

Hospice References

This hospice resource tool lists various hospice-related topics as well as the reference titles, and any chapters/sections relevant to that topic. Following this table (beginning on Page 9) is the list of website links to access all references listed.

Topic	Reference(s)	Chapter(s)/Section(s)
Additional Development Request (ADR)	CGS “FISS Guide”	Chapter 3: Inquiry Menu
	CGS “Medical Review Additional Development Request (ADR) Quick Resource Tool”	
Add-on Charges	See “Late Charges”	
Adjustments (claims)	CGS “FISS Guide”	Chapter 5: Claims Correction
Administrative Activities – Physicians	Claims Processing Manual (Pub. 100-04)	Chapter 11, §40.1.1
Admission date	Claims Processing Manual (Pub. 100-04)	Chapter 11, §§20.1.2 and 30.3
Admission hour	CGS “Hospice Claims Filing, Claim Page 01 - Entering a Hospice Claim” Web page	
Advance Beneficiary Notice (ABN)	Claims Processing Manual (Pub. 100-04)	Chapter 30, §§ 50.9 and 50.15.3
	CGS “Hospice Guidelines of the ABN of Noncoverage and Expedited Determination” Quick Resource Tool	
Advanced Registered Nurse Practitioner (ARNP)	See “Nurse Practitioner”	
Appeals	Claims Processing Manual (Pub. 100-04)	Chapter 29
	CMS “The Medicare Appeals Process” brochure	
	CMS “Original Medicare (Fee-for-Service) Appeals” Web page	
	CGS “Appeals Overview” Web page	
Arrangement (hospice services)	See “Contracting (hospice services)”	
Attending Physician	See “Physician Services – attending”	
Beneficiary Requirements	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §10
Benefit Period	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §§10 and 20
	State Operations Manual (Pub. 100-07)	Chapter 2, §2080
Bereavement Counseling	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §40.2.3
	State Operations Manual (Pub. 100-07)	Chapter 2, §2080C



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Hospice References

Topic	Reference(s)	Chapter(s)/Section(s)
Billing	CGS “Hospice Claims Filing” Web page	
	Claims Processing Manual (Pub. 100-04)	Chapter 1, §50.2.3
	Claims Processing Manual (Pub. 100-04)	Chapter 11, §§30 and 90
	CGS “FISS Guide”	Chapter 4: Claims and Attachments
Cancels (claims)	CGS “FISS Guide”	Chapter 5: Claims Correction
Cancel (NOEs)	CGS “Canceling a Hospice Notice of Election or Benefit Period” Web page	
	Claims Processing Manual (Pub. 100-04)	Chapter 11, §20.1.2
Caps	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §90
Care Plan Oversight	Claims Processing Manual (Pub. 100-04)	Chapter 11, §40.1.3.1
	Claims Processing Manual (Pub. 100-04)	Chapter 12, §180
Certification	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §20
	CGS “Appropriate Clinical Factors to Consider During Recertification of Medicare Hospice Patients” Quick Resource Tool	
	CGS “Hospice Certification/Recertification Requirements” Web page	
Certification Statement	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §20
	General Information, Eligibility and Entitlement Manual (Pub 100-01)	Chapter 4, §60
Change of Hospice	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §20.2
	Claims Processing Manual (Pub. 100-04)	Chapter 11, §30.3
Coinsurance	General Information, Eligibility and Entitlement Manual (Pub. 100-01)	Chapter 3, §10.3
	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §30
	Claims Processing Manual (Pub. 100-04)	Chapter 11, §70
Comprehensive Error Rate Testing (CERT) Program	CMS CERT website	
	CERT Provider website	
	CGS “CERT Program” Web page	
Condition Codes	Claims Processing Manual (Pub. 100-04)	Chapter 11, §30.3
	CGS “Hospice Claims Filing” Web page	
	CGS “Hospice Medicare Billing Codes Sheet” Quick Resource Tool	
Continuous home care (CHC)	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §40.2.1
	Claims Processing Manual (Pub. 100-04)	Chapter 11, §§ 30.1 and 30.3
Contracting (hospice services)	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §§10, 40.4 and 70.1
	State Operations Manual (Pub. 100-07)	Chapter 2, §2080C

