

Hospice Review Process
Webinar Questions

Number	Question	Dates Asked	Response
1	Where can we find copies of the presentation?	16-Nov	1. Copies of all educational handouts are available on the HSM website, presentations will be uploaded in the very near future and HSM will notify providers when they are available for download.
2	Does the MD have to send clinical narrative prior to admission?	16-Nov	2. No. Prior to admission providers must submit all clinical information that substantiates the prognosis of a terminal illness with less than 6 months to live, and required documents to include: Election Statement Form Enrollment Form Physician Certification/Recertification Form History and Physical not older than 30 days from the start of care date. REMEMBER: Please submit your information on the HSM Web portal 7 business days prior to the admission date.
3	Can we go ahead and access forms on the website?	16-Nov	3. Not at this time.
4	For patients who are dual eligible, must there be a treatment authorization?	16-Nov	4. Yes, there will be an abbreviated process for those who are dual eligible.
5	Are there any additional forms required by your company?	16-Nov	5. Yes, all the information will be in the revised Medicaid enrollment packet
6	Should provider be concerned about patient confidentiality when we electronically transmit sensitive information to HSM?	16-Nov	The HSM Web Portal is secure & HIPAA compliant. Please remember you are not transmitting information to HSM; you are using the web portal to input data.
7	Are we to obtain both MDs signature prior to admission?	16-Nov	7. Yes, the physician certification must be signed by the attending physician and the hospice medical director. Rarely you may have an urgent admission (such as imminent death, or hospice is needed to provide pain control that can't be provided in the current setting) in those instances you may obtain a verbal certification from the attending and hospice physician. If the written order has not been received within 30 days of the verbal order, no prior authorization will be issued and the case is closed. A written certification must be obtained before billing for hospice services.

Hospice Review Process
Webinar Questions

Number	Question	Dates Asked	Response
8	Will the dates the forms are signed be problematic if signed prior to the actual admission - meaning the dates do not match?	11/16/2010, 11/17/2010	HSM will require all information to be received prior to review & issuing a TAN. Precertification of the hospice benefit period is required, HSM encourages providers to submit certification requests 7 business days prior to the admission date. Each of our training sessions cover how to enter dates. We recommend providers attend our "HANDS-ON" workshops to learn how to enter dates for prior authorization .
9	If we admit a patient who had Medicaid pending, will you give us a treatment authorization?	16-Nov	9. No. We can not review a patient who does not have a Medicaid ID number.
10	How are we suppose to follow the 7 day rule if we have a patient that needs to be admitted due to imminent death?	11/16/2010, 11/17, 11/18	Approval for Medicaid hospice is to ensure that the beneficiaries electing hospice benefits receive the necessary care as determined by the certifying physician with the necessary documentation submitted to HSM for review and approval for each benefit period, whether considered imminent or not. The Hospice provider must submit all documentation related to any verbal order within 30 days of the verbal order before any claim is filed in order to receive authorization for the benefit period start date requested. Medicaid Policy states: If the written certification is not obtained prior to initiation of hospice care, a verbal physician certification must have been made. If the written order has not been received within 30 days of the verbal order, no prior authorization will be issued and the case is closed. A written certification must be obtained before billing for hospice services. NOTE:Not to be confused with the TAN that you are pursuing with HSM.
11	Is there change in the rules that allows someone to stay in hospice, if they are hospitalized for treatment.	17-Nov	No, change in DOM policy, the beneficiary must be disenrolled to be hospitalized.
12	Do Medicaid PLADS beneficiaries get hospice care.	17-Nov	The category of eligibility known as PLADS ended December 31, 2005. The Healthier MS Waiver was established using the same financial requirements as the former PLAD group, but persons who enroll in this waiver cannot be eligible for Medicare. In the recent renewal of the Healthier MS Waiver, hospice services were added as a benefit.
13	Are the COE on our slide all eligible for hospice.	17-Nov	Yes, REMEMBER; Providers must verify beneficiary eligibility as it is always subject to change.

Hospice Review Process
Webinar Questions

Number	Question	Dates Asked	Response
14	If a patient is a direct transfer, will the TAN transfer to the new provider.	18-Nov	No, the the transferring provider must disenroll the beneficiary using the disenroll/discharge utility of the Web portal and the new provider will need to get a new TAN through the Web portal.
15	When do we need to start getting TAN's for patients that are in care now?	18-Nov	<p>1) The current end date will be based on whether it is the 1st 90, 2nd 90 or continued 60 day benefit period as the current end date. For example, the first end date will be 90 days after the current begin date. If the person remains in hospice for a second 90 day period, the end date will be updated to reflect 90 days from the last end date. If the person remains in hospice for another benefit period (post 180 days), the end date will be updated in 60 day increments after compliance with face to face encounter. Note that claims will not pay past the end date on file with Medicaid.</p> <p>2) If the beneficiary has been in hospice more than 180 days, the end date will be still be based on a continued 60 day benefit period and face to face encounter re-determination as required in DOM policy.</p> <p>If you want to receive a list of the current end dates for enrollees on file with DOM, please request via e-mail to: tremeka.minor@medicaid.ms.gov.</p>
16	If Medicare is the primary and the patient is in a nursing home do we need a TAN.	18-Nov	<p>All dual eligible beneficiaries electing hospice benefits must be enrolled with Medicare and Medicaid as required by federal regulations for hospice and Mississippi Medicaid policy. An abbreviated prior authorization is conducted to enroll the beneficiary into Medicaid Hospice. This information is covered in the "Review Process" training and a checklist is included in the Hospice section of the Provider Manual available <date>, plus a Quick Reference Guide is being developed to assist providers. This information is also on our website at www.hsom.org.</p>
17	If the patient is Medicare primary and Medicaid is secondary, we submit a review, correct	19-Nov	
18	If the patient is Medicare primary and Medicaid is secondary, but we do not plan to bill Medicaid, do we still have to submit a review?	11/19/2010, 11/23	
19	We get paid different rates based on the level of care we provide to the patient, (i.e. inpatient vs home care) do we have different requirements for what we submit to HSM based on the billing rates	11/23/2010	No. The information submitted to HSM is not based on hospice billing rates. However, we do ask you to indicate the servicing county location on the "Start" tab in the web portal in order to load the correct beneficiary detail to receive reimbursement at the appropriate rate for the approved benefit period(s).

