

Operations Bulletin



Date: September 22, 2015

To: Geisinger Gold Participating Providers

Re: Provider Payment Responsibility for Hospice Claims; Geisinger Gold Hospice Claims Adjustment

Dear Doctor and/or Office Staff:

We would like to clarify claims payment responsibility as it pertains to Medicare-covered Hospice services. In accordance with the Centers for Medicare and Medicaid Services (CMS) and as defined in 42 CFR § 422.320, beginning the date of a Geisinger Gold member's hospice election, original Medicare is to be billed both for services related to the hospice diagnosis **and services provided for conditions unrelated to the hospice diagnosis**. Medicare Advantage (MA) plans, like Geisinger Gold are responsible for reimbursing providers only for supplemental services not covered by original Medicare (such as vision, hearing and dental); and for the difference, if any, between member cost-sharing for traditional Medicare-covered services less the MA plan cost-sharing for the same services.

Geisinger Gold has been incorrectly reimbursing providers for services that are the responsibility of original Medicare. **Therefore, in accordance with CMS guidelines, Geisinger Gold will reprocess hospice claims beginning with dates of service on or after 11/1/2014**, and will begin reprocessing these claims as of the date of this bulletin. Providers will see the denial code **HF ("Deny – member on hospice, bill Medicare FFS")** on the Explanation of Payments (EOPs).

We strongly encourage you to begin re-billing any such claims to original Medicare as soon as possible using either the GV or GW modifier, as applicable, to ensure that your claims will be processed by Medicare within CMS timely filing guidelines.

Please reference the CMS Medicare Managed Care Manual, Chapter 4, 10.4 – Hospice Coverage for more detail regarding appropriate billing for MA hospice claims.

Should you have any questions, your Provider Account Manager is available at (800) 876-5357.

Sincerely,

A handwritten signature in black ink, appearing to read "K. Fierros".

Kathleen Fierros
VP, Network Innovations
Geisinger Health Plan

HPPNM17
https://spghp/pcoc/Communications/Forms/Comm_Warehouse/2015_08_31_Payment_of_Hospice_Claims
Dev. 08/15