

# Orientation to Medicare Session One

April 21, 2022



## Today's Presenters



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# No Recording

- Attendees/providers are **never** permitted to record (tape record or **any** other method) our educational events
  - This applies to our webinars, teleconferences, live events and any other type of National Government Services educational events



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# Objectives

- Define the role of the Medicare Administrative Contractor (MAC)
- Identify the HHH Medicare contractors
- Provide a basic description of other federal Medicare contractors
- Explain the role of the provider in safeguarding the Medicare trust fund against fraud, waste & abuse



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# Agenda

- **Medicare Contractors**
  - Medicare Administrative Contractors (MACs)
  - Other Medicare Contractors
- **Safeguarding the Medicare Program**
  - Fraud, Waste & Abuse
- **References & Resources**
- **Question & Answer Period**



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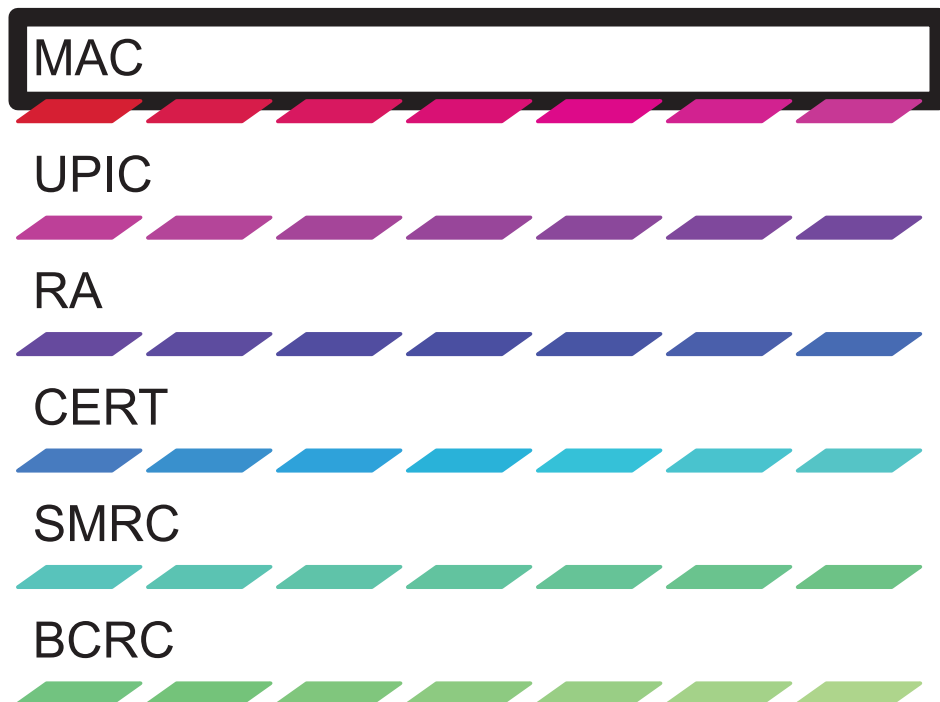
# The Centers for Medicare & Medicaid Services

- CMS relies on a network of contracted companies to serve as the primary operational contact between the Medicare fee-for-service program and health care providers enrolled in the program



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## Medicare Administrative Contractor



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# Medicare Administrative Contractor (MAC)

Private Health Care Insurer

Awarded Geographic Jurisdiction

Process Medicare Claims

Medicare Fee-for-Service (FFS)  
Beneficiaries



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# Medicare Administrative Contractor (MAC) Duties