Hospice References

Topic	Reference(s)	Chapter(s)/Section(s)
Contracting (physician services)	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §40.3
Contractual Agreements	Benefit Policy Manual (100-02)	Chapter 9, §40.4
	State Operations Manual (Pub. 100-07)	Chapter 2, §2080C
Core Based Statistical Area (CBSA) Codes	CMS Hospice Center Web page	
	CGS "Hospice Payment Rates" Web page	
Core Services	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §40.4
Counseling	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §§40.1, 40.2.3, 40.4 and 80
Covered Services	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §§40.1 and 40.2
Demand (Denial) Bills	Claims Processing Manual (Pub. 100-04)	Chapter 1, §60
Denials (denied claims)	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §50
	Claims Processing Manual (Pub. 100-04)	Chapter 1, §60
Discharge (from hospice)	Benefit Policy Manual (Pub. 100-02)	Chapter 9, § 20.2.1
	Claims Processing Manual (Pub. 100-04)	Chapter 11, §30.3
Discharge for cause	Benefit Policy Manual (Pub 100-02)	Chapter 9, §20.2.1
	Claims Processing Manual (Pub. 100-04)	Chapter 11, §30.3
Documentation	CGS "Suggestions for Improved Documentation to Support Medicare Hospice Services" Quick Resource Tool	
	Benefit Policy Manual(Pub. 100-02)	Chapter 9
Drugs	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §§30.1 and 40.1.6
	Claims Processing Manual (Pub. 100-04)	Chapter 11, §30.3
Election	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §§10 and 20
	CGS "Hospice Election Requirements" Web page	
	See "Notice of Election (NOE)"	
Election Form (statement)	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §§10 and 20.2
Election Periods	See "Benefit Period"	
Electronic Remittance Advice	Reading the Institutional Remittance Advice (RA) booklet	
Eligibility	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §10
	CGS "FISS Guide"	Chapter 2: Checking Beneficiary Eligibility
ESRD and Hospice	Benefit Policy Manual (Pub. 100-02)	Chapter 11, §40

Hospice References

Topic	Reference(s)	Chapter(s)/Section(s)
Expedited Determinations	Claims Processing Manual (Pub. 100-04)	Chapter 30, §260
	CMS Beneficiary Notices Initiatives (BNI) Web page	
	CGS “Hospice Guidelines of the ABN of Noncoverage and Expedited Determination” Quick Resource Tool	
	Claims Processing Manual (Pub. 100-04)	Chapter 1, §150.3
Face-To-Face Encounters	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §20.1
	Claims Processing Manual (Pub. 100-04)	Chapter 11, §30.3
	CGS “Hospice Face-to-Face Encounters for Recertification” Quick Resource Tool	
	CGS “Hospice Certification/Recertification Requirements” Web page	
Fiscal Intermediary Standard System (FISS)	CGS “FISS Guide”	
Flu Vaccine	Benefit Policy Manual (Pub. 100-02)	Chapter 15, §§10 and 50.4.4.2
	Claims Processing Manual (CMS Pub. 100-04)	Chapter 18, §10
Form Locators (UB-04)	CGS “Hospice Claims Filing” Web page	
	Claims Processing Manual (Pub. 100-04)	Chapter 11, §§20.1.2 and 30.3
	CGS “Hospice Medicare Billing Codes Sheet” Quick Resource Tool	
	National Uniform Billing Committee website	
General Inpatient Care	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §§ 40 and 40.1.5
	Claims Processing Manual (Pub. 100-04)	Chapter 11, §§ 30.1 and 30.2
HCPCS codes	Claims Processing Manual (Pub. 100-04)	Chapter 11, §30.3
	CGS “Hospice Medicare Billing Codes Sheet” Quick Resource Tool	
Inpatient Care	See “Respite Care” and “General Inpatient Care”	
Inpatient Respite Care	See “Respite Care”	
Late Charges (Add-on Charges)	Claims Processing Manual (Pub. 100-04)	Chapter 11, §30.3
	CGS “Billing Hospice Physician and Nurse Practitioner (NP) Services” Quick Resource Tool	
Levels of Care	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §40
	Claims Processing Manual (Pub. 100-04)	Chapter 11, §30.1
	CGS “Medicare Hospice Benefit Facts” Quick Resource Tool	

