

November Office Hours: Hospice Benefit Component Operational And Technical Guidance

*Value-Based Insurance Design (VBID) Model
CMS Innovation Center
November 2020*



Agenda

- Brief Overview of Resources
- Brief Overview of Billing and Payment
- Question and Answer

Presenters

- Laura McWright, Deputy Director, Seamless Care Models Group (SCMG)
- Dr. Doug Clarke, Medical Officer, SCMG
- Sibel Ozcelik, VBID Model Co-Lead
- Julia Driessen, VBID Model Evaluation Lead
- Trudel Pare, VBID Model Team Member

Disclaimer

This presentation was current at the time it was published or uploaded onto the web. Medicare policy changes frequently so links to the source documents have been provided within the document for your reference.

This presentation was prepared as a service to the public and is not intended to grant rights or impose obligations. This presentation may contain references or links to statutes, regulations, or other policy materials. The information provided is only intended to be a general summary. It is not intended to take the place of either the written law or regulations. We encourage readers to review the specific statutes, regulations, and other interpretive materials for a full and accurate statement of their contents.

Brief Overview of Resources

Key Resources

- VBID Model Homepage: <https://innovation.cms.gov/innovation-models/vbid>
- Hospice provider webpages here: <https://innovation.cms.gov/innovation-models/vbid-hospice-benefit-overview>
- List of participating MAOs, with service area and contact information: <https://innovation.cms.gov/media/document/vbid-cy2021-hospice-contact-info-geo>
- CY2021 Technical and Operational Guidance in detail: <https://innovation.cms.gov/media/document/vbid-hospice-technical-guidance-cy2021>
- CY2021 Hospice Provider Checklist: <https://innovation.cms.gov/media/document/vbid-cy2021-hospice-provider-checklist>

Brief Overview of Billing and Payment

Key Information for Hospice Providers

Follow these steps for proper billing and claims processing (outlined over the next two slides):

01

CHECK MA ENROLLMENT

Tip: Ask for your patient's MA Membership ID Card.



ABC Organization <Medicare Logo>
ABC Basic Plan, a Medicare Health Plan with Prescription Drug Coverage

Member Name: Ben E. Ficiary RxBIN: <RxBIN#>
Member ID: <Cardholder ID#> RxPCN: <RxPCN#>
Health Plan: <Card Issuer Identifier> RxGRP: <RxGRP#>
Effective Date: 01/01/2021 RxID: <RxID#>

PCP Name: <PCP Name>
PCP Phone: <PCP Phone>
Copays: PCP/Specialist: \$x ER: \$x [Insert if applicable: Rx: \$x]

HXXXX XXX

02

IDENTIFY MA CONTRACT & PBP ID INFORMATION

Tip: Look at the MA Membership ID Card or leverage your current Medicare eligibility tool, pulling information from your patient's Medicare card.

03

COMPARE STEP 2 INFORMATION w/ LIST OF MODEL PARTICIPANTS'

Tip: Check if the information matches; if it matches, then the patient is in the Model.

“HXXXX-XXX”

04

CHECK THE BILLING & CLAIMS PROCESSES FOR THE PLAN

Tip: Plan contact information will be sent to you and is also available on the Model website.

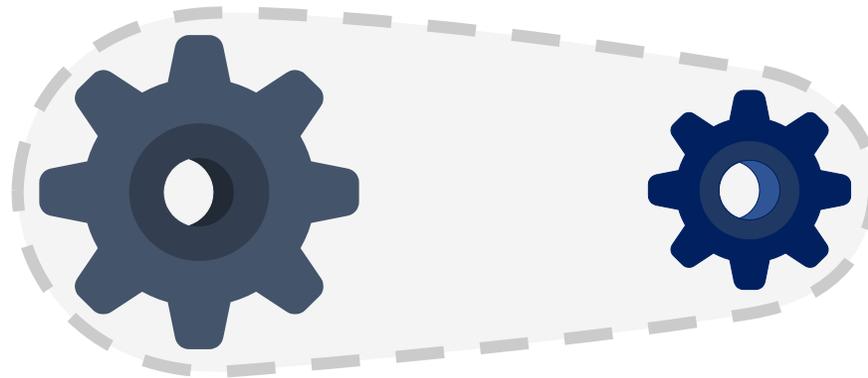
Key Information for Hospice Providers *(continued)*

