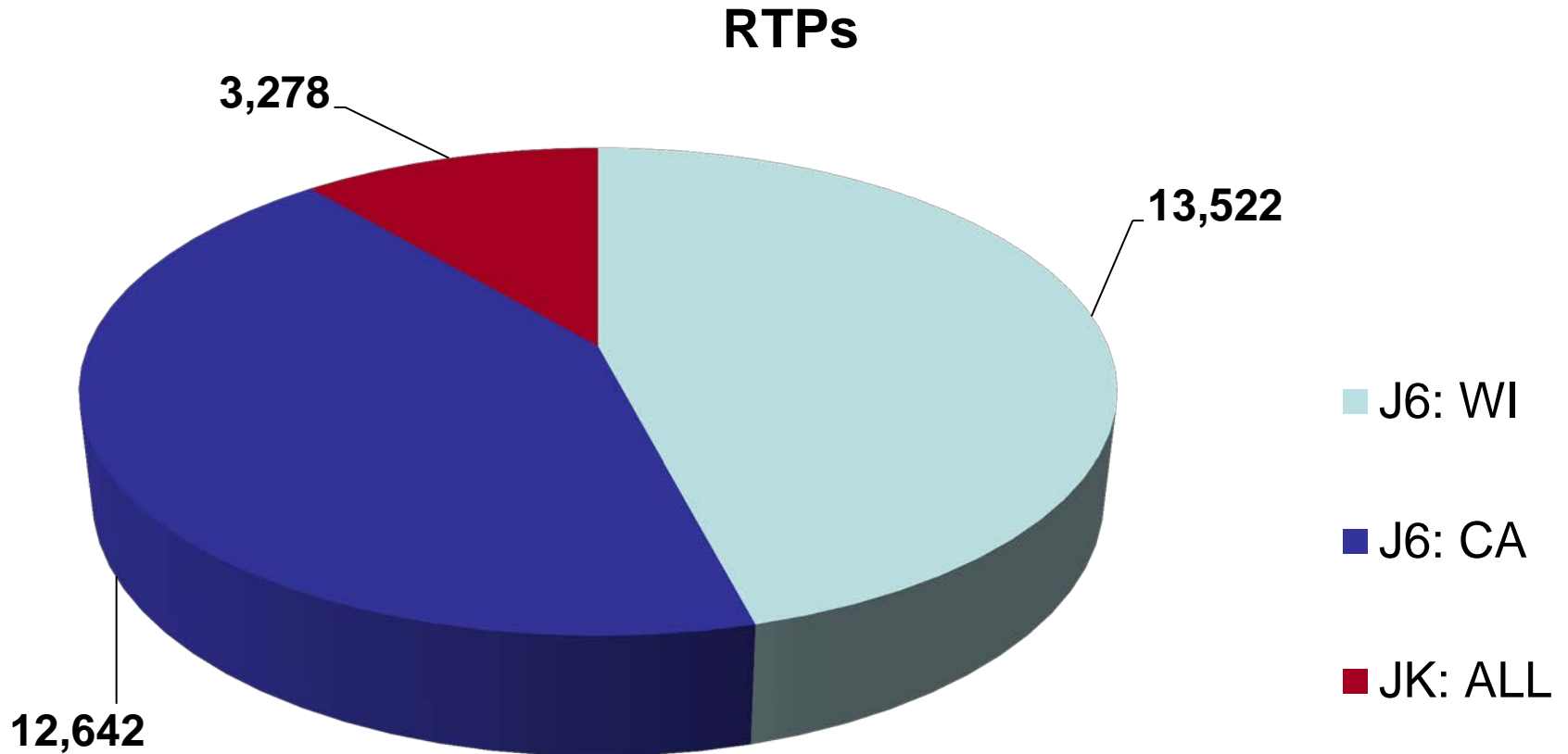National Government Services, Inc.

