

Eli's Hospice Insider

Hospice News: Know The NOE Corrections Ropes To Avoid Losses

How much do you know about election statements?

While some Notice of Election losses may be unavoidable, don't give up the reimbursement for the ones you can prevent.

The problem: "Since implementation of the five-day timely filing requirement for Notices of Election (NOE), many hospices have lost significant revenues because they have submitted NOEs that contain errors and subsequent correction of those errors has put final acceptance of the NOE outside the five-day limit," the **National Association for Home Care & Hospice** notes in its member newsletter.

The solution: HHH Medicare Administrative Contractors **CGS, Palmetto GBA** and **National Government Services** collaborated to develop a "Notice of Election (NOE) Timely Filing and Exceptional Circumstance Guidelines" quick resource tool, CGS says in a message to providers. The tool outlines when a hospice may correct an NOE before or after it processes.

"Sensitivity to time is essential, so hospices are advised to continue internal auditing processes to ensure accurate information is being submitted on the NOE," NAHC urges.

See CGS's version of the tool at www.cgsmedicare.com/hhh/education/materials/pdf/noe_timely_filing_except_circumstances_guide.pdf. Palmetto's version is in its hospice articles section, and NGS's tool is in its job aids section.

Another tool: NGS' Medicare University also has added a new free computer-based training (CBT) course on the Medicare beneficiary hospice election statement, the MAC says in a message to providers. Register and access the course, RHH-C-0028, via the MU webpage at www.medicareuniversity.com.

Tip: You can take other CBTs on the site as well. Identify the home health and hospice ones by their "RHH-C" course description.