



Part A Fall 2024 Virtual Conference:

Keeping Compliant with
Medicare Starts With You

November 12th, 14th, and 19th

NGS RuralServ

11/19/2024



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Objective

Our rural health providers face unique challenges in delivering quality of care to Medicare beneficiaries and the associated administrative functions to file claims to Medicare. This session shares the efforts and resources to assist rural health providers to reduce their provider burden in Medicare.

Today's Presenters

- Provider Outreach and Education Consultants
 - Michael Dorris
 - Jean Roberts, RN, BSN, CPC





Agenda

[Medicare and Rural Health](#)

[NGS RuralServ](#)

[Resources](#)

[NGS PODCASTS](#)

[NGS Social Medicare](#)

[NGS Online](#)

Polling Question #1

As a rural health provider, how do you most often resolve your Medicare claim related issues?

Medicare and Rural Health

Rural Health Overview

- More than 61 million Americans live in rural areas
- People living farther from health care facilities
- Over 20% of rural residents are 65 and older
- Most of NGS states are rural
- Continued shortage of hospitals, physicians, and nurses

CMS and Rural Health

- CMS recognizes growth of Americans living in rural areas
 - Face several unique challenges in health care
 - Rural residents tend to be older and in poorer health than their urban counterparts

CMS Rural Health Priorities

CMS Rural Health Framework

- CMS Rural Health Priorities
 - Priority 1: Community-Informed Programs
 - Priority 2: Use of Standardized Data Collection
 - Priority 3: Strengthen/Support Health Care Professionals
 - Priority 4: Optimize Medicare and Communication Technologies
 - Priority 5: Expand Access to Health Care Coverage
 - Priority 6: Drive Innovation and Value-based Care

CMS Rural Health Council

- [Rural Health Council](#) - Focused on organizing and promoting work across CMS in three strategic areas:
 - Ensuring access to high-quality health care for all Americans in rural settings
 - Addressing unique economics of providing health care in rural America
 - Bringing rural health care focus to CMS' health care delivery and payment reform initiatives

People with Disabilities

- CMS Goals for people with disabilities
 - Improving Access to Care
 - Receive Quality of Care Information
 - Understanding of Patients Rights
- [Getting the Care You Need for People with Disabilities](#)
- [Resources and Briefs for Providers](#)

CMS Health Equity Framework

- [CMS Framework for Health Equity 2022-2032](#)
 - Priority 1: Expand Data Analysis
 - Priority 2: Assess Cause of Disparities
 - Priority 3: Build Capacities to Reduce Health Care Disparities
 - Priority 4: Advance Language Assess and Literacy
 - Priority 5: Increase Accessibility to Health Care Services/Coverage

CMS Office of Minority Health

- [Office of Minority Health](#) works with local and federal partners to eliminate health disparities while improving the health of people from all minority populations, including
 - People from racial and ethnic minorities
 - People with disabilities
 - Members of the LGBTQ+ Community
 - Individuals with limited English proficiency
 - Rural communities
- Offers valuable resources
 - [Health Equity Challenges and CMS Resources to Help Address Them](#)
 - Increase access to vaccines and encourage beneficiaries to get vaccines
 - [National Immunization Awareness Month](#)

Health Literacy: Help Your Patients

- Nearly 90% of adults struggle with health literacy
- Help your patients with limited health literacy, including:
 - Using [Plain Language](#)
 - Sharing resources in different languages
 - Taking time to review information
- Resources
 - [Health Literacy](#)
 - [Introduction to Language Access Plans](#) web-based training
 - [Improving Care for People with Limited English Proficiency \(PDF\)](#) infographic

Polling Question #2

Medicare pays for Federally Qualified Health Centers (FQHC) and Rural Health Clinics (RHC) primary health care services for all persons on Medicare? (True/False)

NGS RuralServ

NGS RuralServ Mission

- Medicare providers serving beneficiaries located in rural areas focusing on:
 - Critical Access Hospitals
 - Rural Hospitals
 - Federally Qualified Health Centers
 - Rural Health Clinics
 - Home Health & Hospice Agencies
 - Rural Physicians
 - Ambulance suppliers
 - Support Staff

