



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

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- Submit questions and comments via the Questions panel.

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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



Quality Improvement Organizations (QIO)

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

| Hawaii | Round 1 | Round 2 |
|--------------------------------------|---------------------|---------------------|
| Appropriate Language and Liability | 22.50% | 61.25% |
| Inappropriate Language | 0.00% | 0.00% |
| Inappropriate Liability | 27.50% | 20.00% |
| Inappropriate Language and Liability | 25.00% | 0.00% |
| No Notice Issued | 25.00% | 18.75% |
| Total | 100% (40 charts) | 100% (80 charts) |

Hawaii Facility Results

| Hawaii | Round 1 | Round 2 |
|--------------------------------------|---------|---------|
| Appropriate Language and Liability | 2 | 4 |
| Inappropriate Language | 0 | 0 |
| Inappropriate Liability | 2 | 4 |
| Inappropriate Language and Liability | 1 | 0 |
| No Notice Issued | 1 | 4 |

Appeals Outlier Project Hospital Feedback

Reasons for problems with notices

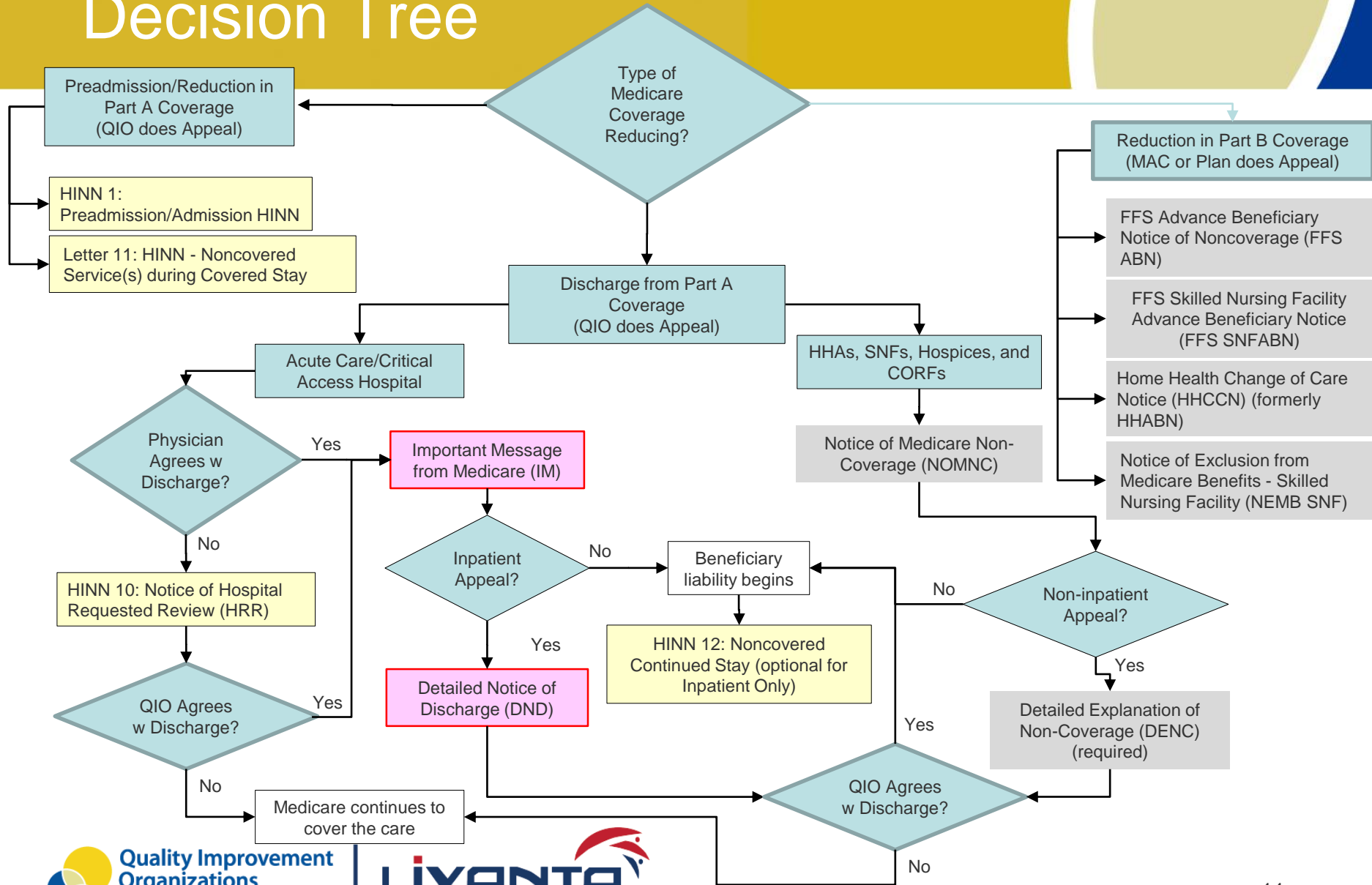
- Staff turnover
- Version control
- Misunderstanding timelines
- System migration
- Department hand-offs

