



IHO Update

Bi-weekly News for Hospice Professionals in Iowa

March 7, 2008

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Still Time to Attend Legislative Day

Online registration for IHO Legislative Day, Wednesday, March 12, is closed, but **it’s not too late!** You can still attend this important grassroots event for hospice professionals and volunteers. Legislative Day is **especially critical this year due to the Legislature’s focus on health care reform including hospice and palliative care.** The IHO Legislative Day provides an opportunity for hospice advocates to meet with their legislators from 11:30 a.m. to 1:00 p.m. at the Iowa State Capitol and discuss important end-of-life issues. Participants attending Legislative Day are encouraged to first meet at the IHO Offices at 100 E. Grand Avenue for an issue briefing from 10:30 to 11:10 a.m. Attendees will then go as a group to the Capitol.

Lunch is provided for those attending the issue briefing. If you have not pre-registered but you plan to attend, please call Crystal Peters at 515.243.1046 to reserve a lunch.

For more information regarding IHO Legislative Day, please contact Shannon Strickler or Becky Anthony at 515.243.1046.

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End-of-Life Coalition Activities

IHO has been named the State Liaison for the National Healthcare Decisions Day, April 16, 2008, which is a collaborative effort of national, state and community organizations committed to ensuring that all adults with decision-making capacity in the United States have the information and opportunity to communicate and document their health care decisions.

Frances Hoffman is participating in nationwide conference calls to coordinate activities for this event. IHO and End-of-Life Coalition members have been sent media releases regarding the event and a notification of a web-based seminar that will take place March 19 around strategies professionals can use to assist clients and patients in having conversations about advance planning. Frances has also contacted Kimberly Murphy, Administrator of the Office of Substitute Decision Maker at the Department of Elder Affairs to coordinate efforts around the NHCDD.

Shannon Strickler from IHO and representatives from the Iowa Medical Society continue their work in drafting legislation to allow for a common Physician Order for Life-Sustaining Treatment. It is hoped that IHO and End-of-Life Coalition members will assist in contacting their representatives in the state legislature once the language has been drafted.

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Social Work Peer Group Conference – DATE CHANGED

The date for the Social Work Peer Group Conference has been changed. Due to the Good Friday holiday, the Conference will now be held on Friday, March 28. The time and location remain the same.

Friday, March 28, 2008
8:00 a.m. – 4:00 p.m.
Bessie Myers Auditorium
Mary Greeley Medical Center
Ames, IA

The spring conference will focus on two issues of importance to social workers in the hospice setting: ethics and attitude. N. Joel Fry, MSW, LISW will explain why ethical considerations are important to the social worker's role in end-of-life care, how to relate ethics to everyday and end-of-life care, and how to know when your own ethics are blurred. Fry will also discuss why workplace negativity exists, help build an understanding of the social worker's responsibility in dealing with a negative workplace environment, and share some tools to combat workplace negativity.

To register online, click here: www.iowahospice.com.

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Quality Benchmarking Project

Members of IHO are in the process of entering their data for the last quarter of 2007 into the QAPI system designed by OCS. All IHO members are encouraged to contact Frances Hoffman with questions or for assistance in implementing these measures. She can be reached at 641-380-0342 or hoffmanf@netconx.net.

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Conference Call Scheduled to Review Iowa QAPI Snapshot

The Iowa QAPI Snapshot Q4 2007 reports are out. What does the report tell us? Where do we go from here? How does the report prepare me for the CoPs?

A conference call has been scheduled to review the Iowa QAPI snapshot report. Join us to learn more about areas of excellence and gaps in performance; review agency trends to see the impact of PI action plans; discuss how to use the report for Performance Improvement and program management; and to gather tips on presentation to your board and staff.

The call will begin at 10:00 a.m. on Tuesday, March 25 and last approximately one hour.

To connect via the internet:

<https://ocsys.webex.com/ocsys/onstage/g.php?t=a&d=719708421>

Event number: 719 708 421

Event password: ocs032508

To dial in:

512.597.6050

Guest code: 496130 #

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Quality Partners Program

IHO is hosting a series of conference calls to discuss the components of the NHPCO Quality Partners Program. These calls will offer an opportunity for questions and to share implementation strategies among the hospices participating. Frances Hoffman will serve as facilitator. The self-assessments for each component have been combined in one document

and are available on the IHO Web site under the calendar tab. You will need to reference this material when you participate.

This is a great opportunity for you to join your peers in discussions that can improve the quality of service to hospice patients throughout Iowa! Additional information and registration is available online at www.iowahospice.org.

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“Don’t Delay!” CoPs on the Way!

NHPCO is launching its “Don’t Delay” Campaign this month! The campaign is focused on encouraging hospice providers to begin preparing for the upcoming hospice Conditions of Participation (CoPs) by providing monthly information, tips and tools. The hospice CoPs are scheduled for release in May 2008, but providers can begin readying their programs and staff for the larger changes in the regulations. The campaign will spotlight information about comprehensive assessment, the interdisciplinary team, and the quality assessment-performance improvement program (QAPI).

