

Table of Contents

About the author.....	ix
Foreword	xi
Chapter 1: History of HH Face to Face Encounter Requirements	13
Federal Regulatory Requirements - Home Health Face to Face Encounters	14
Face to Face Encounter Requirements Imposed by the Affordable Care Act in 2010	14
Original 2011 Face to face Rulemaking and Interpretive Guidance	14
Timing of the Encounter	15
Home Health Eligibility and Certification of the Encounter	15
Physician Narrative Requirement.....	15
Encounters in Inpatient Settings.....	16
Performance of the Face to face Encounter	17
Face to Face Errors, Omissions and Liability	17
2011 Code of Federal Regulations – 42 CFR § 424.22(a)(1)(v).....	18
2012 Regulatory Addition - Performance of the Encounter in an Inpatient Setting	19
Certifications of Eligibility by NPPs.....	20
Split Certifications and Hand-Off of the Plan of Care in the Initial Episode.....	20
Signature Requirements – Face to face Addendums	20
Interpretation of Inpatient Face to Face Documentation	21
Bifurcation of the Encounter and Certification Between Community Physicians	21
2012 – CMS Responds to Face to Face Frequently Asked Questions	21
2012 Changes to the Code of Federal Regulations – 42 CFR § 424.22(a)(1)(v).....	22
2013 HH Final Rule - Additional Face to Face Flexibility for Inpatient Encounters.....	23
2013 Changes to the Code of Federal Regulations – 42 CFR § 424.22(a)(1)(v).....	24
2014 - NAHC Files Suit Against CMS Over Face to Face Denials.....	26
2015 HH Final Rule – Abandonment of the Face to face Narrative Requirement.....	27
2015 Changes to the Code of Federal Regulations – 42 CFR § 424.22	28
Regulatory Additions – 2016 – 2019	31
2020 Changes to the Code of Federal Regulations	31
Chapter 2: Home Health Conditions of Payment	33
Hierarchy of Authoritative Guidance	33
Home Health Conditions of Payment	34
Code of Federal Regulations in 2021 – Home Health Conditions of Payment	34
Chapter 3: History of Hospice Face to Face Requirements	51
Federal Regulatory Requirements – Hospice Face to Face Encounters	51
2011 Changes in Certification Requirements for Home Health Agencies and Hospices.....	51
Timing Considerations	51
Billing of Face to Face Visits.....	52
Definition of Hospice Physician and Nurse Practitioner.....	52
Hospice Liability for the Face to Face Encounter	53
Encounter and Certification - Form and Substance	53
2011 Changes to the Code of Federal Regulations	54

Table of Contents

2012 Certification Changes for Hospice	55
2012 Changes to the Code of Federal Regulations	56
2020 Hospice Certification Changes Due to COVID-19.....	56
Chapter 4: Hospice Conditions of Payment.....	57
Hierarchy of Authoritative Guidance	57
Hospice Conditions of Payment.....	58
Code of Federal Regulations in 2021 – Hospice Certification and Face to Face Requirements	58
Chapter 9 – Medicare Benefit Policy Manual Regarding Face to Face	60
Chapter 5: Home Health Face to Face Basics.....	65
Current State – Home Health Face to Face Encounter Requirements.....	65
Performance and Certification of the Encounter	65
Community Admissions	65
Admissions Following and Acute or Post-Acute Stay	65
Acquiring the Encounter Record	66
The Relationship Between the Face to Face and the Initial Plan of Care	67
Acceptable Forms of Encounter Documentation	68
Face to Face Encounter Timeline	69
Face to Face Encounter Exception – Patient Death Shortly After Admission.....	70
Patient Discharge Prior to Completion of the Encounter and Certification.....	70
The Face to Face Encounter as a Qualifier for Subsequent Certification Periods	71
Timeliness of the Certification.....	71
Bifurcated Certifications – Patients Coming from an Acute or Post-Acute Stay.....	72
Use of Telehealth for Face to Face Encounters.....	72
Billing Requirements Related to Face to Face Encounters.....	73
Physician Alternates.....	73
Physicians with Agency Financial Relationships.....	75
Home Health Face to Face Encounters - Frequently Asked Questions	84
Chapter 6: Hospice Face to Face Basics	89
Current State – Hospice Face to Face Encounter Basics	89
Purpose and Performance of the Encounter	89
Relationship Between the Face to Face Encounter and Certification of Terminal Illness	90
Use of Functional Measures in Hospice Face to Face Encounters.....	90
Public Health Emergency Telehealth Provisions for the Face to Face Encounter	97
Billing Face to Face Visits.....	97
Hospice Face to Face Encounters – Frequently Asked Questions	97
Chapter 7: Home Health Face to Face Requirements - Other Payers.....	99
Medicaid Face to Face Requirements	99
The Federal Medicaid Face to Face Requirements – Current State.....	100
Medicare Advantage Plans.....	101
Chapter 8: Pre-Claim Audits – Getting it Right the First Time	103
Home Health Pre-Claim Face to Face Review Scenarios.....	103
Hospice Pre-Claim Face to Face Review Scenarios	107

