



**HOSPICE AUDIT SURVIVAL TRAINING – AGENDA**  
**Virtual Education • 11am ET start**

Time and Education Title	Content Overview
11:00 AM – 11:45 AM ET (45-minute session & no Q&A)  <b>1. <i>Payment-Related Scrutiny of Hospice Providers: How Did We Get Here (and How do We Get Out)?</i></b>  Presenter: Carrie Cooley, RN MSN	<ul style="list-style-type: none"><li>• A historical review of how payment-related scrutiny of hospice providers has changed in the past 10+ years</li><li>• Conditions of Participation vs Conditions for Coverage/ Payment: An examination of hospice providers' usual audit strategies and the associated risks and benefits</li><li>• Discussion of the “audit snowball” effect and how to prevent/stop it</li></ul>
11:45 AM – 12:45 PM ET (45-minute session & 15-minute Q&A)  <b>2. <i>Current CMS Contractor and Other Audits Targeting Hospice Providers</i></b>  Presenter: Carrie Cooley, RN MSN	<ul style="list-style-type: none"><li>• Discussion of the current CMS Contractor audits facing hospice providers (e.g., TPE, UPIC, SMRC, RAC, etc.)</li><li>• Examination of AUSA, OIG, and DOJ audits</li><li>• Discussion of payment-related risk areas (e.g., PEPPER data, areas of high national error rate, etc.) that lead to CMS Contractor and other audits</li></ul>
<b>12:45 – 1:15 PM ET</b>	<b>30-minute Break</b>
1:15 – 2:15 PM ET (45-minute session & 15-minutes Q&A)  <b>3. <i>Documentation Excellence from an Auditor's Perspective</i></b>  Presenter: Lauren Templeton DO FAAHPM HMDC	<ul style="list-style-type: none"><li>• Discussion of documentation strategies that yield the greatest payment results during an audit including LCD guidelines, comparative documentation, Hospice Assessment Tools (e.g., PPS, FAST, NYHA, etc.), etc.</li><li>• Compelling physician documentation and its effect on claim payment / denial</li><li>• Examining how a CMS or government auditor understands (or fails to understand) hospice care and our documentation norms/protocols</li></ul>
2:15 – 3:15 PM ET (45-minute session & 15-minute Q&A)  <b>4. <i>Audit Response: A Step-by-Step Guide</i></b>  Presenter: Colleen O'Keefe, RN	<ul style="list-style-type: none"><li>• Discussion of a comprehensive “audit response” from notification of an audit through the CMS appeals process</li><li>• Strategy to use challenging CMS Contractor or other audits to improve clinical operations and documentation strategies</li></ul>
3:15 – 4:00 PM ET (30-minute session & 15-minute Q&A)  <b>5. <i>Expert Panel Discussion: Expert Witness Testifying Experiences – The Good, The Bad, and The Lessons Learned</i></b>  Carrie Cooley, RN MSN Lauren Templeton, DO FAAHPM HMDC Colleen O'Keefe, RN HMDCB	Real-life testifying experiences shared by our presenters / faculty including: <ul style="list-style-type: none"><li>• Reconsideration appeals (during the previous demonstration project)</li><li>• Administrative Law Judge (ALJ) hearings for various CMS contractor audits</li><li>• Criminal trials</li></ul>