Welcomes You To

Medicare Inpatient Hospital Notice Compliance Training

Presented by:
The Provider Education Team at Livanta

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March 13, 2019
11:00 a.m. – 12:00 p.m. HST
Join audio:
- Choose “Computer audio” to use VoIP
- Choose “Phone Call” and dial in using the information provided

Questions/Comments:
- Submit questions and comments via the Questions panel.

Note: Today’s presentation is being recorded. Attendees can access the recording at http://hah.org/

Evaluation: https://www.surveymonkey.com/r/VR22F9M
Medicare Inpatient Hospital Notice Compliance Training for the Hawaii Hospital Association

March 13, 2019
Livanta LLC
Agenda

I. Outlier Appeals Study
II. Hospital Issued Notices & Best Practices
   I. The Important Message from Medicare
   II. Hospital Issued Notice of Non-Coverage
III. Physician Reviewer’s Perspective
IV. Immediate Advocacy
Introduction to the BFCC-QIO Program & The Outlier Appeals Study

Jennifer Bitterman
Director Communications
Livanta LLC
Beneficiary and Family Centered Care (BFCC-QIO)
Hawaii : Livanta

Quality Innovation Network (QIN-QIO)
Hawaii : Mountain-Pacific Quality Health Foundation
Appeals Outlier Project: Overview

• In 2017, Livanta data analysis discovered outliers in QIO hospital appeals services
• Ratio - 1:101 appeals to discharges (Weichardt)
• Sampling
  • Hospitals: 4/12 Acute Care Hospitals in Hawaii
  • Round 1: 40 charts
  • Round 2: 80 charts
Appeals Outlier Project: Methodology

• Identify facilities with less than 1% Weichardt appeals of Medicare discharges
• Select last 10 discharges
• Perform audit
• Notify providers in writing
• Provide individual education
• Remeasurement
Audit Focus

Evaluation of inpatient hospital notices

• Appropriate Liability
  • Timing of the notice
  • Acknowledgement/documentation of refusal

• Appropriate Language
  • Livanta QIO Name and Phone Number
## Hawaii Case Results

<table>
<thead>
<tr>
<th></th>
<th>Round 1</th>
<th>Round 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate Language and Liability</td>
<td>22.50%</td>
<td>61.25%</td>
</tr>
<tr>
<td>Inappropriate Language</td>
<td>0.00%</td>
<td>0.00%</td>
</tr>
<tr>
<td>Inappropriate Liability</td>
<td>27.50%</td>
<td>20.00%</td>
</tr>
<tr>
<td>Inappropriate Language and Liability</td>
<td>25.00%</td>
<td>0.00%</td>
</tr>
<tr>
<td>No Notice Issued</td>
<td>25.00%</td>
<td>18.75%</td>
</tr>
<tr>
<td>Total</td>
<td>100% (40 charts)</td>
<td>100% (80 charts)</td>
</tr>
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</table>
## Hawaii Facility Results

<table>
<thead>
<tr>
<th>Category</th>
<th>Round 1</th>
<th>Round 2</th>
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</thead>
<tbody>
<tr>
<td>Appropriate Language and Liability</td>
<td>2</td>
<td>4</td>
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<tr>
<td>Inappropriate Language</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Inappropriate Liability</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Inappropriate Language and Liability</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>No Notice Issued</td>
<td>1</td>
<td>4</td>
</tr>
</tbody>
</table>
Appeals Outlier Project
Hospital Feedback

Reasons for problems with notices

• Staff turnover
• Version control
• Misunderstanding timelines
• System migration
• Department hand-offs
Inpatient Hospital Notices
Education and Best Practices

Kim Storms
Quality Assurance Manager
Livanta LLC
Beneficiary Knowledge Standards

- Covered under Medicare Claims Processing Manual Chapter 30 - Financial Liability Protections Section 40.2
- Explains what patients and families can reasonably be expected to know
- Covers all written notices required for participation in Medicare
Written Notice as Evidence of Knowledge

- Covered under section 40.2.2
- Explains the basis for patient notifications by writing
- Covers providers under reasonable expectations
- Provides protection for providers
Sources of Written Notice

- Covered under section 40.2.3
- Details all the different types of notices
- Explains the information and language that is required to terminate Medicare covered services
- Covers providers and Medicare contractors
Basic Delivery Requirements

• Covered under section 40.3.4.1
• Must be hand-delivered
• Patient or family is permitted to refuse notice
• Best practice: verbally explain the rights and services offered in the notice and document
• Best practice: include notices in discharge planning meetings
Official Sources of Instruction

- [https://www.cms.gov/bni](https://www.cms.gov/bni)

- Medicare Claims Processing Manual Chapter 30 - Financial Liability Protections
Additional QIO Services and Tools

Gina Westphal, MS
Livanta LLC
Immediate Advocacy

• **Process**
  • Appeal is received
  • If patient or family needs additional support in the discharge planning process, a Livanta advocate can be assigned to the case
  • Works with the patient and family to understand and/or resolve concerns related to the discharge

• **Improves health literacy**
Immediate Advocacy Case Example

- 71 years old, male, lives alone
- Stroke patient, being discharged to home
- Patient called Livanta to appeal
- Assigned a Livanta advocate
- Increased patient understanding and ability to communicate with the provider
- Improved, patient-centered care and outcomes
Introducing Arrow – Appeals and QOC

A way for you to check on your case status online. Simply input the case number and click search.
Medicare Quality HelpLine App

- One-touch dialing
- GPS enabled
- Arrow case tracking
- Medicare Rights Reviewer
- Absolutely free app*
- Updated version now available

* Message & data rates may apply
• Get out your smartphone or tablet
• Open the App Store for iPhone or Google Play for Android
• Search for “Livanta”
• Download and Install the app
• Rate and Review - give it a try!

* Message & data rates may apply
Questions?
Contact Information

For general questions, contact:
communications@Livanta.com
240-712-4313

For clinical or case inquiries, contact:
Livanta Medicare HelpLine
(9:00 a.m. - 5:00 p.m. weekdays, 11:00 a.m. - 3:00 p.m. weekends and holidays)
1-877-588-1123
www.LivantaQIO.com
On behalf of the Healthcare Association of Hawaii and Livanta, thank you for attending today’s webinar:

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