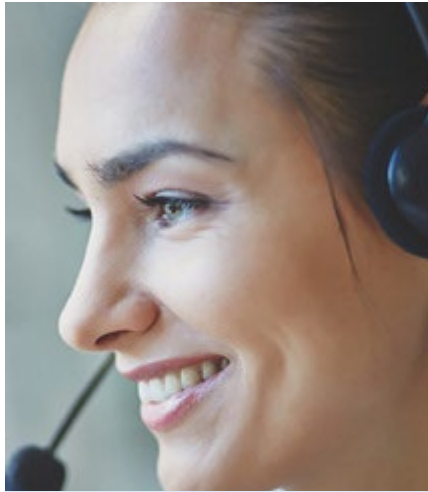
NGS RuralServ Program



Tailored billing guides and materials



Self-Service Options



Access to POE Experts



Topic-driven education based on input and needs



Partnership for Improved processes to reduce burden

NGS ServSuite of Service Programs

NGS Suite of Service Programs	Reducing Provider Burden with Custom Education and Service
HiServ	Improving provider efficiency with personalized education and service
PremierServ	Driving proper payments through high-touch service
RuralServ	Tailoring education for rural populations
TechServ/ NewServ	Making electronic solutions simple and onboarding new providers to electronic solutions
VOCServ	Improving tools through Voice of the Customer (VOC)
TelehealthServ	Supporting telehealth expansion through education
HealthServ	Improving health inequities



RuralServ

RuralServ	Tailoring Education for Rural Populations
Who the program serves	Providers serving beneficiaries located in rural areas with a focus on: Critical Access Hospitals (CAHs), Federally Qualified Health Centers (FQHCs), Rural Health Clinics (RHCs), Home Health and Hospice (HH+H) providers and Ambulance suppliers
How the program works	<ul style="list-style-type: none"> • Listen to rural providers and develop solutions to support their unique concerns to help them better serve beneficiaries • Develop collaborative education offerings with meaningful materials and approaches • Partner with associations and organizations in rural areas to improve our reach and awareness • Relay policy-related concerns and recommendations to CMS
How the program benefits providers and NGS	<ul style="list-style-type: none"> • Improved education and materials for rural providers • Increased support, allowing rural providers to focus on patient care to improve health outcomes • Strengthened relationships between NGS and our providers



RuralServ
Tailoring education for rural populations

NGS RuralServ Collaborations

- NGS operations
- State associations and societies
- POE MAC workgroups
- CMS recommendations
 - MLN articles
 - Manual updates

NGS RuralServ Web Banner

- [Jurisdiction 6 and K Part A](#)
- [Jurisdiction 6 and K FQHC/RHC](#)
- [Jurisdiction 6 and K HH+H](#)
- [Jurisdiction 6 and K Part B](#)



NGS RuralServ Provider Expectations

- Share with NGS concerns, input, and ideas for improvement
- Utilize self-service options when applicable
- Use data and disseminate information to staff
- Complete the survey on a quarterly basis

Polling Question #3

What is the most important issue facing Medicare beneficiaries residing in your rural area?

Resources

CMS, NGS, and Other Resources

- [CMS Office of Minority Health](#)
- [Welcome to Medicare](#)
- [National Government Services – Medicare](#)
- [Medicare University](#)
- [Locate Your QIN-QIO](#)
- [Eldercare Locator](#)

Beneficiary Medicare Resources

- 1-800-Medicare (1-800-633-4227), TTY users: 1-877-486-2048
 - Available 24 hours/day, 7 days/week
- [Medicare.gov](https://www.Medicare.gov)
 - General Medicare information
 - Medicare compare database
 - Health and drug plans, including Medigap
 - Coverage options
 - Providers
 - Beneficiaries can create accounts to
 - Get summary of current coverage
 - Add drugs & pharmacies to compare plan costs
 - Access [Medicare & You](#) handbook
 - Published in various versions (large print, different languages)

Additional Beneficiary Resources

- [State Health Insurance Assistance Program \(SHIP\) Regional Locator](#)
 - Free, one-on-one insurance counseling and assistance with Medicare
- [Senior Medicare Patrol](#)
 - Assists beneficiaries, their families and caregivers to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling, and education
- [Social Security Administration](#)
 - Handles FFS Medicare enrollment and billing
 - Issues Medicare cards and replacement cards
 - Can be done online



Questions?

Thank you!