Reason Code 34538

- Tips for preventing this reason code
  - Conduct the MSP screening process for all patients
  - Check for a matching online MSP file in the CWF
  - Use the available resources to submit the claims correctly the first time
    - Medicare Secondary Payer section on our Web site
    - CMS IOM Publication 100-05, *Medicare Secondary Payer Manual*
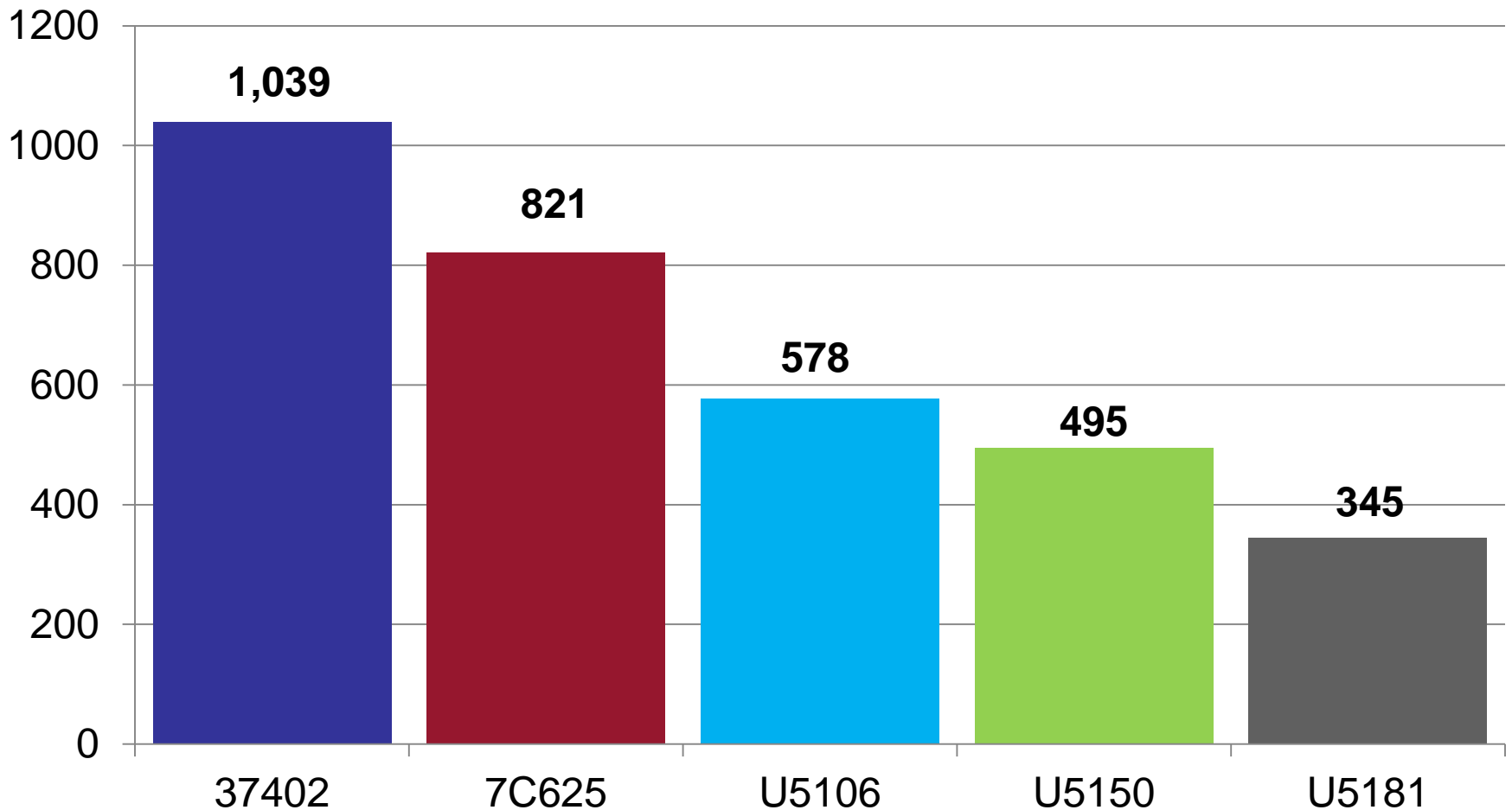
National Government Services, Inc.