Hospice References

Topic	Reference(s)	Chapter(s)/Section(s)
Medical Review	Program Integrity Manual (Pub. 100-08)	Chapter 1, §1.3.7 and 1.3.8
	Program Integrity Manual (Pub. 100-08)	Chapter 2
	Program Integrity Manual (Pub. 100-08)	Chapter 4, §4.3
	See "Medical Review Additional Development Request (ADR)"	
Medicare Advantage Plans and Hospice	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §§20.2.1 and 20.4
Medicare Secondary Payer (MSP)	Medicare Secondary Payer Manual (Pub. 100-05)	Chapters 1-4
	CGS "Medicare Secondary Payer (MSP) Billing & Adjustments" Quick Resource Tool	
	CGS "Medicare Secondary Payer" Web page	
Modifiers	CGS "Hospice Medicare Billing Codes Sheet" Quick Resource Tool	
	Claims Processing Manual (Pub. 100-04)	Chapter 11, §20.1.1, 40.1.3, 40.2, and 50
	National Uniform Billing Committee website	
Notice of Election (NOE)	CGS "Hospice Claims Filing" Web page	
	Claims Processing Manual (Pub. 100-04)	Chapter 11, §20
	CGS "Hospice Medicare Billing Codes Sheet" Quick Resource Tool	
	See "Election" and "Election Form (statement)"	
Nurse Practitioner (NP)	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §§ 10, 20.1, and 40
	Claims Processing Manual (Pub. 100-04)	Chapter 11, §§ 10, 20.1.2, 30.3, 40.1 and 40.2
	See "Physician Services"	
Occurrence Codes	CGS "Hospice Claims Filing" Web page	
	Claims Processing Manual (Pub. 100-04)	Chapter 11, § 30.3
	CGS "Hospice Medicare Billing Codes Sheet" Quick Resource Tool	
Occurrence Span Codes	National Uniform Billing Committee website	
	CGS "Hospice Claims Filing" Web page	
	Claims Processing Manual (Pub. 100-04)	Chapter 1, §80.3.2.2
	Claims Processing Manual (Pub. 100-04)	Chapter 11, §30.3
	National Uniform Billing Committee website	

Hospice References

Topic	Reference(s)	Chapter(s)/Section(s)
Patient Status Codes	CGS “Hospice Claims Filing” Web page	Chapter 11, § 30.3
	Claims Processing Manual (Pub. 100-04)	
	CGS “Hospice Medicare Billing Codes Sheet” Quick Resource Tool	
	National Uniform Billing Committee website	
Payment Rates	See “Reimbursement”	
Physician Certification	General Information, Eligibility and Entitlement Manual (Pub. 100-01)	Chapter 4, § 60
	Benefit Policy Manual (Pub. 100-02)	Chapter 9, § 10 and 20
	CGS “Appropriate Clinical Factors to Consider During Recertification of Medicare Hospice Patients” Quick Resource Tool	
	CGS “Hospice Certification/Recertification Requirements” Web page	
Physician Narrative	Benefit Policy Manual (Pub. 100-02)	Chapter 9, § 20
	CGS “Hospice Certification/Recertification Requirements” Web page	
Physician Services – attending	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §§ 20.1, 20.2.1, 20.2.1.1, & 40.1.3
	CGS “Billing Hospice Physician and NP Services” Web page	Chapter 11, § 40
	Claims Processing Manual (Pub. 100-04)	
	CGS “Billing Hospice Physician and Nurse Practitioner (NP) Services” Quick Resource Tool	
Physician Services – billing	CGS “Billing Hospice Physician and NP Services” Web page	Chapter 11, §§ 30.3 & 40.1-40.2
	Claims Processing Manual (Pub. 100-04)	
	CGS “Billing Hospice Physician and Nurse Practitioner (NP) Services” Quick Resource Tool	
Physician Services – contracted	Benefit Policy Manual (Pub. 100-02)	Chapter 9, § 40.3
	CGS “Billing Hospice Physician and NP Services” Web page	Chapter 11, § 40.2
	Claims Processing Manual (Pub. 100-04)	
	CGS “Billing Hospice Physician and Nurse Practitioner (NP) Services” Quick Resource Tool	
Physician Services – coverage	Benefit Policy Manual (Pub. 100-02)	Chapter 9, § 40.1.3
	CGS “Billing Hospice Physician and NP Services” Web page	Chapter 11, § 40
	Claims Processing Manual (Pub. 100-04)	
	CGS “Billing Hospice Physician and Nurse Practitioner (NP) Services” Quick Resource Tool	
Physician Services – reimbursement	Claims Processing Manual (Pub. 100-04)	Chapter 11, § 40
	CGS “Billing Hospice Physician and Nurse Practitioner (NP) Services” Quick Resource Tool	
Physician Services – Rural Health Clinic	Benefit Policy Manual (Pub. 100-02)	Chapter 9, § 20.1
	CGS “Billing Hospice Physician and Nurse Practitioner (NP) Services” Quick Resource Tool	