Provider Enrollment

Claims Processing

Claims Payment

Medical Record Review

Provider Audit & Reimbursement

Provider Inquiry Response

Provider Education

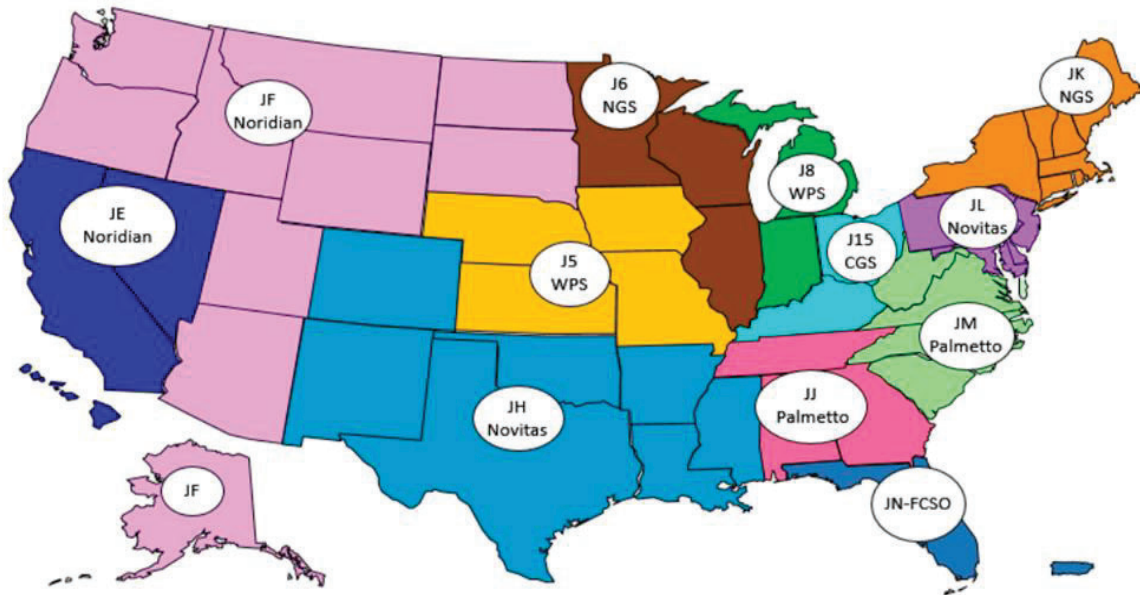
First Level Appeals: Redeterminations



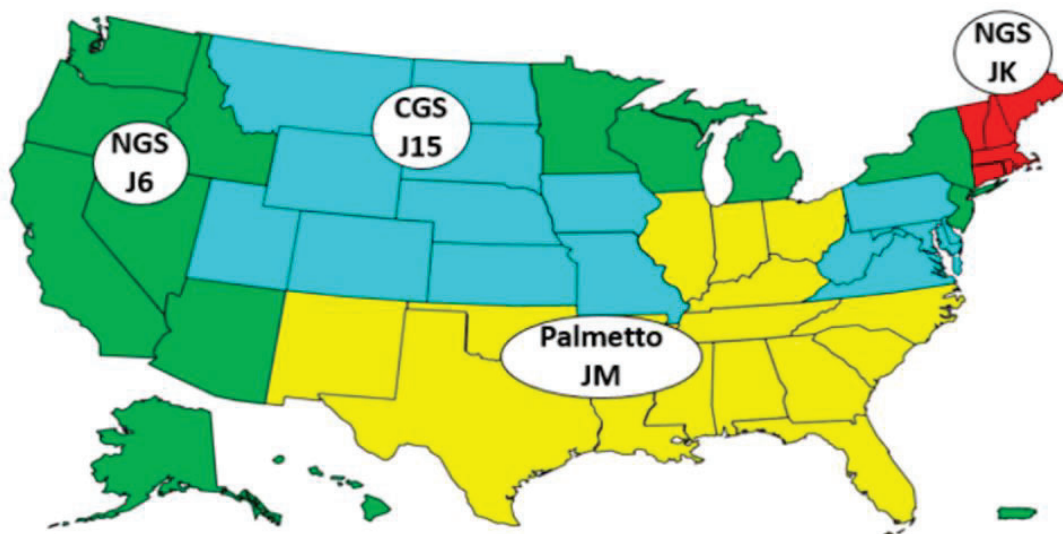
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# Medicare Parts A/B

