

## Eli's Hospice Insider

### Education: Get Training On CAHPS, Payment Reform, ICD-10

Also, check out Eli audio conferences on hospice basics.

You can receive vital information on these topics from the comfort of your own office:

- **Understanding the New CAHPS Survey and Its Importance for Setting Your Hospice Agency Apart.** Tues. Oct. 20, 1 p.m. ET. Join expert speaker **Colleen McGreevy** to understand the importance of the Consumer Assessment of Healthcare Providers and Systems (CAHPS) in enhancing quality, growth and financial performance of your hospice agency. Hospices with excellent satisfaction scores are positioned to secure preferred provider status with hospitals and ACOs and may benefit from higher levels of reimbursement from CMS and other payers in the future. Consumers are more likely to choose providers with high satisfaction rates which could impact admissions and census. Hospice agencies that master the use of the CAHPS survey have the competitive edge. For more information, go to [www.audioeducator.com/hospice/new-cahpsurvey-10-20-2015.html](http://www.audioeducator.com/hospice/new-cahpsurvey-10-20-2015.html) or call 1-866-458-2965.
- **What's Ahead for Hospice? Getting Ready for 2016.** Thurs. Nov. 19, 11 a.m. ET. This has been a year filled with new and expanded regulatory requirements for hospices. What might be coming in 2016? Don't wait until December 31st to work on your list of resolutions. In this audio conference, hospice expert **Susan Balfour** will sum up the significant events of 2015, explore what may be coming in 2016 in hospice regulations and make suggestions on how best to focus your resources to prepare for the future. For more information, go to [www.audioeducator.com/hospice/2016-hospice-regulatory-changes-11-19-2015.html](http://www.audioeducator.com/hospice/2016-hospice-regulatory-changes-11-19-2015.html) or call 1-866-458-2965 .

You also can order recordings or transcripts of these recent audio conferences:

- **The FY 2016 Hospice Wage Index Final Rule □ What Do We Need to Do Now?** How will the changes in routine home care payment impact your hospice? What's the latest "clarification" on diagnosis coding on hospice claims? What changes should already be in place? Get the latest on these questions and more from industry veteran **Susan Balfour**. For more information, go to [www.audioeducator.com/hospice/2016-hospice-wage-index-final-rule-08-26-2015.html](http://www.audioeducator.com/hospice/2016-hospice-wage-index-final-rule-08-26-2015.html) .
- **Key Concepts in ICD-10-CM Coding for Hospice.** ICD-10 has taken effect. Join coding expert **Judy Adams** for an overview of what's different in ICD-10-CM, sample common hospice diagnosis scenarios, and get a checklist of actions needed to be ready for ICD-10-CM. For more information, go to [www.audioeducator.com/hospice/icd-10-cm-coding-forhospice-05-28-2015.htm](http://www.audioeducator.com/hospice/icd-10-cm-coding-forhospice-05-28-2015.htm) or call 1-866-458-2965.
- **Understanding the Medicare Hospice Benefit.** Use this presentation, which sheds light on the Medicare Hospice Benefit, as a tool in starting a new hospice program, training hospice clinical staff, providing information to hospice marketing staff, clarifying for insurance case managers the specific indicators for hospice eligibility, and understanding Medicare guidelines for reimbursement □ including Medicare caps □ to ensure financial viability. Join expert speaker **Bonnie Morgan** to examine the history of hospice in the United States and discuss the current Medicare Conditions of Participation. For more information, go to [www.audioeducator.com/hospice/understanding-the-medicare-hospice-benefit-09-30-2015.html](http://www.audioeducator.com/hospice/understanding-the-medicare-hospice-benefit-09-30-2015.html) or call 1-866-458-2965.

Note: To browse and register for Eli home care and hospice audioconferences, go to [www.audioeducator.com](http://www.audioeducator.com) and select "Hospice" from the blue bar at the top. Or call 1-866-458-2965. All sessions are available via CD or transcript after taking place.