Reimbursemen Committee Update

Carrie Bill and Kelly Schnetzer-Seasons Hospice & Palliative Care Updates as of 4/40/20

Carrie & Kelly work with Julie Farley at HFS monthly to discuss global hospice issues. Please send us any global issues you have identified. If you have specific denials to review, please reach out to the Hospice Unit on Tuesdays & Thursdays at 877-782-5565. Any other time you will have to leave a message and someone will call you back.

Julie has provided the following updates as far as HFS backlog:
• Hospice Medicaid Notice of Election (NOE) is the process to inform HFS that a patient has elected a specific hospice.
The team is approx. a month behind on entering NOEs
• Paper Adjustments/Override – They are working on requests received 5/28/19
• Room & Board Rate Adjustments: July 2019 adjustments have been auto processed by HFS. They are looking into options for October 2019 & January 2020. In the meantime, please hold off on sending manual rate adjustments as this can cause duplicate payments or recoupments.

HFS has established a new complaint portal for unresolved issues with Managed Care Organizations (MCOs). Please see link to the bulletin regarding this change: https://commentpicker.com/random-name-picker.php

Monthly MCO Updates:

• Carrie & Kelly meet monthly with Illinois Association of Managed Health Plans (IAMHP) and the MCOs to discuss specific hospice issues and denials.
• 2020 Big Win – We have been successful in eliminating all clinical requirements for R&B authorization!
• Do you know who your provider rep is at each MCO? Many of the MCO reps will gladly set up monthly calls or in person meetings to establish a relationship! We have found these to be very successful in working outstanding AR balances.

• Don't forget to sign up for MCO bulletins and updates. Many of the MCOs either send out a bulletin or post to their webpage any known system issues. This will be a great resource for all hospice providers to know of any potential claim issues

Current Known Issues:

IlliniCare has a new hospice claims team. These individuals are manually pricing claims! Keep an eye on your AR and do not hesitate to request a dispute if you notice issues. In addition, please submit all trending issues to Kelly & Carrie for the monthly meetings. IlliniCare is also denying SIA for missing auth. This is a known issue being worked on.

In August 2019 Kelly & Carrie began attending Monthly MCO Meetings. During these meetings, we are able to bring specific hospice denials (NO PHI) to the attention of the decision makers at each MCO. Since starting these meetings, we have closed/resolved 48 hospice issues! We currently have 41 open issues. Please continue to send in your issues as we are risking our invitation to these meetings if we don't have open issues to review.

If you have any questions, please reach out to Carrie Bill, CBill@Seasons.org or Kelly Schnetzer, KSchnetzer@Seasons.org.

Breakdown of open/closed by hospice:

Hospice	Open Issue	Closed Issue	Total Issues
Global	3	3	6
Rainbow		2	2
Seasons	26	13	39
Joliet Area Community Hospice	2	2	4
Vitas	7	10	15
Serenity	1	13	14
Northern Illinois	3		3
Hospice of Kankakee Valley		6	6
TOTAL	42	51	93