

## NHPCO's "Listening Tour with Edo Banach-CEO"

Edo Banach, NHPCO's new CEO, along with COO John Masterjohn and Director of Marketing Kendra Schilling are conducting a "Listening Tour" with 15 stops across the country this summer. The objectives were to meet the membership, understand the challenges that hospice faces understand how NHPCO can assist and support. Illinois had approximately 13 attendees, one from WI, one from IA and two from KY at a meeting on June 13, 2017.



John Masterjohn; Kate Proctor; Mary Sheehan; Edo Banach; and Kendra Schilling.

The items that were discussed included:

- The nursing home pass through for room and board. NHPCO supports eliminating the pass through and so would CMS we suspect. The barrier may be from some of the other stakeholders like the long-term care industry.
- Unnecessary division between hospice and palliative care. We all agree neither should not be an optional benefit!
- Unnecessary division between nonprofit hospices and for-profit hospices. Focus should always be on patient care.

He will keep these items on the radar as he continues to meet the other 13 states. One of his goals is to unify the message on behalf of the industry.

## Attend

### Annual Educational Conference October 12 in Naperville at Northern Illinois University

IL-HPCO Annual Education Conference  
Northern Illinois University in  
Naperville.

Two hours of "Regulatory Update" with Jennifer Kennedy from NHPCO. Keynote Speech from May Kay, RN, MA, published author "Graphic Medicine: Comics, Caregiving, and End of Life." Registration opens end of July. For details visit the website, [www.il-hpco.org](http://www.il-hpco.org).

## New Member Benefits

Please take note that two papers by IL-HPCO Board members will be posted on the IL-HPCO website in the Members Only Section Emergency Preparedness by Nancy Sehy and MCO Survey Summary by Kellie Newman.

<https://il-hpco.org/membership/member-login>

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## Legislative Update – Betsy D. Mitchell, IL -HPCO Legislative Consultant



### Illinois has a Budget!

Sunday Night, July 2nd, the House passed a budget (SB 6--amendments 3 and 4) and a revenue plan (SB9--amendment 3) to pay for it. Both Democrats and Republicans voted for the bill. After being on lockdown at the Capitol for nearly two hours, I witnessed the House members take votes to override the Governor's veto on the budget and revenue plans. After two years, Illinois finally has a budget. The revenue plan includes moving the personal income tax rate to 4.95% and the corporate rate to 7%. Both increases would be made permanent.

#### Amendment Passed in May 2017

IL HPCO Supported the amendment that exempts hospice from having to check the Prescription Monitoring Program before having a controlled substance prescribed. This is common language in other states to exempt hospice so as not to discourage adequate pain control. By having this language in the legislation, it saves us from trying to get a fix in rule making.

#### MCO Payer Bids

End of May was the deadline for insurers to submit bids for contracts to participate in Governor Rauner's overhauled Medicaid Managed Care Program. The announcement for Payers has now been postponed to late July. The following insurers have submitted bids according to the Illinois Comptroller's Office:

Aetna

Blue Cross & Blue Shield of Illinois

Cook county Health & Hospitals System

Harmony Health Plan

IlliniCare

Meridian

Molina

NextLevel Health

Trusted Health Plan

Rauner plans to award up to seven bids, for implementation on January 1, 2018.

#### Having Trouble Getting Paid.....GO HERE:

Illinois Complaint Portal MEDICAID...not getting paid...go here:

Letter is attached, here is the link:

<https://www.illinois.gov/hfs/MedicalProviders/cc/Pages/ManagedCareComplaints.aspx>

#### MCO Survey - - By Kellie Newman, Chair-Reimbursement Workgroup, Director-IL-HPCO

The Legislative Committee's Reimbursement Workgroup was born out of concerns IL HPCO heard expressed from hospice providers during regional meetings throughout 2016.

## Legislative Update continued (from p. 2)

Those difficulties expressed by hospice leaders centered on issues with Medicaid and managed care reimbursement. The Workgroup's purpose is to bring member hospices together as advocates for rightful and timely reimbursement by the state and its contracted agencies.

