

Eli's Hospice Insider

Hospice News: Prevent Wayward Appeal Letters With This Check

Be sure your address in the Fiscal Intermediary Shared System (FISS) and the National Plan & Provider Enumeration System (NPPES) are up to date, or you might miss out on letters concerning your claims appeals.

The problem: "The home health and hospice Provider Contact Center (PCC) is receiving calls from providers regarding appeal letters being sent to a different address," says HHH Medicare Administrative Contractor **CGS**. "The appeals are processed through the Medicare Appeals System (MAS), which includes the address for mailing appeal letters." MAS gets the address is obtained from either FISS or the NPPES.

The solution: "To ensure that you receive appeal letters at the correct address, the NPPES 'Mailing Address' and the 'Special Payments Address' in the Provider Enrollment, Chain and Ownership System (PECOS) should match," CGS advises on its website.