## Medicare Administrative Contractors



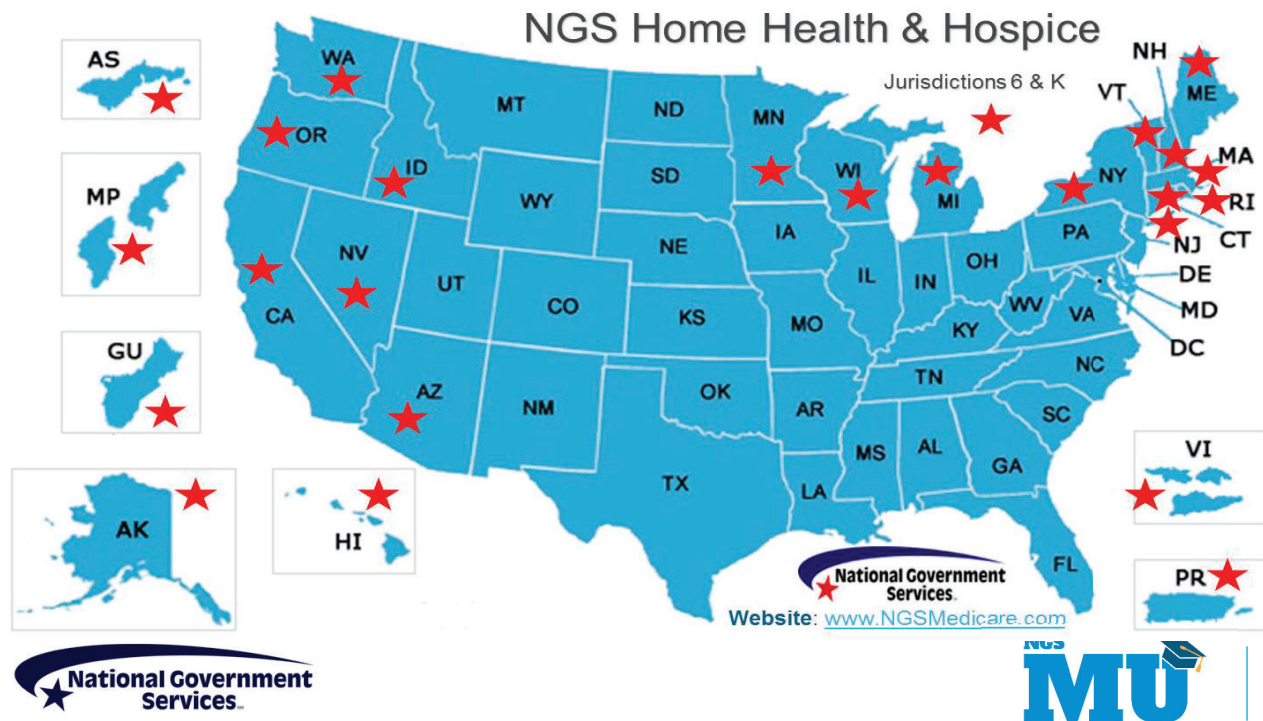
# Home Health & Hospice Medicare Administrative Contractors





