



HPCAIA Update

Bi-weekly News for Hospice Professionals in Iowa

May 21, 2010

[Dementia Training for Assisted Living Contractors](#)

[Medicaid Provides Guidance on Nursing Facility Changes for Hospices](#)

[Register Now! Special Topics Conference Set for June 24](#)

[New Commissioners Appointed to MedPAC](#)

[Training Makes Difficult Conversations Productive for Hospital Staff](#)

[Cahaba Education](#)

[Education Opportunity](#)

[Member News](#)

[Job Opening](#)

[Hospice News Network](#)

[HPCAIA Calendar](#)

Dementia Training for Assisted Living Contractors

Iowa's assisted living regulations were amended earlier this year to require dementia-specific education for all personnel employed by or contracting with a dementia-specific assisted living program within 30 days of either employment or the beginning date of the contract.

A dementia-specific program means an assisted living program certified under state regulation that:

1. Serves fewer than 55 tenants and has 5 or more tenants who have dementia between Stages 4 and 7 on the Global Deterioration Scale, or
2. Serves 55 or more tenants and 10 percent or more of the tenants have dementia between Stages 4 and 7 on the Global Deterioration Scale, or
3. Holds itself out as providing specialized care for persons with dementia, such as Alzheimer's disease, in a dedicated setting.

For hospices that contract with dementia-specific assisted living facilities to provide care, DIA has clarified this dementia training requirement will apply to all hospice personnel who come in and provide services at the dementia-specific assisted living program. DIA further clarified that direct-contact personnel includes anyone working directly with tenants such as social workers, chaplains, and on-call personnel. However, volunteers are not covered by the rule.

The training requires all personnel of the contractor, excluding volunteers, who come in and provide services at the assisted living program to receive a minimum of two hours of dementia-specific continuing education annually, which thus excludes billers and others who would never come to the assisted living premises. Direct-contact personnel of the hospice, as defined above, who provide services at the assisted living program must receive a minimum of eight hours of dementia-specific continuing education annually. The training must include hands-on training and may include

classroom instruction, web-based training and case studies of tenants in an assisted living program.

Similar to the hospice conditions of participation for background checks, it is the responsibility of the assisted living program to document that their contractors' personnel have completed the required training. DIA has stated that the documentation could be as simple as a letter from the contractor (hospice) with a list of personnel who have received the required dementia-specific training.

Please direct further questions on this issue to [Shannon Strickler](#) at HPCAI.

[Top](#)

Medicaid Provides Guidance on Nursing Facility Changes for Hospices

Iowa Medicaid has released [Informational Letter No. 905](#) detailing upcoming changes to nursing facility rates and the impact for hospices. The letter details how the nursing facility quality assurance assessment program approved by the Legislature and CMS will impact nursing facility base rates effective April 1. In addition, the letter addresses changes approved by the Legislature for nursing facilities that will restore a portion of the across-the-board Medicaid provider cuts beginning December 1, 2009 which will result in a mass adjustment for all claims with Revenue Code 658.

Finally, Iowa Medicaid details their new process for changing nursing facility rates and the effect that it will have on hospice providers.

All hospice personnel responsible for Medicaid billing will want to review the letter to understand the impact that nursing facility rate legislation will have on hospices.

[Top](#)

Register Now! Special Topics Conference Set for June 24

If the current regulatory environment and health care reform have you concerned about the future – you won't want to miss this conference. Data is critical in so many ways to so many facets of hospice operation and the 2010 HPCAI Special Topics Conference will look at hospice data from several viewpoints including collecting, analyzing and regulatory compliance. Judi Lund Person, Vice President of Quality End-of-Life Care at the National Hospice and Palliative Care Organization, will offer information every Iowa hospice will want to know. The health care reform bill coupled with regulatory changes are creating many questions and concerns among providers which Person will address with the clarity and detail that HPCAI members have always appreciated from her.

Another hospice specialist that HPCAI members value as a speaker is Annette Lee with Cahaba GBA. Lee will review various aspects of the Medicare hospice benefit, including a discussion of how medical review works, the most common reasons for Medicare denial of hospice benefits and ways to avoid such denials.

The program will be rounded out with data presentations by Cordt Kassner with Hospice Analytics, Inc. and Roger Herr with OCS Homecare. Kassner will provide an in-depth look at Medicare hospice in Iowa through Medicare data and show how hospices can use this data to increase access to hospice. Herr will take a look at statewide Iowa QAPI Snapshot data and identify benchmarks and trends in QAPI data. He'll also discuss how OCS is preparing clients for hospice compare.