Did You Know?

- Information on how to update MSP records and what is needed when contacting the BCRC is available on the CMS website
  - Provider Services: Coordination of Benefits
    - CMS Home > Coordination of Benefits & Recovery: Provider Services

HH+H Contracts: Total Errors

RTPs

3,278

13,522

12,642

- J6: WI
- J6: CA
- JK: ALL

National Government Services, Inc.

JK Top RTP Reason Codes

National Government Services, Inc.

Reason Code 37402

- Why did the claim RTP?
  - There is no claim with a "through" date one day less than this claim's "from" date

medicare university

Reason Code 37402

- Provider Action
  - Prior bill should be processed before resubmitting this claim
    - Check FISS/DDE and/or the remittance statement for finalized prior claim
  - Verify that the correct date(s) of service is being billed

medicare university

Reason Code 37402

- Tips for preventing this reason code
  - Verify there is no gap between the "to" date on the previous claim and the "from" date on the next claim
  - Ensure that the prior claim is finalized before submitting the next claim whenever possible

medicare university

Reason Code 7C625

- Why did the claim RTP?
  - Reason for discharge is unclear
    - Remarks are missing or incomplete for hospice discharge (TOB 8X4 or 8X1) claims

National Government Services, Inc.

Reason Code 7C625

- Provider Action
  - Add remarks to explain the discharge/revocation
    - For revocations, respond with "beneficiary revoked effective mmddyy"
    - For hospice transfers, respond with "beneficiary transferred to Medicare certified agency or name of facility and the date the transfer was effective (mmddyy)"
    - For discharges due to terminal prognosis, respond with "beneficiary discharged due to stable condition effective mmddyy"

National Government Services, Inc.

medicare university

Reason Code 7C625

- Provider Action
  - Add remarks to explain the discharge/revocation
    - For discharges due to a move out of the service area, respond with "beneficiary moved out of our service area and did not transfer to a certified agency effective mmddyy"
    - For discharges for cause, respond with "beneficiary discharged for cause following our written policy effective mmddyy"
    - For discharges due to late face-to-face encounters, respond with "beneficiary discharged due to face to face not done timely"

National Government Services, Inc.

Reason Code 7C625

- Provider Action
  - If the beneficiary transferred to a VA hospital, a transfer is not valid
    - The beneficiary must revoke or be discharged
  - If the beneficiary is deceased, correct the patient status code
    - DSC 01 is invalid in this situation

National Government Services, Inc.

Reason Code 7C625

- Tips for preventing this reason code
  - Make sure the remarks clearly explain the reason for the discharge, revocation, or transfer
    - Utilize the Avoiding Reason Code 7C625 Job Aid

National Government Services, Inc.

medicare university

Reason Code U5106

- Why did the claim RTP?
  - NOE received with a start date that falls within a previously established hospice election period

National Government Services, Inc.

Reason Code U5106

- Provider Action
  - Verify that NOE is billed with correct admission date
    - If admission date is incorrect, resubmit NOE with correct date
    - If admission date is correct, previous open election period must be closed with a final hospice claim before NOE is resubmitted

National Government Services, Inc.

Reason Code U5106

- Tips for preventing this reason code
  - Check the CWF prior to submitting your NOE to determine if an open election period exists
    - If open election period exists from another hospice agency, contact them to request that they finish billing in order to close the election
      - Always try to work it out with the other provider first and document contact attempts
      - If all attempts to work it out with the other provider fail, you may call the Provider Contact Center for assistance

National Government Services, Inc.

medicare university

Reason Code U5150

- Why did the claim RTP?
  - Hospice claim received and no hospice master record is present

medicare university

Reason Code U5150

- Provider Action
  - Submit the NOE if not already submitted
  - Wait for the NOE to finalize
    - S/LOC P B9997
  - NOE must be processed before resubmitting this claim

National Government Services, Inc.