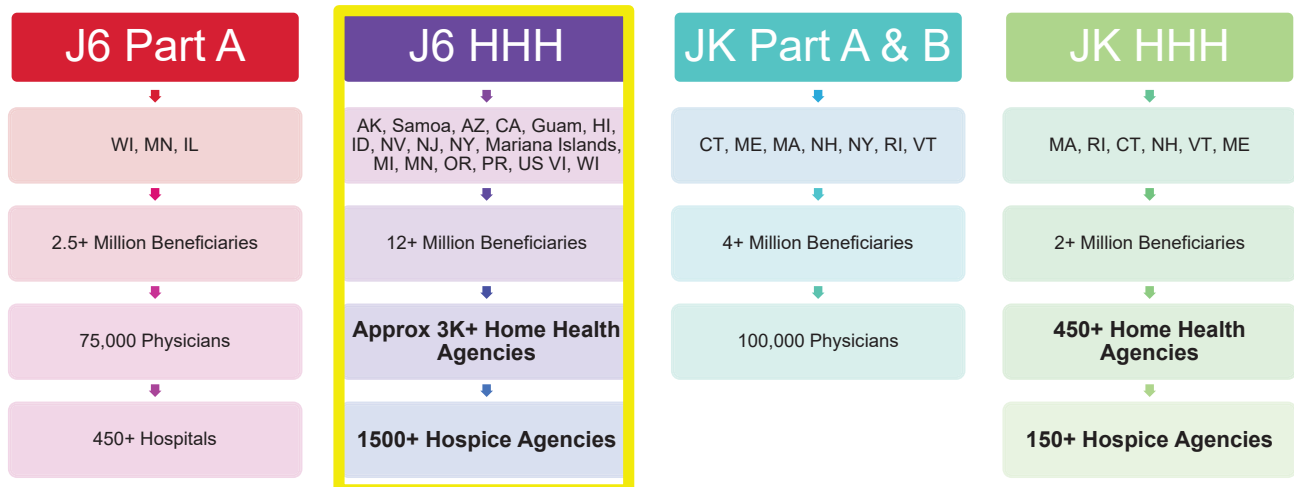
# National Government Services

## Home Health & Hospice Jurisdictions K & 6



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## NGS Demographics



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# NGS Demographics

Serves over 27 million people with Medicare in 20 states & five US territories

Serves 240 members of Congress

14,000 Part A providers in 10 states

5,000 home health and hospice providers in 20 states & five US territories

4,500 FQHCs in 44 states, DC & five US territories

Over 416,000 Part B physicians and providers of service in 10 states

Over 228 million Medicare claims processed annually

Administered more than \$84 billion from the Medicare trust fund in 2019

Responded to 2.4 million phone & interactive voice response calls

Responded to 59,000 written inquiries

Responded to 250 Congressional inquiries



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# Provider Outreach & Education



## Provider Outreach & Education

MAC Collaboration  
State HHH Associations  
Medicare University  
National HHH Associations  
Social Media Venues  
Annual Conferences & Virtual Education Events  
Collaborative Education, Articles & Job Aids  
Webinars, Computer Based Trainings & YouTube Videos



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# National Government Services Provider Outreach and Education Home Health and Hospice Team



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## Unified Program Integrity Contractor

MAC



RA



CERT



SMRC



BCRC



# Unified Program Integrity Contractors (UPIC)

- Combine previously performed functions of the Zone Program Integrity Contractor (ZPIC) and the Program Safeguard Contractor (PSC)



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# Unified Program Integrity Contractors (UPIC)

- Detect, prevent and proactively deter fraud, waste and abuse within the Medicare Program



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# Unified Program Integrity Contractors (UPIC)

- Identify vulnerabilities
- Investigate fraud allegations
- Initiate the appropriate administrative actions to support evidence of fraudulent activity
- Refer any identified improper payments for recoupments to NGS



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# Unified Program Integrity Contractors (UPIC)

- NGS refers suspected fraud to the UPIC
  - Medical Review
  - Beneficiary Complaints
  - Data Analysis



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# Unified Program Integrity Contractors (UPIC)

UPIC North East	UPIC Mid West	UPIC South West	UPIC South East	UPIC West
<b>Safeguard Services</b>	<b>CoventBridge Group</b>	<b>Qlarant Integrity Solutions</b>	<b>Safeguard Services</b>	<b>Qlarant Integrity Solutions</b>
Pennsylvania, New York, Delaware, Maryland, D.C., New Jersey, Massachusetts, New Hampshire, Vermont, Maine, Rhode Island, Connecticut	Illinois, Indiana, Iowa, Kansas, Kentucky, Michigan, Minnesota, Missouri, Nebraska, Ohio, Wisconsin	Arkansas, Colorado, Louisiana, Mississippi, New Mexico, Oklahoma, Texas	Alabama, Florida, Georgia, North Carolina, Puerto Rico, South Carolina, Tennessee, Virgin Islands, Virginia, West Virginia	Alaska, Arizona, American Samoa, California, Guam, Hawaii, Idaho, Montana, Nevada, North Dakota, Northern Marianas Islands, Oregon, South Dakota, Utah, Washington, Wyoming

## Recovery Auditor

MAC



UPIC



RA



CERT



SMRC



BCRC



# Recovery Auditor (RA)

- Goals:
  - Identify and recover Medicare overpayments and underpayments
- Functions:
  - Detect and correct improper payments
  - Implement actions that will prevent future improper payments



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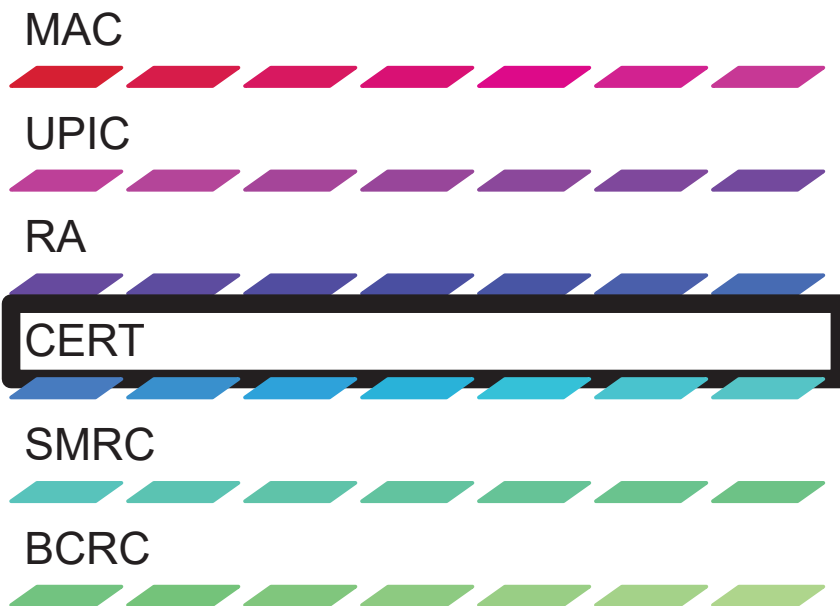
# Recovery Auditor (RA)

