

Hospice Transfers

7/17/2024

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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

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

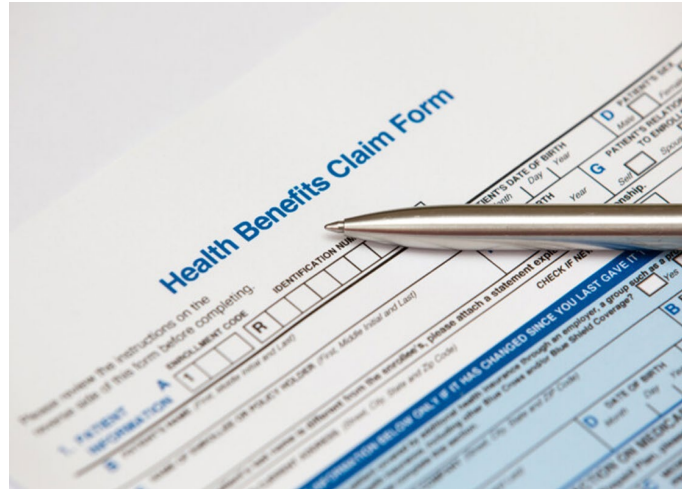
[Hospice Transfers Job Aid](#)

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](#)
 - Job Aids
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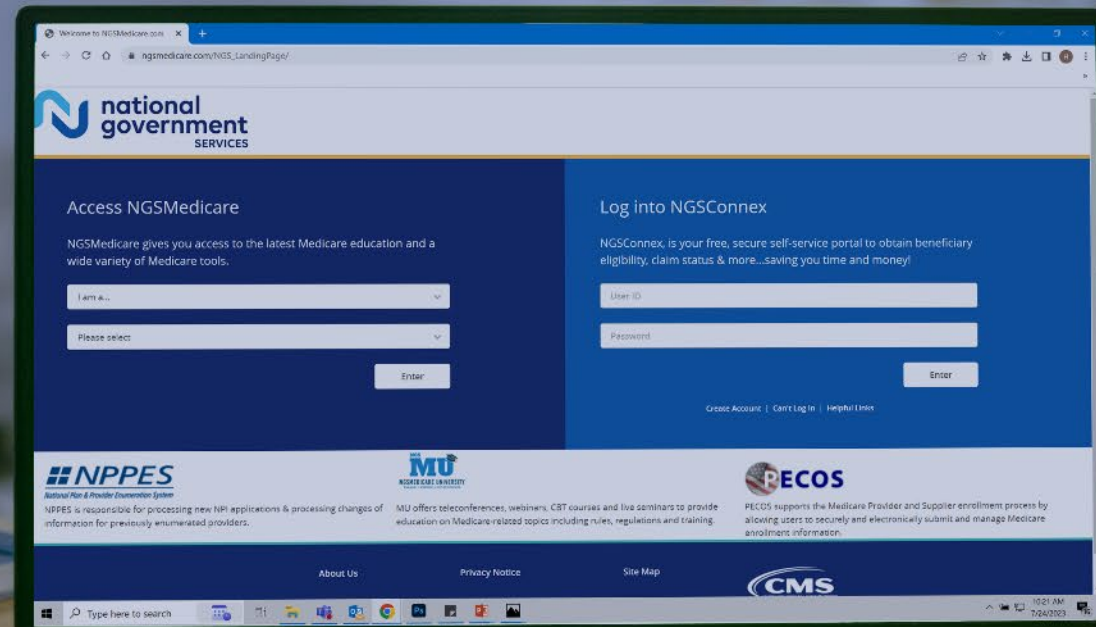
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Questions?

Thank you!