

Orientation to Medicare: Home Health and Hospice

2/18/2025

Closed Captioning: *Auto-generated closed captioning is enabled in this course and is at best 70-90% accurate. Words prone to error include specialized terminology, proper names and acronyms.*

Today's Presenters

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Recording

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Objectives

Review tools for doing business with NGS available to home health and hospice agencies and explain the role POE plays in helping you be successful.



Agenda

- [Doing business with NGS](#)
- [Self-service Tools](#)
- [Educational Offerings](#)
- [Provider Outreach and Education](#)
- [Website tour](#)
- [Fraud and abuse](#)
- [Q&A](#)

Doing Business with NGS

Welcome New Provider

- Doing Business with NGS
 - Email Updates
 - Electronic Data Interchange (EDI)
 - CMS Website
- Self-service tools
 - NGSConnex
 - IVR
 - PCC
- Educational Offerings
 - YouTube
 - Podcast
 - Training Events
 - Medicare University

Email Updates

- Subscribe to receive the latest email updates



The screenshot shows the website's navigation and main content. The top header includes links for 'Contact Us', 'NGSConnex', 'Subscribe for Email Updates', and 'HH+H in Arizona (J6)'. Below this is a blue navigation bar with the 'national government SERVICES' logo and menu items: 'HOME', 'EDUCATION', 'RESOURCES', 'EVENTS', 'ENROLLMENT', and 'APPS'. A search icon is on the right. The main content area features six topic cards: 'Medical Policies' (Find LCDs and related billing and coding articles), 'Enrollment' (Getting started, after you enroll, and revalidating your enrollment), 'Fee Schedules & Pricers' (Code pricing search, payment systems, limits, and fee schedule lookup), 'Claims and Appeals' (Learn about claims, top errors, fees, MBI and appeals), 'Overpayments' (Repayment schedules, and post-pay adjustment), and 'Medicare Compliance' (Medical Review, Prior Authorization, Fraud & Abuse, CERT, and more).

EDI

- Enrollment > Register for EDI
 - Set up to receive electronic remittance advice
 - Electronic claims submission enrollment – FISS/DDE access
 - Check EDI Application Status
 - EDI Helpdesk contact information and availability

CMS Website

- [Centers for Medicare & Medicaid Services | CMS](#)
- Home Health and Hospice Resources
 - [CMS IOM Publication 100-02, Medicare Benefit Policy Manual](#)
 - [CMS IOM Publication 100-04, Medicare Claims Processing Manual](#)
 - [CMS IOM Publication 100-08, Medicare Program Integrity Manual](#)
 - [Hospice | Conditions of Participation](#)
 - [Home Health Agencies | Conditions of Participation](#)
 - [Home Health Agency \(HHA\) Center](#)
 - [Hospice Center](#)
 - [The Medicare Learning Network®](#)

Self-service Tools

NGSConnex

- NGSConnex is a free, secure, web-based application developed by NGS just for you!
- NGSConnex provides access to a wide array of self-service functions that save you time and money, such as:
 - Obtain beneficiary eligibility information
 - Query for your claims status
 - Initiate and check the status of redetermination and reopening requests
 - View your provider demographic information
 - Query for your financial data
 - Submit documents for an additional documentation request
 - Submit credit balance reports and more!

IVR

- Available 24-hours a day, seven days a week
 - Menu options that require system access (e.g., the Common Working File) are limited to that system's availability
- Obtain information such as:
 - Claim status
 - Check information (issue date, check amount, check number)
 - Patient status
 - Appeal status
 - General information
- [Interactive Voice Response User Guide - NGSMECARE](#)

Provider Contact Center (PCC)

- First option when contacting NGS for specific coverage or claims help
 - Information not available in NGSConnex or IVR
- Required to log and track all incoming inquiries
- Tiered system to respond accurately to all provider inquiries
- Contact numbers specific to geographic location
 - Contact Us > Provider Contact Center

Educational Offerings

Training Events

- Current/upcoming webinars and in-person events
 - Brief synopsis of each session
 - Easy registration
- Past Events
 - Access presentation/other material from event
- Education Survey
 - Opportunity to share ideas for future education
 - Help us know what we're doing right and how we can improve

Medicare University

- Learning platform offering wide variety of training tools
 - Webinars
 - Self-report attendance
 - In-person events
 - Computer-Based Training (CBT) courses (ngsmedicareuniversity.litmos.com)
 - Create user ID and password to access available courses
 - Available 24/7
 - Self-paced
 - Retrieve/view/download certificates from NGS webinars

Provider Outreach and Education

Education

- ALL FREE
 - Webinars
 - Offered several times every month throughout the year
 - YouTube
 - Available 24/7
 - Articles and job aids
 - Accessible on our website
 - Podcasts
 - Released on the second and fourth Thursdays every month
 - Available 24/7
 - Topics and conversations with different areas within NGS

POE Advisory Group

- Meets with providers throughout our contract jurisdiction to discuss ways to develop and deliver effective education
 - Offers a forum for providers to propose ideas for education
 - Opportunity for feedback on education material and self-service tools
 - Recommend effective and current educational techniques
 - Help identify important provider education issues
 - Network with peer agencies
- Meetings scheduled three times per year

Website Tour

NGSMedicare.com



Access NGSMedicare

NGSMedicare gives you access to the latest Medicare education and a wide variety of Medicare tools.

