



Hospice Provider Starter Guide (Medicare hospice certification information and e-links)

Centers for Medicare & Medicaid Services (CMS) Hospice Center

The CMS hospice center has all information related to Medicare hospice which includes access to the federal hospice regulations, manuals, and up to date transmittals. Signing up for the CMS list serv to obtain all of the up-to-date information:

Link: <http://www.cms.hhs.gov/center/hospice.asp>

Link to the Medicare Hospice Benefit booklet:

<http://www.medicare.gov/publications/pubs/pdf/02154.pdf>

Information to apply for Medicare certification: In order to bill Medicare Part A for hospice services, a provider must be Medicare certified.

- ➔ **Submitting an application:** Mail your completed application and all supporting documentation to the Medicare fee-for-service contractor (also referred to as a carrier, fiscal intermediary, Medicare Administrative Contractor, or the National Supplier Clearinghouse) serving your State or geographic location. To find the Medicare fee-for-service contractor serving your State or geographic location, please refer to the Provider-Supplier Enrollment Contacts section of this web site. To avoid delays in application processing, do **not** mail your application to the Centers for Medicare & Medicaid Services in Baltimore, Maryland.
- ➔ [Medicare Provider Enrollment Terms \[PDF, 34KB\]](#) (control + click to follow link)
- ➔ [Institutional Providers Brochure \[PDF, 84 KB\]](#) (control + click to follow link)
- ➔ Forms for certification application:
 - The Medicare enrollment application (CMS-855A) is an Office of Management and Budget approved form and is available in PDF fill able format.
 - Link to Form 855A: <http://www.cms.hhs.gov/cmsforms/downloads/cms855a.pdf> (control + click to follow link)
 - Hospice Request For Certification In Medicare (Form CMS 417)
 - link: <http://www.cms.hhs.gov/cmsforms/downloads/cms417.pdf>
 - Electronic Funds Transfer (EFT) Authorization Agreement (Form CMS 588)
 - Link: <http://www.cms.hhs.gov/cmsforms/downloads/CMS588.pdf>
 - Medicare Participating Physician or Supplier Agreement (Form CMS 460) – this is necessary in order to bill Medicare Part B for any physician services.
 - Link: <http://www.cms.hhs.gov/cmsforms/downloads/cms460.pdf>
- ➔ **Medicare Hospice regulations:** Current federal hospice Conditions of Participation (CoPs) or regulations for functioning as a Medicare hospice provider. These regulations were updated and became final in June 2008 with an implementation/compliance date of December 2, 2008.
- ➔ Link: <http://edocket.access.gpo.gov/2008/pdf/08-1305.pdf>
- ➔ **Certification & Compliance – Hospices**

Basic information about being certified as a Medicare and/or Medicaid hospice provider and includes links to applicable laws, regulations, and compliance information.

 - Link: http://www.cms.hhs.gov/CertificationandCompliance/07_Hospices.asp
- ➔ **Survey & Certification - Guidance to Laws & Regulations:** Survey protocols and Interpretive Guidelines are established to provide guidance to personnel conducting surveys. They serve to clarify and/or explain the intent of the regulations and all surveyors are required to use them in assessing compliance with Federal requirements.

- Link to CMS State Operations Manual, Chapter 2, The Certification Process:
 - <http://www.cms.gov/manuals/downloads/som107c02.pdf>
- Link to CMS Hospice Program Interpretive Guidance Appendix M:
 - http://cms.gov/manuals/Downloads/som107ap_m_hospice.pdf
- ➔ **Initial surveys lowest priority for state surveyors as of November 5, 2007.**
 - Link to CMS memo:
 - <http://www.cms.hhs.gov/SurveyCertificationGenInfo/downloads/SCLetter08-03.pdf>
- ➔ **Accreditation organizations with deeming authority for hospice:**
 - Joint Commission for Accreditation of Healthcare Organizations (JCAHO)
 - link: <http://www.jointcommission.org/AboutUs/ContactUs/>
 - The Community Health Accreditation Program, Inc. (CHAP)
 - link: <http://www.chapinc.org/contactus.htm>
 - Accreditation Commission for Health Care
 - <http://www.achc.org/>
- ➔ **Billing Medicare for hospice services:**
 - [Medicare Benefit Policy Manual](#) ; Chapter 9 - Coverage of Hospice Services Under Hospital Insurance
 - [Medicare Claims Processing Manual](#) ; Chapter 11 - Processing Hospice Claims

Fiscal intermediary information:

Medicare Regional Home Health and Hospice Intermediaries (RHHI's) will transition to specialty Medicare Administrative Contractors (MACs) in by 2011. Currently, only Palmetto, GBA has made the MAC transition. Information links for RHHI/ MAC:

- http://www.cms.hhs.gov/MedicareContractingReform/Downloads/MAC_Jurisdiction_Facts.pdf
- http://www.cms.hhs.gov/MedicareContractingReform/06_SpecialtyMACJurisdictions.asp
- **CIGNA:** Medicare Administrative Contractor for states: Iowa, Nebraska, Kansas, Missouri, South Dakota, North Dakota, Montana, Wyoming, Colorado, Utah, Delaware, Maryland, Pennsylvania, Virginia, West Virginia and The District of Columbia.
 - **Link to webpage:** <http://www.cgsmedicare.com/j15/index.html>
 - **The cutover date from Cahaba GBA to CIGNA occurred on June 15, 2011**
- **Palmetto, GBA:** Medicare Regional Home Health and Hospice Intermediary (RHHI) for states: Alabama, Arkansas, Florida, Georgia, Illinois, Indiana, Kentucky, Louisiana, Mississippi, New Mexico, North Carolina, Ohio, Oklahoma, South Carolina, Tennessee and Texas.
 - **Link to webpage:**
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 - **Enrollment webpage:** [http://www.palmettogba.com/palmetto/providers.nsf/\\$\\$ViewTemplate+for+Docs?ReadForm&Providers/Regional+Home+Health+&+Hospice+Intermediary+\(RHHI\)/EDI/Enrollment](http://www.palmettogba.com/palmetto/providers.nsf/$$ViewTemplate+for+Docs?ReadForm&Providers/Regional+Home+Health+&+Hospice+Intermediary+(RHHI)/EDI/Enrollment)
- **National Government Services:**
 - **United Government Services, LLC:** Effective January 1, 2007, National Government Services assumed the Medicare business operations of its affiliate, United Government Services, LLC.
 - Medicare Regional Home Health and Hospice Intermediary (RHHI) for states: Alaska, Arizona, California, Connecticut, Hawaii, Idaho, Maine, Massachusetts, Michigan, Minnesota, Nevada, New Hampshire, New Jersey, New York, Oregon, Rhode Island, Vermont, Washington, Wisconsin and the

U.S. Territories of American Samoa, Guam, Northern Mariana Islands, Puerto Rico, and U.S. Virgin Islands

- **Link to webpage:** <http://www.ugsmedicare.com/index.asp>
- **Enrollment webpage:** <http://www.ugsmedicare.com/providers/edi/documents/EDI%20Enrollment%20Form%20%20%20091505.pdf>

▪ **NHIC, Corp.**

- MAC for states: Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont
 - **Link to webpage:** http://www.medicarenhic.com/RHHI/RHHI_index.shtml
 - **Enrollment webpage:** http://www.medicarenhic.com/RHHI/RHHI_enroll.shtml

➔ **The National Provider Identifier (NPI):** is a Health Insurance Portability and Accountability Act (HIPAA) Administrative Simplification Standard. The NPI is a unique identification number for covered health care providers. Covered health care providers and all health plans and health care clearinghouses will use the NPIs in the administrative and financial transactions adopted under HIPAA.

State hospice licensure & information:

Most states have specific hospice licensure requirements. If there are state hospice licensure requirement, an organization must apply for hospice licensure and be surveyed for compliance by the state certification and survey body. Usually, the state will complete the licensure and Medicare certification survey during the first initial compliance survey.

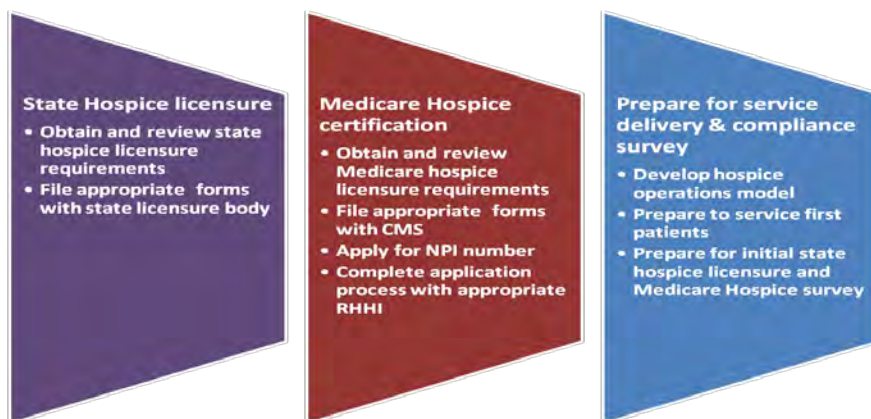
★ **To locate your state’s hospice licensure regulations, complete an internet search using search phrases:**

- _____ State hospice licensure regulations;
- _____ State administrative code;
- _____ State hospice regulations.