Listen to Our Part A Podcast

Navigating Medicare: Part A Insights for Providers



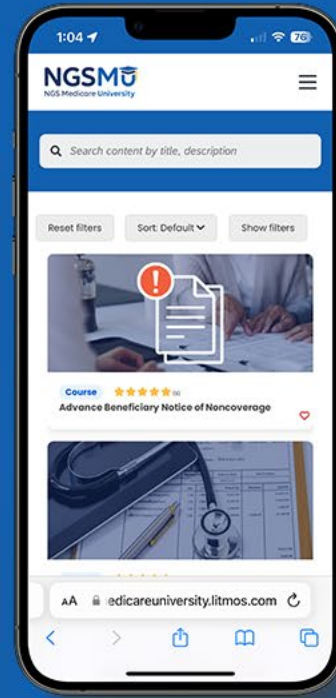
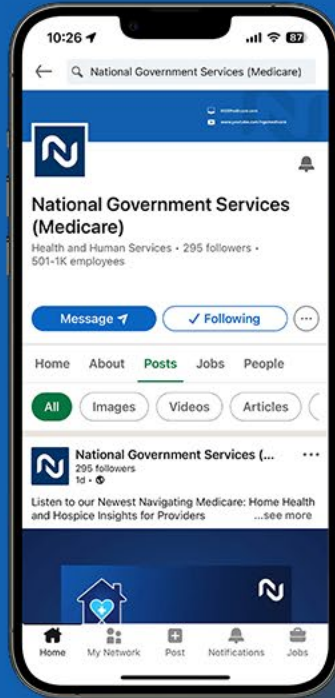
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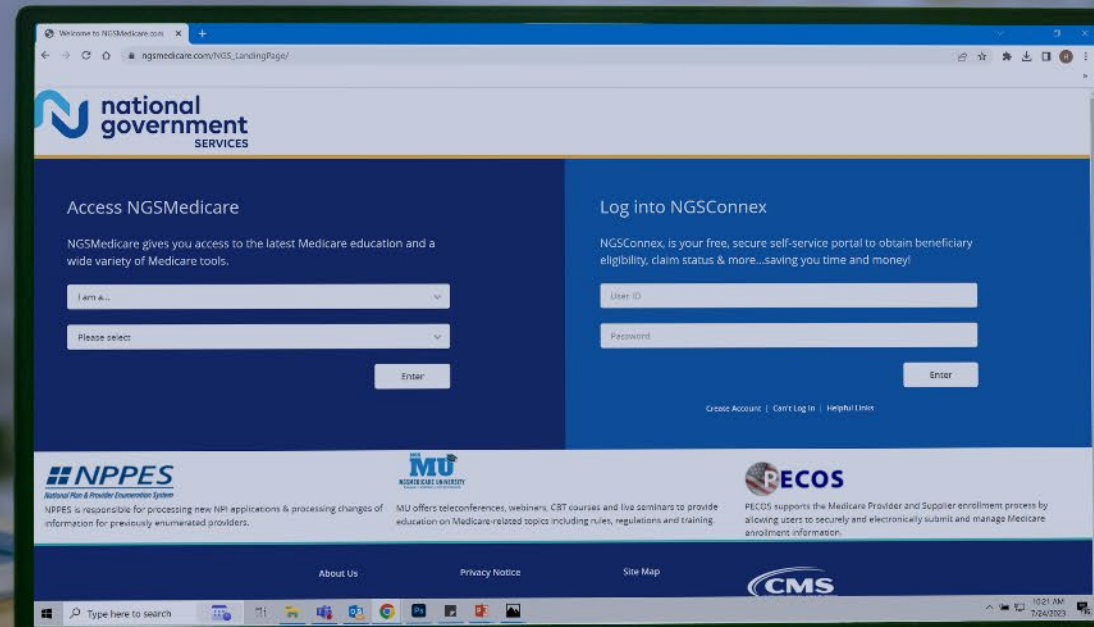


[Medicare University](#)
Self-paced online learning



[LinkedIn](#)
Educational Content

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www.NGS Medicare.com

Online resources, event calendar, LCD/NCD, and tools



[IVR System](#)

The interactive voice response system (IVR) is available 24-hours a day, seven days a week to answer general inquiries



[NGSConnex](#)

Web portal for claim information



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