- Nationwide
- Performant Recovery  
2751 Southwest Blvd.  
San Angelo, TX 76904  
Toll Free: 866-201-0580
- Email: [info@performantrac.com](mailto:info@performantrac.com)
- Website: [www.performantrac.com](http://www.performantrac.com)
- [Medicare Fee for Service Recovery Audit Program](#)



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# Comprehensive Error Rate Testing (CERT)



## Comprehensive Error Rate Testing (CERT)

### **CERT Review Contractor:** NCI Information Systems, Inc.

Medical Record Submissions: [CERTmail@nciinc.com](mailto:CERTmail@nciinc.com)

Random  
Claim  
Selection

Letter  
Requesting  
Medical  
Records

Provider  
Collects &  
Submits  
Records

Records &  
Claims  
Reviewed

CERT  
Determines  
Appropriate  
Payment



# Comprehensive Error Rate Testing (CERT)

- CERT Documentation Center  
1510 East Parham Road  
Henrico, Virginia 23228
- Fax: 804-261-8100
- Customer Service: 888-779-7477
- Email: [CERTprovider@nciinc.com](mailto:CERTprovider@nciinc.com)



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## Supplemental Medical Review Contractor (SMRC)

MAC



UPIC



RA



CERT



SMRC



BCRC

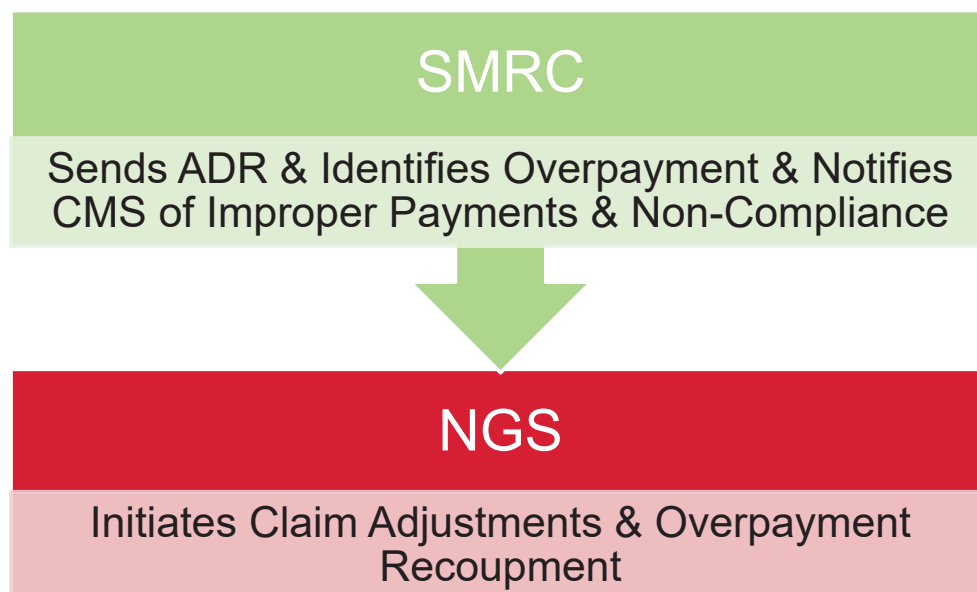


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# Supplemental Medical Review Contractor (SMRC)

- Lower the improper payment rates and increasing efficiency of medical review functions of the Medicare and Medicaid programs
- Conducts medical review of Part A and B Medicare claims to ensure claims were billed in compliance
- Focus of review includes: vulnerabilities identified by CMS data analysis, CERT or other professional federal oversight agencies

