Meeting Minutes

Attendees: Christa O'Neill, Emily Fox-Squairs, Juliette Chenian, Sally Rosiello, Anthony Carbone, Carol Walter, Shelly Elliot, Elliot Agism, Carolyn Cahn, Lolita Jacobe, Travis Wattie, Judy Ogren, Patti Cutino, Darla Shaddox, Joe Hafkenschiel, Dianne Notch-Iberg, Pat Conole, Steve Johnson, Charlotte Smith, Karen Noll, Marilyn Kirby, Paul Giles, Mary St. Pierre, Andrea Dumat

Agenda

I. Welcome and Introductions/Agenda Review
II. Home Health Revalidation Updates
III. NGSMedicare.com Web site Updates
IV. Audit & Reimbursement Updates
V. Medicare Administrative Contractor (MAC) Update
VI. Fiscal Year (FY) 2012 Education
VII. Advisory Recommendations
VIII. Comprehensive Error Rate Testing (CERT) Data Review
IX. Home Health Diagnosis Utilization
X. Education Material Review
XI. National Government Services Updates/Reminders

I. Welcome and Introductions/Agenda Review
(Juliette Chenian, National Government Services)

The meeting began at 10:00 a.m. PT Juliette welcomed everyone. Christa went over some housekeeping items and advised members on the telephone to send her an e-mail indicating that they were on the call.

II. Home Health Revalidation Update
(Carol Walter, National Government Services)

Carol discussed the home health revalidation process. She reviewed the process that providers have to follow in order to complete the revalidation. She also explained that providers who did not revalidate by March 25, 2011 will be required to revalidate by March 15, 2015. Providers need to wait until they receive a letter from National Government Services before starting the revalidation process. Providers can view a sample of the revalidation letter on the Centers for Medicare & Medicaid Services (CMS) Web site at http://www.cms.gov (Medicare > Medicare Provider-Supplier Enrollment > Revalidations). Once a provider receives a letter they need to respond as soon as possible. If a provider is not sure if they already received a letter, a list of providers who have received letters is available on the CMS Web site at http://www.cms.gov (Medicare > Medicare Provider-Supplier Enrollment > Revalidations). Carol also discussed the process to enroll in the Internet-based Provider Enrollment, Chain and Ownership System (PECOS).

Comments/Questions
1. **We have physicians in Michigan who say they are enrolled in the Internet-based Provider Enrollment, Chain and Ownership System (PECOS) but when we submit our claims we get an error that they are not enrolled in PECOS? They are with a different Medicare contractor so what can we do?**

   **Answer:** The physician will have to call their contractor for assistance.

2. **We are hospital-based home health. Palmetto is the contractor for Part A so our applications are forwarded to Palmetto. How long does the process take?**

   **Answer:** The time frame should be no more than 45 days.

3. **What if we cannot respond to the revalidation letter within the 60-day timeframe?**

   **Answer:** Providers can request an extension by following the instructions in the revalidation letter.

4. **Does National Government Services follow up with providers who do not respond within the 60-day timeframe?**

   **Answer:** If we don’t receive the information within 60 days, we send a letter reminding providers to submit the information. We also follow up with phone calls to the provider. If we still don’t receive the information, we then have to suspend their payments until we get the information. Once we receive the information, we do a quick review to unsuspend the payments (usually takes about three days). This is a CMS directive for all contractors.

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### III. NGSMedicare.com Web site Updates

**Shelly Elliott, National Government Services**

Shelly explained the importance of completing the National Government Services Web site survey. We review all of the comments received and use the information to develop future enhancements to our Web site. Shelly discussed the new Recovery Audit Contractor timeliness calculator self-service tool that was added in early February. This new tool is available in Self-Service section on the National Government Services Web site (Resources > Self Service > RAC Timeliness Calculator). She also reviewed the Provider Self Service Program that we are phasing in over the year. Ultimately, we will integrate all of our technologies to one access point (Connex, Medicare University, etc.). We will introduce new web tools over the next several months, including revamping our home page to make the Web site more user-friendly.

**Comments/Questions**

The members had no additional comments/questions.

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### IV. Audit & Reimbursement Updates

**Elliot Agism, National Government Services**

Elliot discussed the correction to the home health outlier payments. The outlier issues were initially discussed in Change Request (CR) 7395.
Comments/Questions

1. **Is the March 5th fix related to the under-payment or the over-payment?**

   **Answer:** The fix will affect both under- and over-payments.

2. **What can providers do if they are having financial difficulty due to these issues? We know we can request an accelerated payment but it only helps short term. We heard that CMS has allowed other contractors to extend the accelerated payments. Is this something National Government Services can look into?**

   **Answer:** We will look into this.

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V. MAC Updates

*(Juliette Chenian, National Government Services)*

Juliette discussed the Jurisdiction 6 status. We originally won the award, and the award was protested by other contractor(s). CMS has asked for additional information and we are responding to their requests. We will continue business as usual in the meantime. As soon as a final decision is made for the J6 award, we will let the provider community know.