The conference is scheduled for June 24 at the Kelley Conference Room at Iowa Methodist Medical Center in Des Moines. The conference brochure was mailed last week and is available on the [HPCAI Web site](#).

[Top](#)

New Commissioners Appointed to MedPAC

The U.S. Government Accountability Office (GAO) is tasked with appointing members to the

Medicare Payment Advisory Commission (MedPAC). Gene L. Dodaro, Acting Comptroller General of the United States and head of the GAO, recently announced the appointment of four new members and the reappointment of two current members to MedPAC. The biographies of the new members are below, and the reappointed members are Thomas M. Dean, MD, a family physician in Wessington Springs, South Dakota and Herb B. Kuhn, President and CEO of the Missouri Hospital Association. The terms of the new and reappointed members will expire in 2013.

The Commission is comprised of 17 members, appointed for three-year terms, who work together to advise Congress on issues that affect Medicare. MedPAC's advisory role will be particularly important as the government works to begin implementing the new health reform law. MedPAC also continues to express great interest in working to reform the hospice benefit reimbursement system and it will be important to stay engaged as the discussion continues. Stay tuned as MedPAC is scheduled to release its June report to Congress in the coming weeks. MedPAC releases two reports each year, in March and June, and these reports serve as the primary outlet for MedPAC's recommendations to Congress. HPCAI plans to attend the next MedPAC meeting to be held September 14-15 in Washington, D.C.

Newly appointed members include:

Scott Armstrong is the President and Chief Executive Officer of Group Health Cooperative, a consumer-governed health system serving 650,000 enrollees through coordinated care plans for groups and individuals and for Medicare, Medicaid, and SCHIP beneficiaries. He has worked at Group Health since 1986, serving in positions ranging from assistant hospital administrator to chief operating officer; he became President and CEO in 2005. Before joining Group Health, Mr. Armstrong was the assistant vice president for hospital operations at Miami Valley Hospital in Dayton, Ohio. Mr. Armstrong is a board member of the Alliance of Community Health Plans, America's Health Insurance Plans and the Seattle Chamber of Commerce. He is also chair of the Board of the Pacific Science Center and a fellow of the American College of Healthcare Executives. He received his bachelor's degree from Hamilton College in New York and a master's degree in business with a concentration in hospital administration from the University of Wisconsin-Madison.

Katherine Baicker, PhD is Professor of Health Economics in the Department of Health Policy and Management at the Harvard School of Public Health, where her research focuses on health insurance finance and the effect of reforms on the distribution and quality of care. Dr. Baicker has served on the faculty of the Department of Public Policy in the School of Public Affairs at the University of California, Los Angeles, the Economics Department at Dartmouth College and the Center for the Evaluative Clinical Sciences and the Department of Community and Family Medicine at Dartmouth Medical School. From 2005 to 2007, Professor Baicker served as a Senate-confirmed member of the President's Council of Economic Advisers. She is a research associate at the National Bureau of Economic Research and is on the Congressional Budget Office's Panel of Health Advisers. She also served as a commissioner of the Robert Wood Johnson Foundation's Commission to Build a Healthier America and was a member of the Institute of Medicine's Committee on Health Insurance Status and its Consequences. She received her BA in economics from Yale University and her PhD in economics from Harvard University.

Mary Naylor, PhD, RN, FAAN, is the Marian S. Ware Professor in Gerontology and Director of the NewCourtland Center for Transitions and Health at the University of Pennsylvania School of Nursing. Since 1989, Dr. Naylor has led an interdisciplinary program of research designed to improve the quality of care, decrease unnecessary hospitalizations, and reduce health care costs for vulnerable community-based elders. Dr. Naylor is also the National Program Director for the Robert Wood Johnson Foundation program, Interdisciplinary Nursing Quality Research Initiative, aimed at generating, disseminating and translating research to understand how nurses contribute to quality patient care. She co-chaired the National Quality Forum's Steering Committee on Nursing Care Performance Measures. She is a member of the National Academy of Sciences, Institute of Medicine. Dr. Naylor received her PhD from the University of Pennsylvania and her BS in Nursing from

Villanova University.

Cori Uccello, FSA, MAAA, FCA is Senior Health Fellow of the American Academy of Actuaries, serving as the actuarial profession's chief public policy liaison on health issues. Before joining the Academy in 2001, Ms. Uccello was a senior research associate at the Urban Institute. She previously held positions at the Congressional Budget Office and the John Hancock Mutual Life Insurance Company. Ms. Uccello has written extensively on the health insurance market and the Medicare program, including pieces on Medicare's financial condition and the Medicare prescription drug program. Ms. Uccello is a fellow of the Society of Actuaries and a member of the American Academy of Actuaries. She received her BS from Boston College and her MPP from Georgetown University.