Final step:

05

In order to ensure accurate and timely payment to hospice providers and participating MAOs, hospice providers must:

Submit ALL notices and claims to the participating MAO *(in the case of in-network hospice providers, only if in alignment with contractual arrangements)*



Submit ALL notices and claims to your Medicare Administrative Contractor for informational purposes, monitoring and evaluation *(irrespective of network status)*

Online Resources

The screenshot shows a web browser window with the URL innovation.cms.gov/innovation-models/vbid-hospice-benefit-billing-payment. The page title is "VBID Model Hospice Benefit Component Billing & Payment". Below the title are quick links: Overview | Coverage | Participating Plans | Billing & Payment | Outreach & Education | FAQs. There is a "Questions?" section with a link to "contact the plan". An "Eligibility Check" section provides instructions on how to determine if a patient is enrolled in a Medicare Advantage Organization (MAO) participating in the Value-Based Insurance Design (VBID) Model Hospice Benefit Component. It includes two steps: Step One (confirming Medicare eligibility and MA enrollment) and Step Two (identifying the MA contract number and plan benefit package information). On the right side of the page, there is a widget titled "Where Health Care Innovation is Happening" featuring a map of the United States, a "Select a State" dropdown menu, a "Go There" button, and a "Get the Widget" button. Below the widget is another section titled "Stay Connected with the Innovation Center" with social media icons for Facebook and Twitter.

VBID Model Hospice Benefit Component Billing & Payment

VBID Model Hospice Benefit Component Quick Links:

[Overview](#) | [Coverage](#) | [Participating Plans](#) | [Billing & Payment](#) | [Outreach & Education](#) | [FAQs](#)

Questions?

For questions about enrollment, billing, claims, and contracting, [contact the plan](#).

Eligibility Check

Here is how to determine if your patient has enrolled in a plan of a Medicare Advantage Organization (MAO) that is participating in the Value-Based Insurance Design (VBID) Model Hospice Benefit Component:

STEP ONE: Confirm your patient's Medicare eligibility and check for Medicare Advantage (MA) enrollment. If your patient shows you an MA enrollment card, move to Step 2. If your patient shows you a Medicare card with a Medicare Beneficiary Identifier, use either your normal process or any of the following online tools or services to check for MA enrollment:

- ◆ MAC Portal
- ◆ MAC Interactive Voice Response (IVR) System
- ◆ Health Insurance Portability and Accountability Act (HIPAA) Eligibility Transaction System (HETS)
- ◆ Billing agencies, clearinghouses or software vendors

STEP TWO: If the patient is in an MA plan and the hospice election date is on or after January 1, identify the MA contract number and plan benefit package identification information on the MA enrollment card or by using one of the online tools or services in Step 1.

Where Health Care Innovation is Happening

See who's working with CMS to implement new payment and service delivery models.

Select a State Go There

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Online Resources

VBID Model Hospice Benefit Component Outreach & Education

innovation.cms.gov/innovation-models/vbid-hospice-benefit-outreach-education

VBID Model Hospice Benefit Component Quick Links:

[Overview](#) | [Coverage](#) | [Participating Plans](#) | [Billing & Payment](#) | [Outreach & Education](#) | [FAQs](#)

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Publications

- [VBID Hospice Provider Checklist CY 2021 \(PDF\)](#)
- [MLN Matters 11754: Value-Based Insurance Design \(VBID\) Model – Implementation of the Hospice Benefit Component](#)
- [Calendar Year 2021 Hospice Benefit Component Technical and Operational Guidance](#)

Events

- [VBID Hospice Benefit Component Technical Support Series: Session One - November 2, 2020 - Slides \(PDF\)](#)
- [VBID Hospice Benefit Component Technical Support Series: Session Two - November 10, 2020](#)
- [VBID Hospice Benefit Component Technical Support Series: Session Three - December 15, 2020](#)
- [VBID Hospice Benefit Component Technical Support Series: Session Four - January 12, 2021](#)

If you have questions about the Model, please contact the VBID Model team at VBID@cms.hhs.gov.

Where Health Care Innovation is Happening



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Select a State Go There

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Questions?

Thank you for joining us.

Please email us with any questions at:

VBID@cms.hhs.gov