

CGS Website: Steps 4 & 5

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Step 4: Get Acquainted with Medicare

Let's take a look at several critical resources you will need for providing and billing Medicare-covered services. Consider bookmarking these web addresses for future reference.

The Home Health & Hospice Education Web Page

https://www.cgsmedicare.com/medicare_dynamic/wrkshp/pr/HHH_Report.asp

- This web page will become one of your favorite resources as it supplies information about upcoming webinars, teleconferences and workshops for providers. It is updated frequently so please check this page often.
- There are a variety of educational events and definitions such as:
 - Webinars: where you participate through your Internet connections (for visual) and telephone (for audio),
 - Teleconference: you generally participate via telephone
 - Workshops: which are face-to-face, instructor led educational events – participants will need to travel to the workshop site to participate.
- Registration is required for all events and you will find instructions on this page.

Your Home Health & Hospice (HH&H) Medicare Bulletin

https://www.cgsmedicare.com/hhh/pubs/mb_hhh/index.html

- Is a Monthly newsletter published by CGS.
- To access the bulletin, refer to the "News & Publications" (<https://www.cgsmedicare.com/hhh/pubs/index.html>) tab on the left side navigation menu.
- The bulletin provides updates, clarifications and/or corrections to Medicare guidelines, coverage and reimbursement.

The CMS Internet-Only Manual System

<http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Internet-Only-Manuals-IOMs.html>

In step 2 we briefly mentioned the Regulations & Guidance page of the CMS website. This is where you gain access to the CMS Internet-Only Manual, also known as the IOM, System. The

following manual references will serve as your lifeline or foundation into the Medicare home health and hospice benefits.



- The Medicare Benefit Policy Manual (CMS Pub. 100-02) – Chapter 7 (<https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Internet-Only-Manuals-IOMs-Items/CMS012673.html>) provides home health information about the current payment system, qualification for covered home health services, physician certification, and plan of care information. Chapter 9 (<http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/bp102c09.pdf>) of this manual provides hospice benefit information such as covered items/services, certification and election requirements, as well as coverage limitations.
- The Medicare Claims Processing Manual (CMS Pub. 100-04) – Chapter 10 (<https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Internet-Only-Manuals-IOMs-Items/CMS018912.html>) provides general guidelines for processing home health claims, information about completing the Request for Anticipated Payments (RAPs) and final claims, and consolidated billing information. Chapter 11 (<http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/clm104c11.pdf>) of this manual provides information about hospice Notices of Election (NOEs), billing and payment of general hospice services, and hospice services provided by physicians.
- Another important publication of the IOM system is the Medicare Program Integrity Manual, also known as the PIM. CMS Pub. 100-08 – Chapter 1 (<https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/pim83c01.pdf>) contains Medical Review requirements and information about the benefit integrity program.

Shifting gears, let's talk about the Interactive Voice Response, also known as the IVR and Computer Telephone Integration or CTI Systems.

- The IVR is an automated self-service tool that assists home health and hospice providers with answers to various Medicare questions without the assistance of a Customer Service Representative, including:
 - Beneficiary eligibility information (Medicare Part A or B enrollment dates; Medicare Secondary Payer (MSP) record effective/termination dates; Medicare Advantage plan enrollment dates; home health episode dates; hospice benefit period dates, etc.)
 - Claim status information such as beginning and ending dates of your claim; total charges submitted on the claim; claim status; etc.)
 - Check information, for example, the date and amount of the most recent check or the amount for a specific check)
 - General information (most requested telephone numbers and addresses, hours of operation, remittance advice code definitions; and appeal rights information. Refer to the IVR System User Guide (https://www.cgsmedicare.com/hhh/help/pdf/ivr_user_guide.pdf) for additional information.
- The CTI is an automated self-service tool that authenticates beneficiary and provider information that is required before a Customer Service Representative can assist you with specific questions. Instead of verbally providing this information, the CTI captures what you enter, authenticates this information and displays it to the CSR.
- For additional assistance with using either of these self-service tools, refer to the IVR and CTI Converter Tools (https://www.cgsmedicare.com/medicare_dynamic/j15/ivr_mbi_converters.asp) Web page.

Another manual to familiarize yourself with is the Provider Reimbursement Manual – Part 1 (CMS Pub. 15-1) and Part 2 (CMS Pub. 15-2) (<https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Paper-Based-Manuals-Items/CMS021929.html>).

The Provider Reimbursement Manual will include:

- Instructions on calculating Medicare payments.
- And Instructions on submitting an annual Medicare cost report.

Educational Materials and Resources

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

At CGS, we believe that providers should have access to educational materials and resources that assist them in doing their jobs both efficiently and effectively. One of our goals is to save providers time and energy.

Be sure to access these provider-specific materials based on your line of business. These materials contain detailed information, billing and clinical guidance, and quick tips.

- Home Health Claims Filing & Special Claims Filing Situations
https://www.cgsmedicare.com/hhh/education/materials/hhe_claims_main.html
- Home Health Quick Resource Tools
https://www.cgsmedicare.com/hhh/education/materials/hh_qrt.html
- Hospice Claims Filing & Special Claims Filing Situations
https://www.cgsmedicare.com/hhh/education/materials/hospice_cf.html
- Hospice Quick Resource Tools
https://www.cgsmedicare.com/hhh/education/materials/hospice_qrt.html
- Home Health Coverage Guidelines
https://www.cgsmedicare.com/hhh/coverage/home_health_coverage_guidelines.html
- Hospice Coverage Guidelines
https://www.cgsmedicare.com/hhh/coverage/hospice_coverage_guidelines.html
- Newly Certified Home Health Provider or Provider Number Change Information
https://www.cgsmedicare.com/hhh/education/materials/newly_certified_hh_provider_or_hha_provider_number_change.html

Going further, take a glance at the Local Coverage Determinations (LCDs)

- LCDs (<https://www.cgsmedicare.com/hhh/coverage/index.html>) are policies developed by CGS. They are available from the Medicare Coverage Database and provide guidance concerning Medicare coverage and payment when no national policy exists.

We can't skip to Step 5 without mentioning the Comprehensive Error Rate Testing, also known as the CERT Program

- As a Medicare provider, you will learn about and be introduced to other Medicare contractors. We strongly encourage you to gain an understanding of the CERT program which is established by CMS to ensure contractors are paying claims appropriately, and identify how CERT impacts you as a Medicare provider.

Step 5: Checklists & Summary

For Step 5, we want to leave you with a few Checklists that will summarize the information you've heard in this video.

- As a biller or clinician in your organization, please complete the appropriate checklist to assist with your understanding of Medicare.
- Medicare Resources For New Billers (https://www.cgsmedicare.com/hhh/education/materials/pdf/new_biller_resources.pdf)
- Medicare Resources For New Clinicians (https://www.cgsmedicare.com/hhh/education/materials/pdf/new_clinician_resources.pdf)

Congratulations on becoming a Medicare provider. We hope this video will greatly assist you on your Medicare journey. Thank you for watching and be well.