Inpatient Hospital Notices Education and Best Practices

Kim Storms
Quality Assurance Manager
Livanta LLC



Beneficiary Notice Decision Tree



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>
- Medicare Claims Processing Manual Chapter 30 - Financial Liability Protections

Physician Reviewer's Perspective

Dr. Steve Stein, MD FACEP
Medical Director
Livanta LLC



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.

Check Your Case

Please insert your state initials, case number, and case type for up-to-the-minute status and details.
Arrow does not apply to HWDRG cases.

Examples: [Need more help?](#)

Appeals: NJ-123456-AP (State Initials)-(Case Number)-(Case Type)
Quality: NJ-123456-QU (State Initials)-(Case Number)-(Case Type)

Please note: Arrow is intended to supplement existing case review processes. It does not replace any processes, including phone notification of decisions. Providers should not discharge patients until they have received verbal notification of the decision from Livanta.

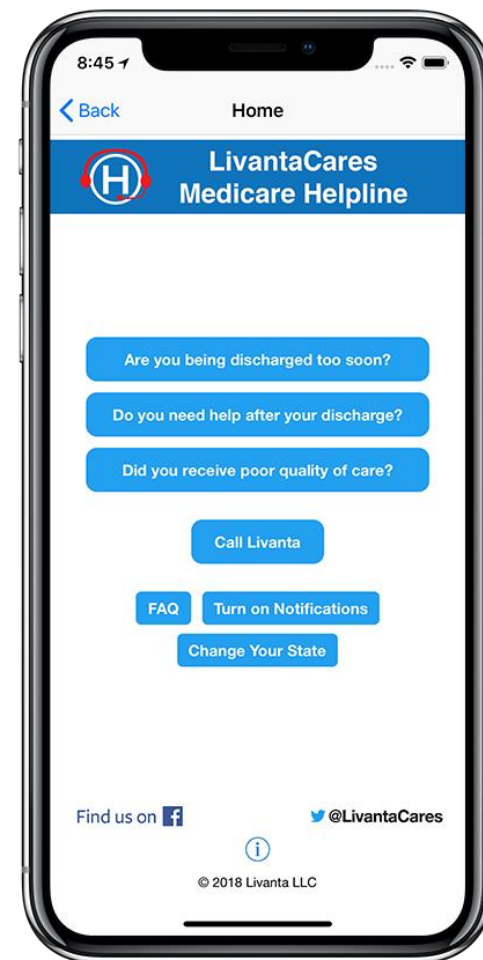
Case Number:

Appeal Started
7/14/2015 4:21:03 PM

Medical Record Received
7/17/2015 8:55:17 AM

Medicare Quality HelpLine App

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

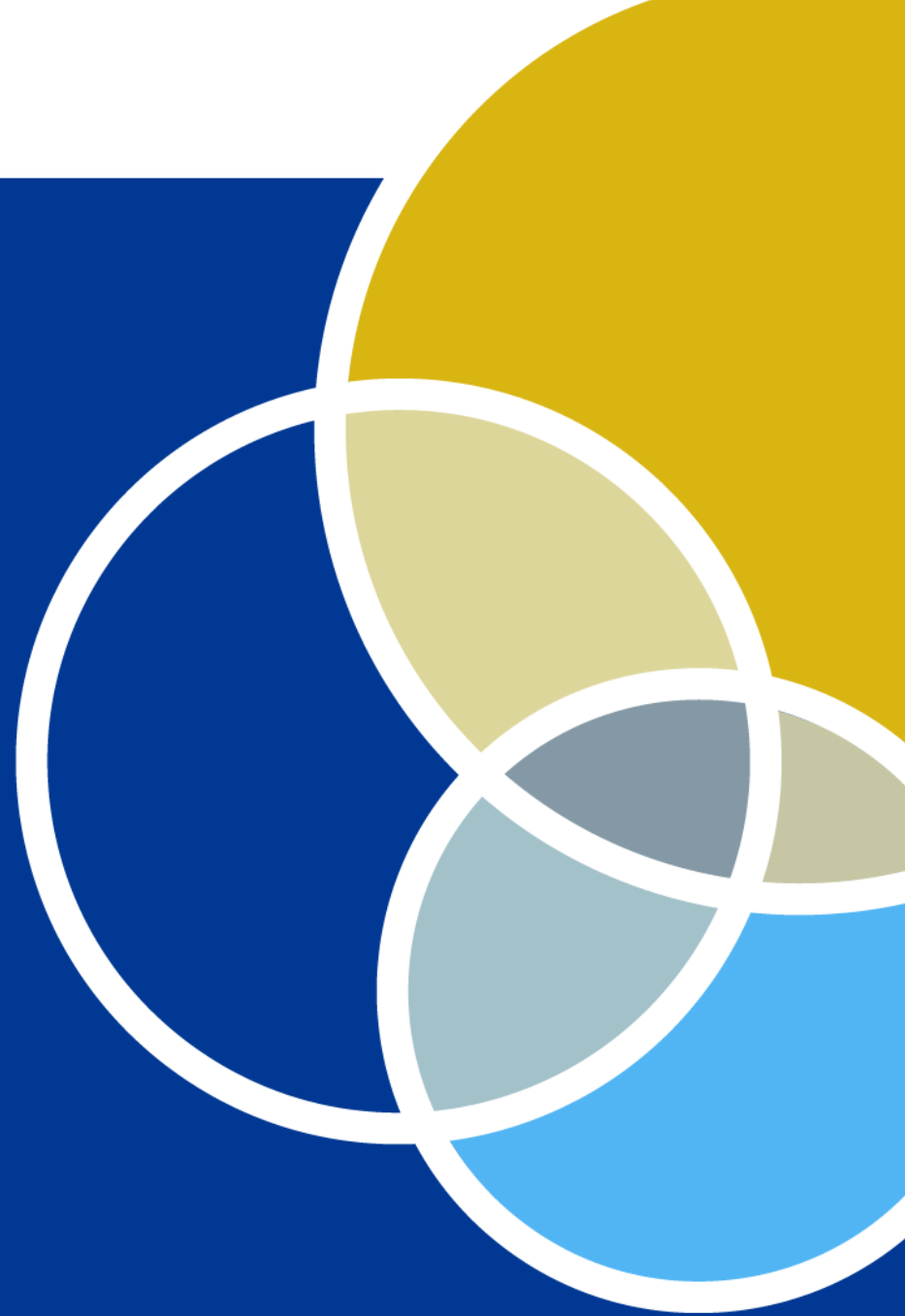


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- Get out your smartphone or tablet
- Open the App Store for iPhone or Google Play for Android
- Search for “Livanta”
- Download and Install the app
- Rate and Review - give it a try!



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:

Medicare Inpatient Hospital Notice Compliance Training



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