# Supplemental Medical Review Contractor (SMRC)



# Supplemental Medical Review Contractor (SMRC)

- SMRC  
Noridian Healthcare Solutions, LLC  
Noridian SMRC  
P.O. Box 6711  
Fargo, ND 58108-6711
- Accepts esMD Transactions
- Customer Service: 833-860-4133 (M-F 7:30 a.m.-5:00 p.m. CT)
- Email: [SMRCMail@Noridian.com](mailto:SMRCMail@Noridian.com)
- Website: <https://www.noridiansmrc.com/>



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## Benefits Coordination & Recovery Center (BCRC)

MAC



UPIC



RA



CERT



SMRC



BCRC



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# Benefits Coordination & Recovery Center (BCRC)

- The Medicare Secondary Payer (MSP) program is in place to ensure that Medicare is aware of situations where it should not be the primary, or first, payer of claims
- If a beneficiary has Medicare and other health insurance, Coordination of Benefits (COB) rules decide which entity pays first
- Activities related to the collection, management, and reporting of other insurance coverage for beneficiaries
- Responsible for creation, updates & termination of all MSP



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# Benefits Coordination & Recovery Center (BCRC)

- Customer Service  
M-F 8:00 a.m.-8:00 p.m. ET
- Telephone: 855-798-2627
- Fax: 405-869-3307
- Written Inquiries  
Medicare – Data Collections  
P.O. Box 138897  
Oklahoma City, OK 73113-8897



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# Safeguarding the Medicare Program



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# Safeguarding the Medicare Program

- Fraud
- Waste
- Abuse



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# Safeguarding the Medicare Program



**FRAUD:** The intentional deception or misrepresentation of facts that an individual or organization knows to be false or does not believe to be true and could result in some unauthorized benefit to himself/herself or some other person, or the organization.



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# Safeguarding the Medicare Program



**WASTE:** Over-utilization of services, or other practices that result in unnecessary costs, taxpayers not receiving reasonable value for money in connection with any government funded activities due to an inappropriate act, or omission by players with control over or access to government resources.



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# Safeguarding the Medicare Program

**ABUSE:** Actions that are inconsistent with accepted, sound medical, business or fiscal practices. Abuse can be identified when individuals unintentionally follow practices that result in unnecessary Medicare Program costs. Abusive practices may develop into fraud and be prosecuted as such. Abuse directly or indirectly results in unnecessary costs to the program through improper payments.



# Safeguarding the Medicare Program

**Errors**  
**Mistakes**

**Waste**  
**Inefficiency**

**Abuse**  
**Bending the Rules**

**Fraud**  
**Intentional Deception**

<https://www.cms.gov/outreach-and-education/training/cmsnationaltrainingprogram/downloads/2017-medicare-101.pptx>

# Safeguarding the Medicare Program

## Helpful Hints

Staff Education

Responsibility

Medical Necessity

Comprehension  
Of the Anti-Kickback  
Statute & Stark Laws

Report  
Fraud



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# Safeguarding the Medicare Program

## Report Fraud, Waste & Abuse



### By Phone

Health & Human  
Services Office of the  
Inspector General

1-800-HHS-TIPS  
(1-800-447-8477)  
TTY: 1-800-377-4950



### Online

[Health & Human  
Services Office of the  
Inspector General  
Website](#)



### By Fax

*Maximum of 10 pages*  
1-800-223-8164



### By Mail

Office of Inspector  
General  
ATTN: OIG HOTLINE  
OPERATIONS  
P.O. Box 23489  
Washington, DC 20026



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# CMS and NGS Home Health & Hospice References and Resources



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## CMS References & Resources

- [CMS Original Fee-for-Service Appeals Portal](#)
- [Supplemental Medical Review Contractor \(SMRC\)](#)
- [Benefits Coordination & Recovery Center \(BCRC\)](#)
- [Medicare Fee-for-Service Recovery Auditor \(RA\)](#)
- [Comprehensive Error Rate Testing \(CERT\)](#)
- [Review Contractor Directory](#)



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# NGS References & Resources