In November and December 2016, IL HPCO's Reimbursement Workgroup developed and conducted a survey of member organizations' leaders. The purpose of the survey was to determine which payment issues presented as the most challenging, and with which managed care entities. The Workgroup also requested specific documentation of payment challenges; the end goal was to bring this information forward during a meeting in which we would establish a relationship with the state organization representing managed care organizations to facilitate positive change.

Ten hospice agencies representing large and small, non-profit and for-profit, urban and rural, and hospice-based and independent organizations responded.

- Several hospice agencies report positive interactions with their contracted managed care organizations.
- Hospices serving a greater number of patients describe experiencing the most challenges with managed care organizations.
- Within the largest hospices, there is variation in issues related to geographical areas – those serving counties in the Chicagoland area tend to experience the majority of issues.
- Payment challenges identified with five managed care organizations:
  - o Timeliness of obtaining authorizations
  - o Denials for patients not listed in State Credit File
  - o Underpayments
  - o Incorrect denials for:
    - Invalid revenue codes
    - No Auth even though authorization is on file or obtained appropriately

HFS recognizes the importance of providers having a mechanism for reporting and resolving issues encountered with an individual Medicaid MCO when these issues cannot be resolved using existing processes designated by the managed care organization. A new provider compliant portal was introduced in February 2017 to facilitate prompt and fair resolution of disputes between managed care organizations and providers. Issues impacting immediate access to care will be expedited. The address to the portal is <https://www.illinois.gov/hfs/MedicalProviders/cc/Pages/ManagedCareComplaints.aspx>

The Reimbursement Workgroup remains committed to working payment issues at the state and contracted insurer level to ensure hospice reimbursement is and stays a priority.

## Public Reporting

1. Hospice public reporting on the 7 HIS measures started this summer.
2. Hospices had a 30-calendar day window during which to review their data prior to it appearing to the public.
3. The window started June 1st and ended on June 30th.
4. A hospice that believes that there are errors in its data can request a CMS review if they can submit proof and a plan detailing how errors will be corrected. If CMS agrees, they will suppress the data for one time only and display the corrected measures in the next quarter.

## Education Webinars!

We are pleased to announce that we have partnered with the Essential Education Webinar Network to offer webinars specifically for Hospice and Home Care professionals. As an association member, you will be able to participate in these webinars at a reduced member price.

To ensure that you receive information on upcoming webinars, we'd like to offer a few suggestions.

1. Please be sure your organization's email system accepts (and does not reject) mail from the following email addresses:
  - IL-HPCO@eewebinarnetwork.com
  - IL-HPCOtraining@eewebinarnetwork.com
  - IL-HPCOAssistance@eewebinarnetwork.com



A simple way to do this is to add each of these e-mail addresses to your contacts folder and "safe senders" list. If you have an IT department, please forward this information to them so that the webinar information and instructions are not blocked by your firewall or spam filter. [If you do not have an IT Department, please add the domain eewebinarnetwork.com to your contacts folder, your "safe" or "approved" senders list in your email client (such as Outlook), and spam filter (such as Postini).]

Not sure how? Here are instructions for Outlook.

2. When you register for a "live" webinar, instructions will be emailed approximately one week in advance.
3. When you register for an "recorded" webinar, an on-demand web link will be emailed approximately one week before the live webinar. The on-demand web link contains an audio/visual recording of the live webinar broadcast, including question and answer sessions. It also includes a PDF file of the handouts and the speaker's email address so you may ask follow-up questions. The web link can be viewed anytime 24/7 beginning 6 business days following the live webinar. It expires 6 months after the live program date.
4. If you pay by credit card, your statement will show Financial Education & Development, Inc. as the merchant name or transaction description.

**For questions, please contact [IL-HPCO@eewebinarnetwork.com](mailto:IL-HPCO@eewebinarnetwork.com).  
Watch your email for detailed information on upcoming webinars!**