(Include the name of your state before each phrase)

✚ **NHPCO currently has a list of webpage links to the majority of state hospice licensure regulations as an NHPCO member benefit**

Medicare Certification and State Hospice Licensure



Resources for hospice start-up:

NHPCO Resource Products: available through NHPCO marketplace. To access the NHPCO Marketplace, log into www.nhpc.org and click ‘Marketplace’ on the left lower side of the webpage menu.

- *Essential Guide to Hospice Management (Manual + CD) (2010)*
This new resource is designed to assist in understanding the complexities of managing a hospice organization, whether you are starting a new, or enhancing your current program. It incorporates information related to structure, regulatory compliance, workforce management and integrating your quality assurance and performance improvement program throughout the organization
- *Compliance Program Tool Kit (2000)*
A summary of background information and a set of tools that will help each hospice develop a unique compliance plan and program based on its own needs and characteristics. Specifically, it provides a step-by-step guide to developing the written compliance plan, with background information on the major components of all compliance programs. **(Currently in revision; anticipated publish date in 2010)**
- *Hospice Service Guidelines (2001)*
NHPCO has updated its *Hospice Service Guidelines*, which are intended to accompany the NHPCO Standards of Practice for Hospice Programs. The new guidelines identify staffing and service descriptions, emphasize accountability, focus on eligibility, levels of care, scope of service, and general staffing parameters.
- *Hospice Volunteer Program Resource (2009)*
A guide for setting up a volunteer program. This outline will assist managers in personalizing a volunteer program that is right for you. It comes with several ready-to-use forms, such as competency checklists, surveys, a policies-and-procedures form, visit logs, and other administrative forms. The manual and CD-ROM cover areas including: standards; training; position description; competencies and evaluation; policies and procedures; and resources for volunteers and volunteer managers.
- *Traveling Patient Toolkit (2006)*
Recent Medicare legislation passed by the Congress in 2003 allows a hospice to contract with another hospice when a patient is traveling. NHPCO has compiled a hospice resource toolkit - which covers all of the “how to’s” and “what ifs” of the traveling hospice *patient*.
- *Developing Hospice Residences*
- *Developing Hospice Residences* is designed to help hospice programs develop high quality residences that reflect their mission, values, service objectives and budget. *Developing Hospice Residences* empowers hospice programs to take charge of the planning and development process by addressing the following topics:
The hospice residence development process, A-to-Z.
 - What questions to ask before building and pitfalls to avoid.
 - How to assemble an effective development team.
 - How to manage the feasibility, finance, design, and construction phases of development.
 - Management and staffing models for a hospice residence.
 - Tips on how to open the facility successfully.
- [Hospice and SNF/Assisted Living Facility Contracting Toolkit](#)
NHPCO Marketplace is offering a comprehensive Toolkit written by Attorneys Mary Michal and Meg Pekarske with the law firm of Reinhart Boerner Van Deuren s.c. The Toolkit includes contract templates for general inpatient care in a skilled nursing facility, routine home care, respite and assisted living agreements. In addition to the templates, there is a CD-ROM for easy

customization, background information regarding the conditions of participation, OIG risk areas and drafter's notes to assist hospices in understanding and customizing the agreements.

- [Hospice General Inpatient Care](#)

The goal of this Issue Brief is to assist hospices understand the Medicare GIP benefit, document the care that is provided and ensure the best possible outcome in receiving payment for providing that care. It is designed to: · Offer the historical context for understanding Medicare's coverage of inpatient care in hospice, · Encourage appropriate utilization of GIP care by hospices, · Help prevent misapplication of this important benefit, and · Describe the current regulatory climate.

- [Operational Guidance: Hospice and Assisted Living](#)

- Increasingly hospice providers are providing hospice care within assisted living. This toolkit was developed to provide hospice providers with information that may assist them in developing successful collaborative arrangements.

Included are guidelines on:

State licensing regulations

Assisted living residences Assessment of the resident

A sample Assisted Living Assessment form.

Why become a member of NHPCO?

NHPCO is your organization, working on behalf of all hospices—large and small, urban, suburban and rural, single-community and multi-state, non-profit, for-profit and government owned. NHPCO speaks with one voice to support our diverse community of providers. NHPCO's membership services help you increase access to care, improve the quality of hospice and palliative care services and expand the continuum of care at the local, state and national level. No one single organization does what NHPCO does. This informational guide illustrates the range of NHPCO's services and the value of NHPCO membership to you and your staff.

View the NHPCO [2011 Provider Membership Guide](#)

**NHPCO's Member Service Center is ready to take your call.
Call us at 800/646-6460 or email memberservice@nhpco.org**