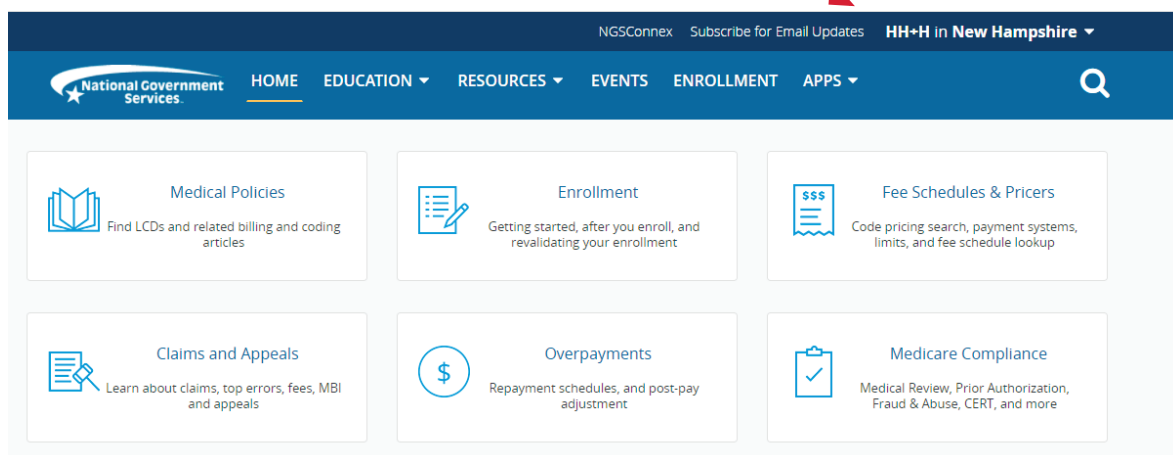
- [NGS Website](#)
  - Resources
  - Medicare Compliance
  - Fraud and Abuse



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## NGS Email Updates

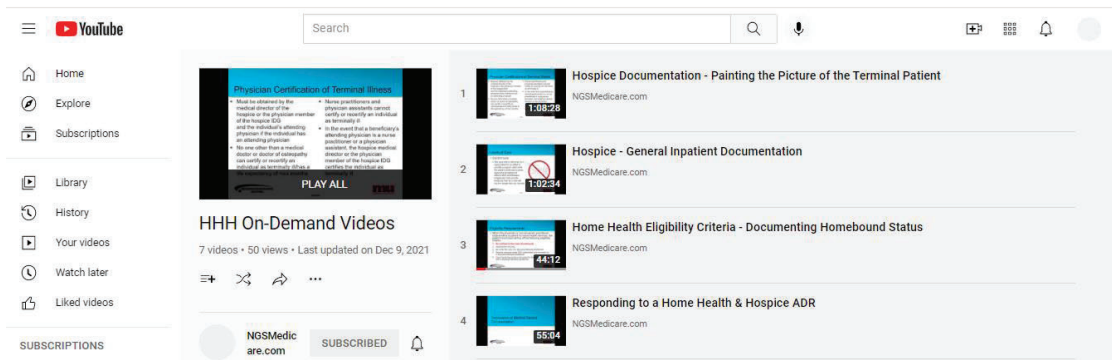
- [Subscribe to receive the latest Medicare information](#)



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## NGS HHH On-Demand Videos



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## Medicare University

- Interactive online system available 24/7
- Educational opportunities available
  - Computer-based training courses
  - Teleconferences, webinars, live seminars/face-to-face training
- Self-report attendance
- [Medicare University website](#)



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# Continuing Education Credits

- All National Government Services Part A and Part B Provider Outreach and Education attendees can now receive one CEU from AAPC for every hour of National Government Services education received
- If you are accredited with a professional organization other than AAPC, and you plan to request continuing education credit, please contact your organization not National Government Services with your questions concerning CEUs



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# Provider Contact Center Procedures

- The Provider Contact Center should always be your first option when contacting National Government Services
  - Required to log and track all incoming inquiries
- Tiered system to respond accurately to all provider inquiries



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# Provider Contact Center

State/Region	Toll-Free Number	Interactive Voice Response (IVR)	Hours of Service
Alaska, Arizona, <b>California</b> , Hawaii, Idaho, Nevada, Oregon, Washington, American Samoa, Guam, Northern Mariana Island	866-590-6724 TTY: 888-897-7523	866-277-7287	Monday–Friday 8:00 a.m.–4:00 p.m. PT Thursday, closed for training 12:00–2:00 p.m. PT



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## Thank You!

- Questions?



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