Hospice References

Topic	Reference(s)	Chapter(s)/Section(s)
Physician Services – volunteer	Claims Processing Manual (Pub. 100-04)	Chapter 11, § 40.1.2
	CGS “Billing Hospice Physician and Nurse Practitioner (NP) Services” Quick Resource Tool	
Plan of Care	Benefit Policy Manual (Pub. 100-02)	Chapter 9, § 40
Point of Origin Code	CGS “Hospice Claims Filing” Web page	
	Claims Processing Manual (Pub. 100-04)	Chapter 25 § 75.1
	CGS “Hospice Medicare Billing Codes Sheet” Quick Resource Tool	
Pre-election Evaluation	Benefit Policy Manual (Pub. 100-02)	Chapter 9, § 80
	Claims Processing Manual (Pub. 100-04)	Chapter 11, § 10.1
Priority of Admission Code	See “Type of Admission Code”	
Reconsideration	See “Appeals”	
Redetermination	See “Appeals”	
Reimbursement	Benefit Policy Manual (Pub. 100-02)	Chapter 9, § 10, 40.1.9, 40.2 and 50
	Claims Processing Manual (Pub. 100-04)	Chapter 11, § 30.2
	CGS “Hospice Payment Rates” Web page	
	See “Caps”	
	See “Physician Services”	
Remittance Advice	Reading the Institutional Remittance Advice (RA) booklet	
Respite Care	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §§ 30.2, 40.1.5 and 40.2.2
	Claims Processing Manual (Pub. 100-04)	Chapter 11, § 30.1, 30.3, and 70.3
Revenue Codes	CGS “Hospice Claims Filing” Web page	
	Claims Processing Manual (Pub. 100-04)	Chapter 11, § 30.3
	CGS “Hospice Medicare Billing Codes Sheet” Quick Resource Tool	
	National Uniform Billing Committee website	
Revocation	Benefit Policy Manual (Pub. 100-02)	Chapter 9, § 20.2
	Claims Processing Manual (Pub. 100-04)	Chapter 11, §§ 30.3 and 40.2.1
	CGS “Medicare Hospice Benefit Facts” Quick Resource Tool	
Room and Board	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §20.3
Routine Home Care	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §40
	Claims Processing Manual (Pub. 100-04)	Chapter 11, §30.1 – 30.3