[Top](#)

Training Makes Difficult Conversations Productive for Hospital Staff

A national study by VitalSmarts and the American Association of Critical-Care Nurses, "Silence Kills: The Seven Crucial Conversations for Health Care," discovered that holding an important – but difficult – conversation with a co-worker who takes shortcuts, makes a mistake or demonstrates dangerous incompetence can be so intimidating that nine out of 10 health care professionals remain silent. That's why these are called "crucial conversations."

On June 15-16, the Iowa Hospital Association will offer "Crucial Conversations Training" in Des Moines. It seeks to teach skills that build relationships while allowing for candid discussions on even the toughest issues. Whether the concern is patient safety, quality care, productivity or declining moral – if it cannot openly and honestly be discussed, poor and even fatal results can be expected. The lack of core management skills can keep an organization from achieving the results it needs to succeed. The registration fee is being offered to all HPCAI members at 50 percent off the public price.

The master trainer for the program will be Emily Hoffman, MD. Master certified in both Crucial Conversations and Crucial Confrontations Training, Dr. Hoffman consults and trains leading health care institutions including UMass Memorial Health Care, Endo Pharmaceuticals, the National Library of Medicine and the American Association of Critical Care Nurses. Dr. Hoffman recently presented Crucial Conversations Training for the Nebraska Hospital Association and those who attended said Dr. Hoffman was outstanding and this was some of the best professional development training they had ever participated in.

For a detailed brochure and to register, [click here](#). The late fee for this program has been waived.

[Top](#)

Cahaba Education

Register now to attend the upcoming Fiscal Intermediary Standard System (FISS) training events for Hospice.

For more information on Cahaba webinars, please visit the [Calendar of Educational Events](#).

FISS 101: The FISS Triangle: Function Keys, Status/Locations, and Inquiries

June 3, Noon – 2:00 p.m.

Registration Deadline: May 28

Target Audience: home health and hospice agency staff

This Webinar will provide an overview of the various function keys and shortcuts used in the Fiscal Intermediary Standard System (FISS), as well as define the status/location codes that appear in FISS. Using FISS inquiry screens and identifying claims selected for medical review additional development request (ADR) will be discussed.

For more details and to register, [click here](#).

FISS 201: Exploring Eligibility and Mapping Hospice Claim Entry

June 17, Noon – 2:00 p.m.

Registration Deadline: June 14

Target Audience: hospice providers and billing staff

This Webinar will demonstrate how to use the eligibility screens ELGH and ELGA to determine a Medicare beneficiary's eligibility for Medicare-covered hospice services. It will also cover how to submit basic billing transactions such as a Notice of Election (NOE) and hospice claims to Medicare.

For more details and to register, [click here](#).

FISS 301 for Hospice: Did I Do That?!

June 24, Noon – 2:00 p.m.

Registration Deadline: June 21

Target Audience: hospice agency staff including administrators, CFOs, billing and quality assurance staff

This Webinar will discuss using the Fiscal Intermediary Standard System (FISS) to identify and correct notices of election (NOEs) and claims that have gone to the return to provider (RTP) file. An overview of common hospice billing errors and resources for avoiding them will also be presented.

For more details and to register, [click here](#).

FISS 401: Claim Makeovers

June 29, Noon – 2:00 p.m.

Registration Deadline: June 24

Target Audience: home health and hospice agency billing staff

This Webinar will discuss using the Fiscal Intermediary Standard System (FISS) to adjust and cancel claims.

For more details and to register, [click here](#).

FISS 501: The Big Picture

July 8, Noon – 2:00 p.m.

Registration Deadline: July 2

Target Audience: home health and hospice agency billing staff, including administrators and billers

This Webinar will focus on the path of a claim as it processes through the Fiscal Intermediary Standard System (FISS), including the various edits that affect claim processing. The relationship between the Common Working File (CWF) and FISS, and the impact to claims processing will also be discussed.

For more details and to register, [click here](#).

[Top](#)

Education Opportunity

Hospice Regulatory Boot Camp

Hospice scrutiny is more intense than ever and getting worse every day. The best defense is making certain your hospice is in compliance with all hospice regulations and eligibility requirements. [Weatherbee Resources](#) is hosting a [Hospice Regulatory Boot Camp](#) followed by a post-Boot Camp workshop “Managing Hospice Scrutiny.”