It is not too early to begin your planning for the new hospice CoPs! You can begin today by reviewing the proposed hospice CoPs online with a click of your mouse at the following NHPCO link. <http://www.nhpc.org/i4a/pages/index.cfm?pageid=4574&openpage=4574>.

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Valid Source of Admission Codes

Providers should be aware that the National Uniform Billing Committee (NUBC) updated the source of admission codes that are entered into FL 15 of the UB-04 and into the “SRC” field found on Claim Page 01 in the Fiscal Intermediary Standard System (FISS).

To summarize the changes, the Centers for Medicare & Medicaid Services (CMS) is requiring contractors to return to provider (RTP) for correction any billing transactions containing source of admission codes “A” or “3”. Providers should review this information to ensure they are submitting valid source of admission codes to Medicare. More information regarding this change is found in Change Request (CR) 5850 (<http://www.cms.hhs.gov/transmittals/downloads/R1395CP.pdf>), Transmittal 1395, dated December 14, 2007, and in the Medicare Claims Processing Manual (Pub. 100-04, Ch. 25, §75.1) (<http://www.cms.hhs.gov/manuals/downloads/clm104c25.pdf>). These changes went into effect January 7, 2008.

Hospice providers are reminded that Medicare does not require source of admission codes on Notices of Election (NOEs) or hospice claims. However, if your billing software requires you to enter this information, you should ensure that the code is valid.

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Hospice Payment System Fact Sheet

The revised Hospice Payment System Fact Sheet (December 2007), which offers providers information about the Medicare hospice benefit, is now available in print format from the Centers for Medicare & Medicaid Services Medicare Learning Network. To place your order, visit <http://www.cms.hhs.gov/mlngeninfo/>, scroll down to "Related Links Inside CMS" and select "MLN Product Ordering Page."

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Updated Brochure—The Medicare Appeals Process

The “Medicare Appeals Process: Five Levels to Protect Providers, Physicians and Other Suppliers” brochure has been updated and is now available to order print copies or as a downloadable PDF file. To view the PDF file, go to <http://www.cms.hhs.gov/MLNProducts/downloads/MedicareAppealsProcess.pdf> or to order hard copies, please visit the MLN Product Ordering Page at http://cms.meridianksi.com/kc/main/kc_frame.asp?kc_ident=kc0001&loc=5 on the CMS Web site.

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Cahaba Conducting a Provider Satisfaction Survey

Cahaba Government Benefit Administrators®, LLC is sending Provider Satisfaction surveys to randomly selected Medicare physicians, providers and suppliers billing the Medicare program with whom they show they have had recent interaction. This ‘interaction’ could have occurred as a result of filing a claim, having an adjustment completed, contacting Customer Service, submitting an appeal, having an audit performed, etc.

You are encouraged to participate in the survey, which may help not only providers but Medicare beneficiaries as well. If you should be selected and receive a survey, please complete it and return it in the enclosed self-addressed stamped envelope, or send it via fax to 205.733.7308.

This survey is not done in conjunction with CMS nor is it related to the yearly Medicare Contractor Provider Satisfaction Survey (MCPSS).

If you have further questions regarding this survey, please contact the Provider Contact Center for your respective state:

Part A Alabama: 1-866-539-5598
Part A - All Other States: 1-877-567-3092
Home Health - All States: 1-877-299-4500
Hospice - All States: 1-866-539-5592

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Register now to attend the NHPCO Management and Leadership Conference

New and experienced leaders have one very important thing in common – the need to continuously learn and grow professionally. Each year NHPCO designs new educational programming for the Management and Leadership Conference (MLC), reflecting the latest trends and innovations in hospice and palliative care and addressing all aspects of management and leadership. Whether this is your first, second or 23rd MLC, you will leave with new tools and resources to lead your organization.

This year's 23rd Management and Leadership Conference delivers more than 110 educational sessions that will boost the knowledge and skills of end-of-life care providers or coalitions, including executive directors, board members, finance officers, state leaders, medical directors, clinical managers, development staff, compliance officers, marketing, education, and outreach staff. To browse the registration brochure online, [click here](#).

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Run for the Fallen

Beginning Flag Day, June 14, 2008, a dedicated team of runners will run across America in honor of those who have fallen during the Operation Iraqi Freedom. Every mile in this memorial run, Run for the Fallen, will be dedicated to a fallen soldier and marked with an American flag and personalized sign card. These dedication markers will create a memorial trail across the United States, which will allow the memorial to connect with towns and citizens and propagate the memories and lives of those who fought in Iraq. Run for the Fallen will begin at Painted Rocks outside Fort Irwin in Fort Irwin, CA. The memorial run will end at Arlington National Cemetery on August 24, 2008.

For more information on the Run for the Fallen, click www.runforthefallen.org.

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District Meeting Dates

District 2

May 8, 10:00 a.m., Mason City

District 4

April 15, Atlantic

July 15, Atlantic

November 18, Ames

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Member News

Hospice of Washington County has a new web site up and running:

www.hospicewashingtoncounty.org.

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