Log into NGSConnex

NGSConnex, is your free, secure self-service portal to obtain beneficiary eligibility, claim status & more...saving you time and money!

[Create Account](#) | [Can't Log In](#) | [Helpful Links](#)



NPPES is responsible for processing new NPI applications & processing changes of information for previously enumerated providers.



MU offers teleconferences, webinars, CBT courses and live seminars to provide education on Medicare-related topics including rules, regulations and training.



PECOS supports the Medicare Provider and Supplier enrollment process by allowing users to securely and electronically submit and manage Medicare enrollment information.



Fraud and Abuse

Fraud

- Costs taxpayers billions of dollars
- Endanger health and welfare of beneficiaries
- Providers play a vital role in protecting the integrity of the Medicare program
- What is it?
 - Knowingly submitting, or causing to be submitted, false claims, or making misrepresentations of facts to receive Medicare payment
 - Knowingly soliciting, receiving, offering, and/or paying compensation to induce or reward referrals for items or services reimbursed by Federal health care programs
 - Making prohibited referrals for certain designated health services

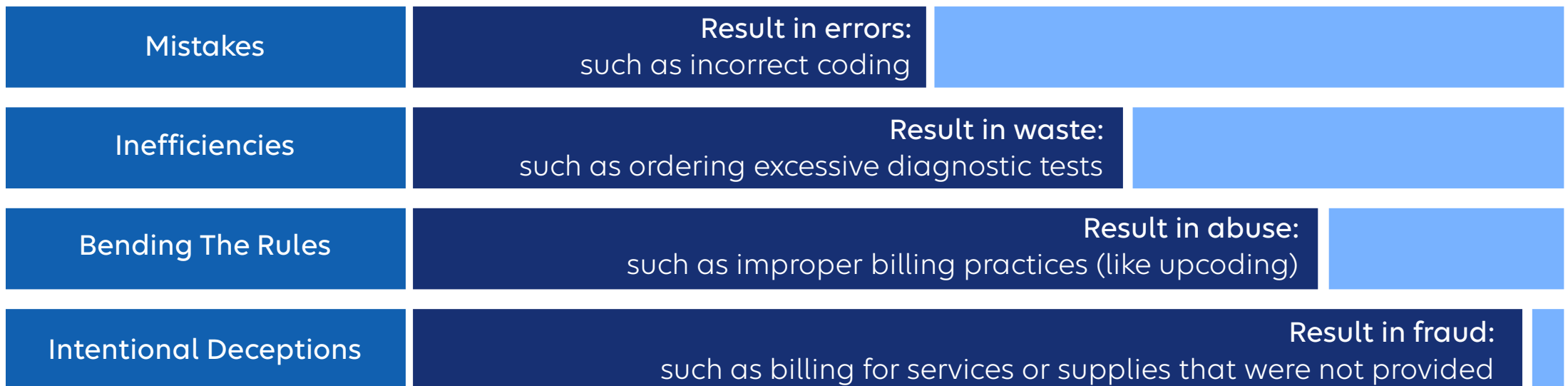
Abuse

- What is it?
 - Practices that directly or indirectly result in unnecessary costs to the Medicare Program, including
 - Any practice inconsistent with providing patients medically necessary services
 - Meeting professionally recognized standards
 - Charging fair prices
- Fraud and abuse can expose providers to criminal, civil and administrative liabilities



Program Integrity

Program integrity includes a range of activities to target the various causes of improper payments beyond fraud and abuse. The graph below shows vulnerability examples and the severity of their consequences.



Note: The types of improper payments are examples for educational purposes. Providers who engage in these practices may be subject to administrative, civil or criminal liability.