The Boot Camp will be held June 21 and 22 at the [Omni Chicago Hotel](#). For more information and to register for the Boot Camp and post-Boot Camp workshop, [click here](#).

Online Learning Opportunity

[Morningside Ministries](#), a not-for-profit, faith-based organization offering a full continuum of care to older adults in Texas, also offers online learning opportunities. These free and low-cost webinars include topics like how to be with someone who is dying; grief and loss; spiritual journey and a meditation series.

The next live webinar will be May 26 at 3:00 p.m. Author and geriatrician Dr. Jerald Winakur will be speaking on Care at the End of Life. For more information and to register, go to [Morningside Ministries web site](#).

[Top](#)

Member News

Cyndi Rohret, executive director, WesleyLife Hospice, was featured in a [May 19 Des Moines Register](#) article. Rohret, who recently earned certification as a hospice nurse administrator, was featured in the Health section.

Iowa River Hospice, Marshalltown was featured in an article in the [May 19 issue of the Marshalltown Times-Republican](#). The article focuses on the story of Marilyn Moses of Toledo who has been served by Iowa River Hospice.

The [May 20 issue of the Sioux City Journal](#) featured an article about Care Initiatives Hospice and the six new locations they have opened recently.

[Top](#)

Job Opening

[Care Initiatives Hospice](#) is seeking a Team Director for the Cedar Rapids office. The Team Director leads office operations to assure patients and families receive the highest quality care. This position manages an interdisciplinary team, implements operational plans and builds relationships to expand hospice care to more patients. Qualified candidates have an active RN license, strong leadership and interpersonal skills and an intense desire to bring quality care to Iowans and their families living with serious illness and loss. Leadership experience required; bachelor’s degree preferred. Excellent salary and health benefits package.

To join our experienced Hospice team, apply online or email resume with references to Pat Olsen or Kelly Banning, (515) 440-6812, kbanning@careinitiatives.org.

[Top](#)

Hospice News Network

Six health care systems have been chosen to participate in a think tank that will implement models to address “coverage gaps” in geriatric care. The group was chosen by the Medicare Innovations Collaborative (Med-IC), a joint program between Mount Sinai School of Medicine and Johns Hopkins University. According to a recent article in the [Carolina Weekly](#), the models include acute care for elders (ACE), nurses improving care to health-system elders (NICHE), hospital elder life programs

working to prevent delirium in older patients who are hospitalized (HELP), palliative care, care transitions intervention to assist patients going home from the hospital, and hospital at home, which provides hospital-level care in a patient's home.

A May 13 article in [The New York Times](#) reported that the Heart Rhythm Society, a group of cardiologists who implant heart devices, plans to issue guidelines to promote conversations between patients and physicians on when to shut devices off at the end of life. According to the article other groups have issued guidelines in recent years but evidence suggests that they have not taken hold. A recent study from Mount Sinai School of Medicine found that only 10 percent of hospices have formal policies addressing the need to discuss deactivating defibrillators.

Musicians from the Omaha Chamber Music Society have been attending the "Music as Medicine" series at the University of Nebraska Medical Center. And in the next few months, 10 members of the Society will visit Omaha's Hospice House to perform for the patients there. Gary George, Hospice House executive director, said in an article in the [Omaha World Herald](#) "everyone is thrilled to hear musicians of the caliber of the Society members, since the Hospice usually gets amateur groups." And, he says, it's also therapeutic for the patients.

HNN is sponsored by Glatfelter Insurance Group that provides property and liability insurance for hospices and home healthcare agencies through their Hospice and Community Care Insurance Services division. Ask your insurance agent to visit their website at www.hccis.com.

[Top](#)

HPCAI Calendar

- **May 25, 10 a.m. - Noon**

HPCAI Education Committee

HPCAI Board Room, Des Moines

- **June 8, 10 a.m.**

HPCAI Board Meeting

HPCAI Board Room, Des Moines

- **June 18, 10 a.m. – 1:00 p.m.**

HPCAI Advocacy Committee

HPCAI Board Room, Des Moines

- **June 24**

Special Topics Conference – Hospice Data: Trends and Opportunities

Kelley Conference Room, Iowa Methodist Medical Center, Des Moines

- **November 2 – 3**

HPCAI Fall Conference

Scheman Building, Iowa State Center, Ames

To add items to the HPCAI Calendar, send information to [Stacey Nay](#).

[Top](#)