Hospice References

Topic	Reference(s)	Chapter(s)/Section(s)
Sequential Billing	Claims Processing Manual (Pub. 100-04)	Chapter 1, §50.2.3
	Claims Processing Manual (Pub. 100-04)	Chapter 11, § 90
SNF and Hospice	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §20.3
Source of Admission Code	See "Point of Origin Code"	
Therapies	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §40.1.8
Timely Filing	Claims Processing Manual (Pub. 100-04)	Chapter 1, § 70
	CGS "Timely Claim Filing Requirements" Web page	
Transfers (of hospices)	See "Change of Hospice"	
Type of Admission Code	CGS "Hospice Claims Filing" Web page	
	Claims Processing Manual (Pub. 100-04)	Chapter 25 §75.1
	CGS "Hospice Medicare Billing Codes Sheet" Quick Resource Tool	
Type of Bill	Claims Processing Manual (Pub. 100-04)	Chapter 11, §§ 20.1.2 and 30.3
	CGS "Hospice Medicare Billing Codes Sheet" Quick Resource Tool	
UB-04	See "Form Locators (UB-04)"	
Unrelated Services/Care	Claims Processing Manual (Pub. 100-04)	Chapter 11, §50
	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §§10 and 20.3
Value Codes	CGS "Hospice Claims Filing" Web page	
	Claims Processing Manual (Pub. 100-04)	Chapter 11, §30.3
	CGS "Hospice Medicare Billing Codes Sheet" Quick Resource Tool	
Veterans Benefits and Hospice	Benefit Policy Manual (Pub. 100-02)	Chapter 9, §§40.1.5 and 60
Wage Index	Claims Processing Manual (Pub. 100-04)	Chapter 11, §30.2
	CMS Hospice Center Web page	
	CGS Hospice Payment Rates Web page	

Benefit Policy Manual (Pub. 100-02)

- Chapter 9 – Coverage of Hospice Services: <http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/bp102c09.pdf>
- Chapter 11 – End Stage Renal Disease: <http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/bp102c11.pdf>
- Chapter 15 – Covered Medical and Other Health Services: <http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/bp102c15.pdf>

CGS “Medical Review Additional Development Request” Quick Resource Tool

http://www.cgsmedicare.com/hhh/education/materials/pdf/ADR_QRT.pdf

CGS “Appeals/Redeterminations” Web page

<https://www.cgsmedicare.com/hhh/appeals/index.html>

CGS “Appropriate Clinical Factors to Consider During Recertification of Medicare Hospice Patients” Quick Resource Tool

http://www.cgsmedicare.com/hhh/education/materials/pdf/hospice_clinical_factors_recert_tool_h-020-01_07-2011.pdf

CGS “Billing Hospice Physician and Nurse Practitioner (NP) Services” Quick Resource Tool

http://www.cgsmedicare.com/hhh/education/materials/pdf/Physician_and_NP.pdf

CGS “CERT Program” Web page

<http://www.cgsmedicare.com/hhh/education/materials/CERT.html>

CGS “FISS Guide”

- All sections: <http://www.cgsmedicare.com/hhh/education/materials/FISS.html>
- Chapter 2: Checking Beneficiary Eligibility: https://www.cgsmedicare.com/hhh/education/materials/pdf/Chapter_2-Checking_Beneficiary_Eligibility.pdf
- Chapter 3: Inquiry Menu: http://www.cgsmedicare.com/hhh/education/materials/pdf/chapter_3-inquiry_menu.pdf
- Chapter 4: Claims & Attachments: https://www.cgsmedicare.com/hhh/education/materials/pdf/Chapter_4-Claims_and_Attachments_Menu.pdf
- Chapter 5: Claims Correction: http://www.cgsmedicare.com/hhh/education/materials/pdf/chapter_5-claims_correction_menu.pdf

CGS “Hospice Certification/Recertification Requirements” Web page

http://www.cgsmedicare.com/hhh/coverage/Coverage_Guidelines/CERT_ReCERT_Requirements.html

CGS “Hospice Claims Filing” Web page

http://www.cgsmedicare.com/hhh/education/materials/Hospice_CF.html

CGS “Hospice Sequential Billing” Web page

https://www.cgsmedicare.com/hhh/education/materials/hospice_sequential_billing.html

CGS “Hospice Guidelines of the ABN of Noncoverage and Expedited Determination” Quick Resource Tool

http://www.cgsmedicare.com/hhh/education/materials/pdf/Hospice_Guidelines_ABN_Noncoverage.pdf

CGS “Hospice Medicare Billing Codes Sheet” Quick Resource Tool

http://www.cgsmedicare.com/hhh/education/materials/pdf/Hospice_Medicare_Billing_Codes_Sheet.pdf

CGS “Hospice Payment Rates” Web page

http://www.cgsmedicare.com/hhh/claims/fees/hospice_rates.html

CGS “Medicare Hospice Benefit Facts” Quick Resource Tool

http://www.cgsmedicare.com/hhh/education/materials/pdf/Medicare_Hospice_Benefit_Facts.pdf

