

# Hospice Transfers

7/3/2024

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## Objective

Provide detailed information regarding appropriate medical record documentation required when a hospice patient transfers from one hospice agency to another.

# Today's Presenters

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Provider Outreach and Education  
Consultant

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## Agenda

- Hospice Transfers
  - Transfer Agreement
  - Hospice Agency Expectations
  - Transfer Disputes
  - Best Practice Tips
- References and Resources
- Q & A



# Hospice Transfers

- The purpose of a hospice transfer is to provide a smooth transition of patient care services from one hospice agency to another without affecting the hospice benefit period while providing continuity of care.

# Hospice Transfers

- A beneficiary may change the designation of the hospice agency of their choice once in each benefit period.
- Change of the designated hospice agency is considered a transfer and not a revocation.
- When a hospice patient transfers to a new hospice, the receiving hospice must file a new Notice of Election; however, the benefit period dates are unaffected.

# Hospice Transfers

- Change of hospice agency ownership is **not** considered a hospice transfer.
- Patient revocation or discharge with a readmission to another hospice agency is **not** considered a hospice transfer.





# Beneficiary Transfer Agreement



## Beneficiary Transfer Agreement...

May be obtained by either the transferring or receiving hospice agency and it must be kept on file with both agencies



## Beneficiary Transfer Agreement...

Is *not* considered a discharge from the transferring hospice agency



## Beneficiary Transfer Agreement...

Is *not* considered a discharge from the hospice benefit

# Transfer Agreement Requirements



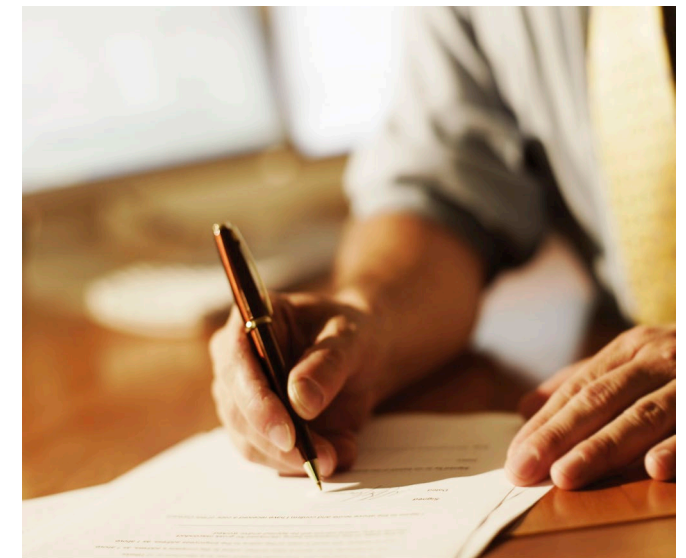
## Hospice Agency Information

Transferring **AND** receiving hospice agency information



## Effective Date of Transfer

The date the change is to be effective



## Appropriate Signature

Patient or their representative's signature

# Agency Expectations

- One of the agencies should assist the patient or representative with completing the transfer agreement
- Both agencies agree on the date of transfer
- Transfer occurs without a gap in dates of service



# Transfer Disputes

- CMS and NGS expect all hospice agencies to work collaboratively to resolve all disputes.
- The Beneficiary Transfer Agreement will be requested to confirm the event was initiated by the patient.
- If a dispute cannot be resolved, NGS is available to assist.

[Provider Contact Center](#)

# Best Practice Tips

- Transferring hospice agency should forward
  - Beneficiary election statement
  - Physician certification of terminal illness
  - Face-to-face encounter
  - Current plan of care
- Receiving hospice agency should
  - Review received documentation for accuracy
  - If necessary, obtain or produce valid beneficiary election statement, face-to-face encounter, and physician certification to ensure appropriate eligibility requirements are met



# Best Practice Tips

- The transferring hospice agency will need to file their final billing before the receiving hospice agency can file the notice of change