Comments/Questions

The members had no additional comments/questions.

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VI. FY 2012 Education

*(Christa O’Neill, National Government Services)*

Christa reviewed the completed home health education sessions for FY 2012. She also reviewed the upcoming sessions for the remainder of FY 2012 including:

- March 8, 2012: Home Health Coverage
- March 27, 2012: Home Health Billing
- April 11, 2012: Home Health Coverage
- April 17, 2012: Regional Medicare Conference (Buffalo, NY)
- April 24, 2012: Regional Medicare Conference (Melville, NY)
- May 9, 2012: How to Avoid the Top Home Health Errors
- May 17, 2012: Home Health Coverage
- June 5, 2012: Regional Medicare Conference (East Elmhurst, NY)
- June 19, 2012: Home Health Billing
- June 21, 2012: Home Health Notices
- June 28, 2012: Home Health Documentation
- July 12, 2012: Home Health Ask the Contractor Teleconference (ACT)
- July 24, 2012: Home Health Benefit
- September 18, 2012: How to Avoid the Top Home Health Errors
• September 27, 2012: Home Health Billing

Sally will also be adding additional home health coverage sessions and home health ABN sessions throughout the year. Listservs will be sent when these sessions are added to the calendar.

Comments/Questions

A member suggested that we add MSP education specific to home health. Since home health is reimbursed based on a 60-day episode and other insurers reimburse every 30 days, home health agencies don't always know how to determine the primary payer’s payment for the Medicare claims.

VII. Advisory Recommendations
(Christa O’Neill, National Government Services)

Christa reviewed the advisory recommendations from the previous meeting.

Comments/Questions

The members had no additional comments/questions.

VIII. CERT Data Review
(Sally Rosiello, National Government Services)

Sally reviewed the CERT PPT that was provided to the members prior to the meeting. She reviewed the claims reviewed/denied rates for both workloads as well as the denial reasons.

Comments/Questions

The members had no additional comments/questions.

IX. Home Health Diagnosis Utilization
(Sally Rosiello, National Government Services)

Sally reviewed the HHA Utilization PPT that was included in the material sent prior to the meeting. She reviewed the top diagnosis codes for each state as well as the visit data.

Comments/Questions

The members had no additional comments/questions.

X. Education Material Review
(Christa O’Neill and Sally Rosiello, National Government Services)

Office of Inspector General (OIG) Documentation PPT
Sally reviewed the *Office of Inspector General (OIG) Documentation* PPT that was sent to the members prior to the meeting.

**Comments/Questions**

The members really like the scenarios and the examples of good documentation. One of the members will email Sally with additional therapist documentation that should be added to the presentation. A member also suggested that we develop education geared specifically towards the face-to-face requirements and documentation regarding face-to-face.

**Home Health Billing Scenarios PPT**

Christa reviewed the *Home Health Billing Scenarios* PPT that was sent to the members prior to the meeting.

**Comments/Questions**

The members liked the scenarios. They had no other suggestions for additional scenarios.

**Responding to Additional Development Requests (ADR) PPT**

Sally reviewed the *Responding to Additional Development Requests (ADR)* PPT that was sent to the members prior to the meeting.

**Comments/Questions**

Recommendations from the group for the Responding to Additional Development Requests (ADR) PPT include:

- Slide 23: Add verbiage regarding the physician order as it relates to the face-to-face encounter. The slide is confusing as it is written.
- Request to add a scenario regarding an order for therapy and nursing; however, the patient’s family refuses nursing and still wants the therapy. Even though the physician ordered nursing and it was included in the face-to-face how does the home health agency handle this?
- Request to add a scenario that involves a blind patient who needs help with their insulin injections and whether or not that is coverable for home health coverage (e.g., daily injections vs. blood sugar checks and possible insulin injections).
- Request to add detailed information on when daily insulin injections would be covered.

XI. National Government Services Updates/Reminders

(National Government Services Staff)

There were no additional updates/reminders that were discussed during the meeting.

**Next Meeting:** Meeting adjourned 12:58 p.m. PT. The next meeting will be a face-to-face meeting in Chicago, IL on June 15, 2012.

Last Modified: 3/29/12