How You Can be Compliant

- Provide only medically necessary, high quality Medicare beneficiary services
- Accurately code and bill Medicare services
- Maintain accurate and complete Medicare beneficiary medical records
- Understand and comply with the [Anti-Kickback Statute](#) and [Physician Self-Referral Law \(Stark Law\)](#) when making investments or doing business with vendors

How to Report Suspected Medicare Fraud & Abuse

- Report anonymously
- Office of Inspector General (OIG)
 - Hotline: 1-800-HHS-TIPS (1-800-447-8477) or TTY: 1-800-377-4950
 - Webpage: [Submit a Hotline Complaint | Office of Inspector General | Government Oversight | U.S. Department of Health and Human Services](#)
 - Mail: U.S. Department of Health and Human Services
Office of Inspector General
ATTN: OIG HOTLINE OPERATIONS
P.O. Box 23489
Washington, DC 20026

Listen to Our HH+H Podcast



Navigating Medicare: Home Health & Hospice Insights for Providers

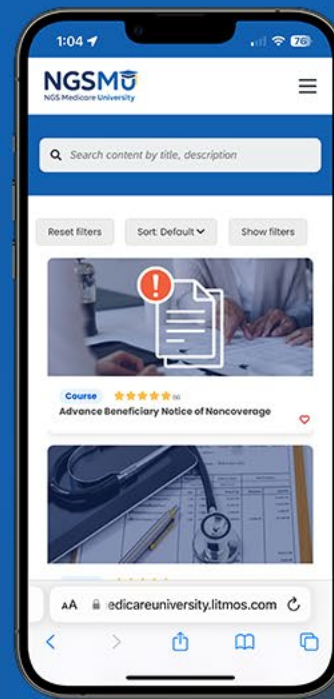
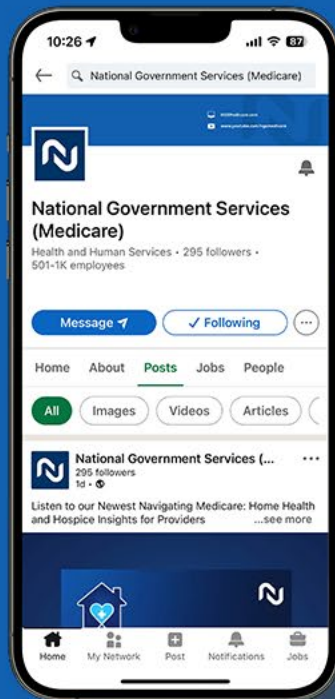
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[YouTube Channel](#)
Educational Videos

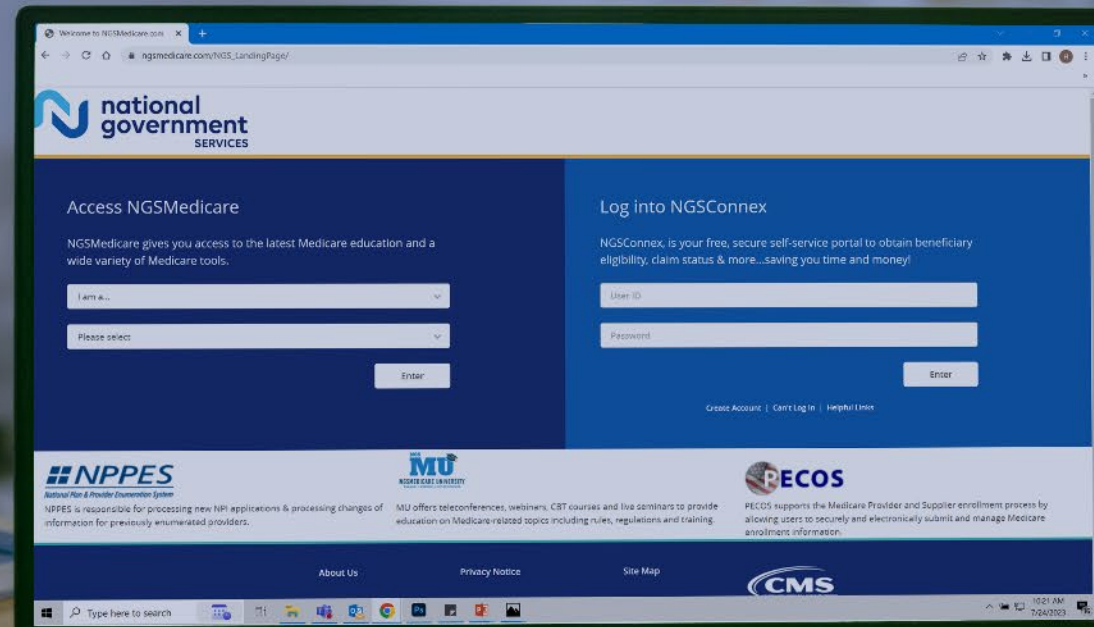


[Medicare University](#)
Self-paced online learning



[LinkedIn](#)
Educational Content

Find us online



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



[Sign up for Email Updates](#)

Subscribe for Email updates at the top of any NGS Medicare.com webpage to stay informed of news

Questions?

Thank you!