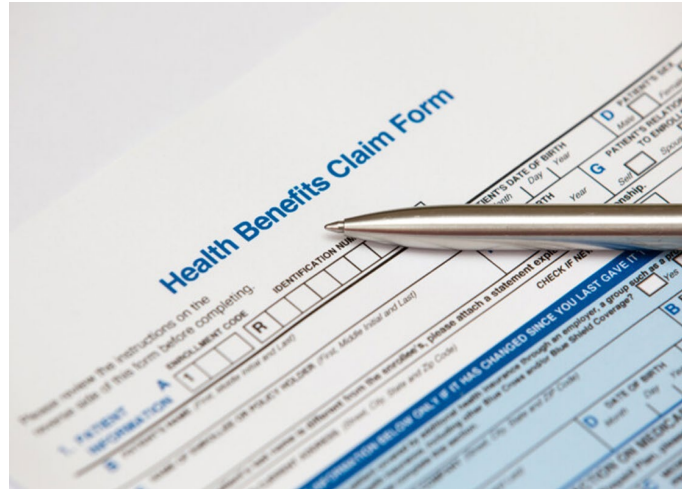
[Hospice Transfers Job Aid](#)

# Communication is Key!



## Documentation

Both agencies need to communicate effectively, agree upon and document a transfer date to ensure a smooth transition for the patient.



## Billing

Both agencies should determine the last date and first date of billing. There cannot be any gap in billing days.



## Collaboration

The agency who obtained the transfer agreement should reach out to the other agency and provide a copy.

# References

- [CMS IOM, Publication 100-04, Medicare Claims Processing Manual](#)  
Chapter 11, Processing Hospice Claims
- [CMS IOM, Publication 100-02, Medicare Benefit Policy Manual](#), Chapter 9,  
Coverage of Hospice Services Under Hospital Insurance
- [Conditions of Participation: Hospice Care \(42 CFR 418.104\(e\)\)](#)
- [NGSMedicare.com](#)
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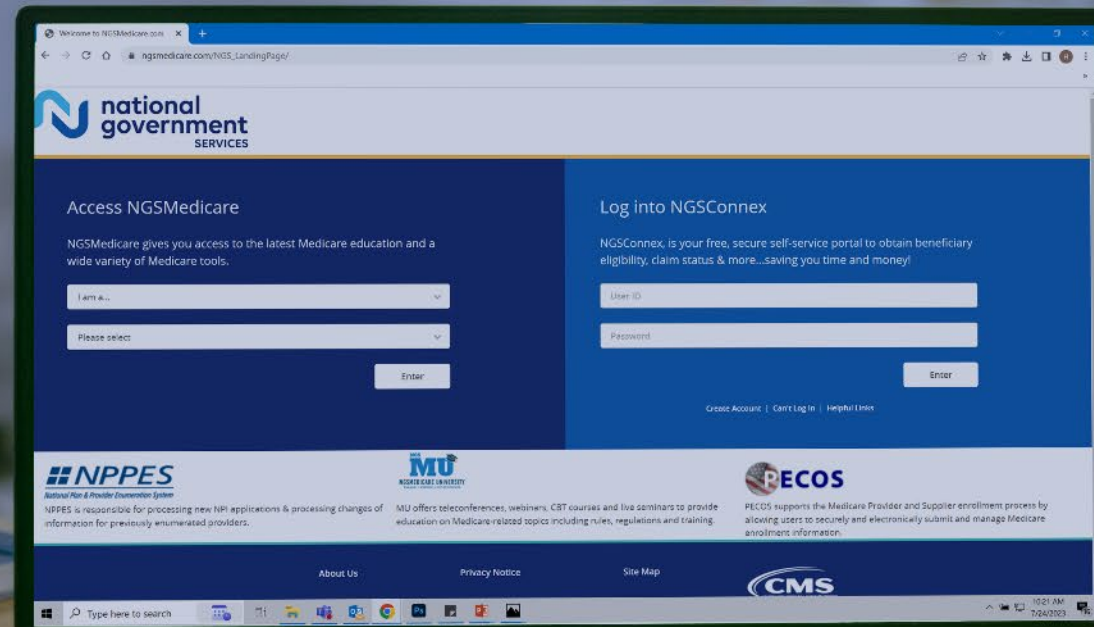
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