Hospice "Tools to Build a Review"
Webinar Questions

Question	Dates Asked	Response
Will the TAN be needed for date of service after Jan 1, 2011 or will it be needed for billing we do in January for dates of service in December?	16-Nov	1. For dates of service beginning January 1, 2011.
Can we get a copy of the guidelines and the scales?	16-Nov	2. You may do a web search for each of the scales (Functional Assessment Staging Table (FAST), Karnofsky, Palliative Performance Scale (PPS), and New York Heart (NYH)). Our power point will be available to you in the next day or two and you can use it as well. The other criteria, Palmetto and CAHABA are available on their website. Milliman Care Guidelines are evidenced based criteria and require purchasing. You may visit their website to review their products.
Who will be allowed to submit information to get a TAN?	16-Nov	3. HSM does not make that determination. You will need to decide who should have access to the web portal to enter the review information. The person who performs the clinical assessments would be a good choice since they will have that information.
What do we need to have to support the data we send to you?	16-Nov	4. History and physical and the clinical assessment.
Can we get a copy of this presentation?	16-Nov	5. We will make these presentations available on our website by the end of the week.

Hospice "Tools to Build a Review"

Webinar Questions

<p>When will the requirements to get a TAN for dual eligibles be released?</p>	<p>16-Nov</p>	<p>6. A TAN will be issued for dual eligibles is to ensure the appropriate lock-in segment for the services and payment only. No medical review will be done. Required documents include 1) Election Statement, 2) Enrollment Form and 3) Physician Certification including the required narrative certifying the terminal illness. In addition, all requirements for the face to face encounter. The Hospice Section of the Medicaid Provider Policy Manual describes all requirements for hospice services including prior authorization. You can reviewed the proposed hospice program changes at www.medicaid.ms.gov/Amendments/Amendments.aspx and select AP 2010-35.</p>
<p>Do we have to wait until we get a TAN to admit someone?</p>	<p>17-Nov</p>	<p>7. HSM will never tell you withhold care until you get a TAN.</p>
<p>What are the timelines for submission and review</p>	<p>17-Nov</p>	<p>8. Timelines are covered in our REVIEW process webinars.</p>
<p>Can we get a copy of the presentations online</p>	<p>17-Nov</p>	<p>9. The handouts are available online now, the presentations will be available in the near future.</p>
<p>Can you email us the case studies</p>	<p>17-Nov</p>	<p>10. Yes, and we will make them available on line</p>
<p>Are the handouts online</p>	<p>19-Nov</p>	<p>11. Yes at www.hsom.org.</p>

Provider Questions
Hospice Systems Process Webinar

Number	Question	Dates Asked	Response
1	Will the information be available on the HSM website	11/22/2010, 11/23	Materials are sent to participant following successful completion of the HSM training sessions. There are 46 training opportunities at a variety of dates and times to accommodate most schedules. HSM encourages providers to participate in these sessions. If a provider is unable to attend scheduled session, please contact HSM Education Dept for assistance, 601-360-4961 or Helpline 1-866-740-2221. All presentation material is available on the HSM website at www.hsom.org .
2	Are the updated DOM forms available on the HSM or DOM website yet.	23-Nov	The new forms are available on the HSM website and <u>will be available on the DOM website December 27, 2010. Providers will continue to use the current forms until January 1, 2011.</u>
3	Do we have to input the clinical information manually? Can we get a copy of the form in a word document?	23-Nov	Yes, you will input the clinical information in the web portal manually. The clinical information is comprised of data such as: clinical factors that support the physician certification of terminal illness and diagnosis. To assist providers in preparation for the January 1 prior authorization process, HSM is conducting "HANDS-ON" workshops where providers can practice creating mock reviews. During these sessions providers will be supplied with handout materials which details all the required information for web submission, as well as new DOM hospice forms. Additionally, HSM is creating a Hospice Provider Manual and Quick Reference Guide which will be available prior to January 1, 2011.
4	Are there future plans to allow providers to import data from their EMR systems in the web portal?	23-Nov	Not at this time.

Number	Question	Dates Asked	Response
5	Does the person entering the information in the web portal have to have any specific credentials. (i.e. RN)	23-Nov	No, anyone can enter the data in the web portal. Each provider should determine what is best for them.