



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) 1. <i>Payment-Related Scrutiny of Hospice Providers: How Did We Get Here (and How do We Get Out)?</i> Presenter: Carrie Cooley, RN MSN	<ul style="list-style-type: none">• A historical review of how payment-related scrutiny of hospice providers has changed in the past 10+ years• Conditions of Participation vs Conditions for Coverage/ Payment: An examination of hospice providers' usual audit strategies and the associated risks and benefits• Discussion of the “audit snowball” effect and how to prevent/stop it
11:45 AM – 12:45 PM ET (45-minute session & 15-minute Q&A) 2. <i>Current CMS Contractor and Other Audits Targeting Hospice Providers</i> Presenter: Carrie Cooley, RN MSN	<ul style="list-style-type: none">• Discussion of the current CMS Contractor audits facing hospice providers (e.g., TPE, UPIC, SMRC, RAC, etc.)• Examination of AUSA, OIG, and DOJ audits• 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
12:45 – 1:15 PM ET	30-minute Break
1:15 – 2:15 PM ET (45-minute session & 15-minutes Q&A) 3. <i>Documentation Excellence from an Auditor’s Perspective</i> Presenter: Lauren Templeton DO FAAHPM HMDC	<ul style="list-style-type: none">• 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.• Compelling physician documentation and its effect on claim payment / denial• Examining how a CMS or government auditor understands (or fails to understand) hospice care and our documentation norms/protocols
2:15 – 3:15 PM ET (45-minute session & 15-minute Q&A) 4. <i>Audit Response: A Step-by-Step Guide</i> Presenter: Colleen O’Keefe, RN	<ul style="list-style-type: none">• Discussion of a comprehensive “audit response” from notification of an audit through the CMS appeals process• Strategy to use challenging CMS Contractor or other audits to improve clinical operations and documentation strategies
3:15 – 4:00 PM ET (30-minute session & 15-minute Q&A) 5. <i>Expert Panel Discussion: Expert Witness Testifying Experiences – The Good, The Bad, and The Lessons Learned</i> 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">• Reconsideration appeals (during the previous demonstration project)• Administrative Law Judge (ALJ) hearings for various CMS contractor audits• Criminal trials