CGS “Medicare Secondary Payer (MSP) Billing & Adjustments” Quick Resource Tool

http://www.cgsmedicare.com/hhh/education/materials/pdf/MSP_Billing.pdf

CGS “Suggestions for Improved Documentation to Support Medicare Hospice Services” Quick Resource Tool

http://www.cgsmedicare.com/hhh/education/materials/pdf/hospice_documentation_tool_h-021-01_07-2011.pdf

CGS “Timely Claim Filing Requirements” Web page

http://www.cgsmedicare.com/hhh/education/materials/timely_claim_filing_req.html

CERT Provider website

<https://c3hub.certtc.cms.gov/>

<http://www.cms.gov/Regulations-and-Guidance/Guidance/Transmittals/Downloads/R1079OTN.pdf>

Claims Processing Manual (Pub. 100-04)

- Chapter 1 – General Billing Requirements: <http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/clm104c01.pdf>
- Chapter 3 – Inpatient Part A Hospital: <http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/clm104c03.pdf>
- Chapter 11 – Hospice: <http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/clm104c11.pdf>

- Chapter 12 – Physician/Practitioner Billing: <http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/clm104c12.pdf>
- Chapter 18 – Preventive and Screening Services: <http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/clm104c18.pdf>
- Chapter 25 – Completing and Processing the Form CMS-1450: <http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/clm104c25.pdf>
- Chapter 29 – Appeals of Claims Decisions: <http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/clm104c29.pdf>
- Chapter 30 – Financial Liability Protections: <http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/clm104c30.pdf>

CMS “Beneficiary Notices Initiatives (BNI)” Web page

<http://www.cms.gov/Medicare/Medicare-General-Information/BNI/index.html>

CMS CERT website

<http://www.cms.gov/Research-Statistics-Data-and-Systems/Monitoring-Programs/CERT/index.html>

CMS Hospice Center Web page

<http://www.cms.gov/Center/Provider-Type/Hospice-Center.html>

CMS “Original Medicare (Fee-for-Service) Appeals” Web page

<http://www.cms.gov/Medicare/Appeals-and-Grievances/OrgMedFFSAppeals/index.html>

CMS “The Medicare Appeals Process” Brochure

<http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/downloads/MedicareAppealsProcess.pdf>

General Information, Eligibility and Entitlement Manual (Pub. 100-01)

- Chapter 3 – Deductibles, Coinsurance Amounts and Payment Limitations
<http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/ge101c03.pdf>
- Chapter 4 – Physician Certifications and Recertification of Services
<http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/ge101c04.pdf>

Hospice Election Requirements Web page

http://www.cgsmedicare.com/hhh/coverage/Coverage_Guidelines/Election_Requirements.html

Hospice Face-to-Face Encounters for Recertification Quick Resource Tool

http://www.cgsmedicare.com/hhh/education/materials/pdf/hospice_ftf_encounters.pdf

Medicare Secondary Payer Manual (Pub. 100-05)

- Chapter 1 – Background and Overview: <http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/msp105c01.pdf>
- Chapter 2 – MSP Provisions: <http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/msp105c02.pdf>
- Chapter 3 – MSP Provider Billing Requirements: <http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/msp105c03.pdf>
- Chapter 4 – Coordination of Benefits Contractor (COBC) Requirements:
<http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/msp105c04.pdf>

Medicare Secondary Payer Web page

<http://www.cgsmedicare.com/hhh/education/materials/MSP.html>

National Uniform Billing Committee website

<http://www.nubc.org>

Program Integrity Manual (Pub. 100-08)

- Chapter 1 – Overview of Medical Review: <http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/pim83c01.pdf>
- Chapter 2 – Data Analysis: <http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/pim83c02.pdf>
- Chapter 4 – Benefit Integrity: <http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/pim83c04.pdf>

State Operations Manual (Pub. 100-07)

- Chapter 2 – The Certification Process: <http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/som107c02.pdf>

Remittance Advice Resources and FAQs

<https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/ICN905367.pdf>