



Centers for Medicare & Medicaid Services

DATE: November 16, 2020
TO: Medicare-enrolled Hospice Providers
FROM: Center for Medicare & Medicaid Services (CMS) Innovation Center
SUBJECT: IMPORTANT NOTICE: Billing information update beginning January 1, 2021

Beginning on January 1, 2021, the below Medicare Advantage Organizations (MAOs) are including the Medicare hospice benefit in their benefits package as part of a CMS Innovation Center Model. Under the Model, the participating MAOs are responsible for coverage and payment of all services covered by Original Medicare, including hospice.

These changes **only** apply to patients who elect to **begin** hospice care, receive that care from you on or after January 1, 2021, **and** are enrolled in the specific MAO and plan(s) listed below in 2021 (this information may change annually). We're here to help you prepare for these changes.

Which plans are in the Model?

The following MAO is participating in the Model and operating in your service area for the counties indicated during calendar year (CY) 2021:

- **Parent Organization:** Hawaii Medical Service Association (HMSA)
- **Offering five plans in these counties in Hawaii, including:**
 - (1) **HMSA Akamai Advantage Standard (H3832-007)** offered in Hawaii, Kalawao, Kauai and Maui
 - (2) **HMSA Akamai Advantage Standard Plus (H3832-008)** offered in Hawaii, Kalawao, Kauai and Maui
 - (3) **HMSA Akamai Advantage Complete (H3832-009)** offered in Honolulu
 - (4) **HMSA Akamai Advantage Complete Plus (H3832-010)** offered in Honolulu
 - (5) **HMSA Akamai Advantage Dual Care (H3832-011)** offered in Hawaii, Honolulu, Kalawao, Kauai and Maui

Who do we submit notices and claims to for beneficiaries in participating plans?

You must send all notices and claims to **both** your patient's participating MAO **and** your Medicare Administrative Contractor (MAC).

How do we submit claims?

HMSA will send you information about submitting hospice notices and claims. You may also view up-to-date information on the Model's website at:

<https://bit.ly/2J5nOCL>

For questions about the contracting process for hospice, how to verify benefits and enrollee eligibility for the Model, and/or how to submit hospice claims correctly to HMSA for payment, HMSA has set up a call line. For Oahu, please call: 1-808-948-6330 and for Neighbor Islands, please call: 1-800-790-4672 toll-free. Please reach out to Dr. Toby Smith for questions about Model participation at toby_smith@hmsa.com and 808-489-4731.

Three things to know about claims for patients in this Model:

1. You must send all notices and claims to **both** the participating MAO **and** your MAC. The MAO will process payment, and the MAC will process the claims for informational and operational purposes and for CMS to monitor the Model.
2. If you contract to provide hospice services with the plan, be sure to confirm billing and processing steps before January 1, 2021, as they may be different.

Note: While we encourage you to reach out to participating MAOs about contracting opportunities, you're not required to contract. If you choose not to contract, the participating MAO must continue to pay you at least equivalent to Original Medicare rates for Medicare-covered hospice care.

3. The Model doesn't permit prior authorization requirements around hospice elections or transitions between different levels of hospice care.

Where do I get more information?

As always, we're committed to providing you with the support you need. For more information:

- Visit the Hospice-Provider VBID Webpages at <https://bit.ly/2J5nOCL>
- Join the VBID-Hospice Listserv at <https://bit.ly/3m7XKoL>
- Contact us at VBID@cms.hhs.gov

Thank you for the essential care that you provide to your Medicare patients.



Medicare Advantage Value-Based Insurance Design (VBID) Model – Hospice Benefit Component

Calendar Year 2021 Hospice Provider Checklist

The Hospice Benefit Component of the VBID Model is an opportunity for Medicare Advantage Organizations (MAOs) and hospice providers to collaborate and improve care coordination, transparency, and quality.

Follow these 5 steps for proper billing and claims processing:


- ☐ STEP 1:** Confirm your patient’s Medicare eligibility and check for Medicare Advantage (MA) enrollment. If your patient shows you an MA enrollment card, move to Step 2. If your patient shows you a Medicare card with a Medicare Beneficiary Identifier, use either your normal process or any of the following online tools or services to check for MA enrollment:
 - MAC Portal
 - MAC Interactive Voice Response (IVR) System
 - Health Insurance Portability and Accountability Act (HIPAA) Eligibility Transaction System (HETS)
 - Billing agencies, clearinghouses or software vendors

Reminder: Check the effective and termination dates to ensure the patient’s enrollment in the participating plan is for 2021.

The front of a MA Membership ID card is shown below for illustrative purposes.

<Health Plan Name and/or Logo>
<Plan Name> < A Medicare Health Plan with Prescription Drug Coverage>

<Medicare Logo>



Member Name: <Cardholder Name>
Member ID: <Cardholder ID#>
Health Plan: <Card Issuer Identifier>
Effective Date: <Coverage Start Date>

PCP Name: <PCP Name>
PCP Phone: <PCP Phone>
Copays: PCP/Specialist: \$x ER: \$x [*insert if applicable: Rx: \$x*]

RxBIN: <RxBIN#>
RxPCN: <RxPCN#>
RxGRP: <RxGRP#>
RxID: <RxID#>

<CMS Contract #><Plan Benefit Package #>

Example:
“H1234-001”

- ❑ **STEP 2:** If the patient is in an MA plan and the hospice election date is on or after January 1, identify the MA contract number and plan benefit package identification information on the MA enrollment card or by using one of the online tools or services in Step 1.

It will look like this: H#####. For example, H1234-001.

- ❑ **STEP 3:** Compare the information from Step 2 with the list of participating plans' information sent to you in November. The list is also on the Model website <https://bit.ly/2J5nOCL>

If this information matches, your patient is in the Model.

- ❑ **STEP 4:** If your patient is in a participating plan, check the billing and claims processes for the specific participating plan.

Please note: Plan contact information has been sent to you and is also available on the Model website. Participating MAOs in your service area will also be reaching out to you with billing information.

- ❑ **STEP 5:** Submit all notices and hospice claims to both your MAC and the participating MAO.

For assistance in triaging any issues or questions with billing, please contact your patient's MAO, your local MAC, or CMS at VBID@CMS.HHS.gov.

For more information, visit <https://bit.ly/2J5nOCL>, or email VBID@CMS.HHS.gov.