Reason Code U5150

- Tips for preventing this reason code
  - Never submit an NOE and claim on the same day
  - Verify that the NOE is submitted and processed before submitting any claims to Medicare
  - Verify the admit date on the NOE and claim are the same

medicare university

Reason Code U5181

- Why did the claim RTP?
  - The NOE or claim begins an election period and the OC 27 is not present/correct indicating the date of physician certification or recertification

medicare university

Reason Code U5181

- Provider Action
  - Ensure the usage of an appropriate certification or recertification date, in accordance with OC 27, on the claim

National Government Services, Inc.

Reason Code U5181

- OC 27 is reported on the claim for the billing period in which the certification or recertification was obtained
  - Certification/recertification done prior to service dates on claim
    - OC 27 is not appropriate
  - Claim dates of service span current election period
    - OC 27 date must equal the start date of the next election period
  - Billing an OC 27 date for a late recertification
    - OSC 77 must also be present for the days that are prior to the late recertification date

National Government Services, Inc.

Occurrence Span Code Example

- Patient is admitted to hospice for the first time on 01/11/2014
  - 1st benefit period: 01/11/2014-04/10/2014
  - 2nd benefit period begins on 04/11/2014
    - Certification obtained on 04/19/2014
      - To be timely, certification would have to have been obtained by 04/13/2014
- Use of OSC 77 and OC 27 on January claim
  - OSC 77 dates: 04/11/2014-04/18/201
  - OC 27 date: 04/19/2014

medicare university

National Government Services, Inc.

Reason Code U5181

- Tips for preventing this reason code
  - Verify the certification/recertification dates are on the appropriate monthly claim
    - To verify the certification/recertification dates
      - Utilize the eligibility screens in CWF
      - Check your internal documentation
      - Utilize the Election Period Count Charts

RESOURCES

CMS Resources

- CMS website, Hospice Center
  - http://www.cms.gov/center/hospice.asp
- CMS Transmittals
  - http://www.cms.gov/Transmittals/
- CMS Internet-Only Manuals
  - http://www.cms.gov/manuals
    - Publication 100-02, *Medicare Benefit Policy Manual,* Chapter 9
    - Publication 100-04, *Medicare Claims Processing Manual,* Chapter 11

National Government Services Resources

- http://www.NGSMedicare.com
  - Home Health and Hospice portal
    - Acronym Search
      - Resources > Acronym Search
    - Fiscal Intermediary Standard System/Direct Data Entry Provider Online Guide
      - Publications > Manuals
    - Health Insurance Query Access Manual
      - Publications > Manuals
    - Hospice Job Aids
      - Resources > Tools and Materials

National Government Services, Inc.

medicare university

National Government Services Resources

- http://www.NGSMedicare.com
  - Home Health and Hospice portal
    - Top Claims Submission Errors
      - Claims > Top Claims Submission Errors
    - Medicare Secondary Payer information
      - Claims > Medicare Secondary Payer
    - Training Events Calendar
      - Education and Training > Training Events Calendar
    - Training Summaries
      - Education and Training > Training Summaries

medicare university

National Government Services, Inc.

What You Should Do Now...

- Share information with other staff at your facility

- Use presentation and provided references and resources for guidance

- Continue to attend educational sessions

medicare university

E-mail Updates

- Subscribe to receive the latest, up-to-date Medicare information.

Web Site Survey

- This is your chance to have your voice heard—Say "yes" when you see this pop-up so National Government Services can make your job easier!

Medicare University

- http://www.MedicareUniversity.com

- Interactive online system available 24/7

- Educational opportunities available
  - Computer-based training courses
  - Teleconferences, Webinars, live seminars/face-to-face training

- Self-report attendance

National Government Services, Inc.

Medicare University Self-Reporting Instructions

- Log on to the National Government Services Medicare University site at http://www.MedicareUniversity.com

  – Topic = **JK Hospice Top Claim Submission Errors**

  – Medicare University Credits (MUCs) = **1**

  – Catalog Number = To be provided

  – Course Code = To be provided

  – For step-by-step instructions on self-reporting, please visit http://www.NGSMedicare.com > **Medicare University** > **Accessing the Self-Reporting Tool**

National Government Services, Inc.

Thank You!

National Government Services, Inc.