Table of Contents

Chapter 9: Responding to Additional Documentation Requests.....	111
ADR Basics	111
Know Who's Asking for the Records	111
Audit the Record for Weaknesses	112
Assembling the Record – Tips and Techniques	112
What to Do if the Claim is Denied.....	114
Chapter 10: Claim Denials – Navigating the Appeals Process.....	115
Steps in the Appeals Process	115
Basic Considerations for Constructing the Argument in Favor of Payment	116
Appendix A: Home Health Face to Face Timeline	117
Appendix B: Hospice F2F Calendar	121
Appendix C: Home Health Pre-Claim Checklist	125
Intake to Pre-Claim	125
Pre-Claim Documentation Checklist.....	126
Appendix D: Hospice Pre-Claim Audit Checklist.....	131
Pre-Claim Documentation Checklist.....	131
Appendix E: NGS LCD 33393 – Determining Terminal Status	133
CMS National Coverage Policy	133
Title XVIII of the Social Security Act (SSA).....	133
Code of Federal Regulations	134
CMS Publications	134
Coverage Guidance	134
Coverage Indications, Limitations, and/or Medical Necessity.....	134
Abstract.....	134
Indications	135
Part I. Decline in clinical status guidelines	135
Part II. Non-disease specific baseline guidelines (both A and B should be met)	137
Part III. Disease Specific Guidelines.....	137
Cancer Diagnoses	137
Non-Cancer Diagnoses.....	138
Appendix F: CGS LCD L34538 – Determining Terminal Status.....	153
CMS National Coverage Policy	153
Coverage Guidance	153
Coverage Indications, Limitations, and/or Medical Necessity.....	153
Specific Indications	154
Part I. Decline in clinical status guidelines	154
Part II. Non-disease specific baseline guidelines.....	156
Part III. Co-morbidities	156
Summary of Evidence	157
Analysis of Evidence (Rationale for Determination).....	157
General Guidelines.....	157

Table of Contents

Disease Specific Guidelines	158
Cancer Diagnoses	158
Non-Cancer Diagnoses.....	158
Appendix G: Palmetto Hospice LCD 34566 – HIV Disease	167
CMS National Coverage Policy	167
Coverage Guidance	168
Coverage Indications, Limitations, and/or Medical Necessity.....	168
General Information.....	169
Associated Information	169
Bibliography.....	170
Appendix H: Palmetto Hospice LCD 34544 – Liver Disease	171
CMS National Coverage Policy	171
Coverage Guidance	172
Coverage Indications, Limitations, and/or Medical Necessity.....	172
Summary of Evidence	173
Analysis of Evidence (Rationale for Determination).....	173
General Information.....	173
Associated Information	173
Sources of Information.....	173
Bibliography.....	173
Appendix I: Palmetto Hospice LCD 34547 – Neurological	175
CMS National Coverage Policy	175
Coverage Guidance	176
Coverage Indications, Limitations, and/or Medical Necessity.....	176
Secondary Conditions.....	177
Comorbid Conditions.....	177
Summary of Evidence.....	178
Analysis of Evidence (Rationale for Determination).....	178
General Information.....	178
Associated Information	178
Appendix J: Palmetto Hospice LCD 34559 – Renal Care.....	179
CMS National Coverage Policy.....	179
Coverage Guidance	180
Coverage Indications, Limitations, and/or Medical Necessity.....	180
Secondary Conditions	180
Comorbid Conditions.....	181
Summary of Evidence.....	181
Analysis of Evidence (Rationale for Determination).....	181
General Information.....	181
Associated Information	181
Sources of Information	181
Bibliography.....	182

Table of Contents

Appendix K: Palmetto Hospice LCD 34567 – Alzheimer’s Disease.....	183
CMS National Coverage Policy	183
Coverage Guidance	184
Coverage Indications, Limitations, and/or Medical Necessity.....	184
FAST Scale Items	184
Comorbid Conditions.....	185
Secondary Conditions.....	185
Summary	185
Summary of Evidence	185
Analysis of Evidence (Rationale for Determination).....	185
General Information.....	186
Associated Information	186
Bibliography.....	186
Appendix L: Palmetto Hospice LCD 34548 – Cardiopulmonary.....	187
CMS National Policy Guidance	187
Coverage Guidance	188
Coverage Indications, Limitations, and/or Medical Necessity.....	188
Secondary Conditions	189
Comorbid Conditions.....	189
Summary of Evidence.....	190
Analysis of Evidence (Rationale for Determination).....	190
General Information.....	190
Associated Information	190
Sources of Information	190
Bibliography.....	190
Appendix M: Palmetto Hospice LCD 34558 – Adult Failure to Thrive.....	191
CMS National Coverage Policy.....	191
Coverage Guidance	192
Coverage Indications, Limitations, and/or Medical Necessity.....	192
Summary of Evidence	193
Analysis of Evidence (Rationale for Determination).....	193
General Information.....	193
Associated Information	193