

Hospice Care Excellence: Preparing for Future Changes & Sustainability



Use this checklist to ensure your hospice program is ready for upcoming changes, maintains excellence in care, and achieves sustainability.

QUALITY, COMPLIANCE, & AUDIT SUPPORT

- Prepare for prepayment reviews under the Provisional Period of Enhanced Oversight (PPEO)
- Establish processes to respond to Additional Documentation Requests (ADRs), audits, and appeals
- Conduct regular pre-bill audits
- Perform required HIPAA privacy assessments
- Schedule and conduct full mock surveys
- Create an individualized risk management plan
- Develop a robust Quality Assurance and Performance Improvement (QAPI) plan

ADDRESS THE “TOP FOUR PROBLEMS” IN ELIGIBILITY & BILLING

- Ensure accurate Notice of Election (NOE) and Hospice Election Statement processes
- Address General Inpatient Care (GIP) denials
- Prepare for the 90-day Noridian audit
- Implement system for timely submission of Hospice Item Set (HIS) files

STAFF EDUCATION & TRAINING

- Provide comprehensive training on Medicare regulations for hospice care
- Educate staff on their responsibilities and impact on CMS reporting
- Train staff on their role in achieving excellent hospice outcomes (quality and finance)
- Enhance training on IDG, care planning, and coordination of care
- Ensure staff understands eligibility requirements, billing procedures, and documentation standards

OPERATIONAL EXCELLENCE

- Compare KPIs against national benchmarks
- Develop metrics that drive key financial and quality outcomes
- Build a successful, sustainable strategic plan
- Implement a robust compliance program
- Review and improve documentation practices
- Conduct a complete assessment of clinical, financial, and quality programs

FINANCIAL MANAGEMENT

- Implement financial management and consulting services
- Prepare for potential payment structure changes proposed by the Hospice CARE Act
- Ensure accurate cost reporting & CAP reporting
- Optimize hospice billing and collections processes

CLINICAL CONSULTING

- Improve IDG processes and outcomes
- Enhance care planning and coordination
- Align clinical documentation with eligibility and billing requirements
- Ensure understanding and implementation of Conditions of Participation (CoPs)

TECHNOLOGY & DATA MANAGEMENT

- Implement system for proper submission and verification of HIS files/HOPE instrument
- Develop processes for tracking and managing compliance requirements
- Ongoing Monitoring and Support
- Schedule regular audits to identify potential compliance issues
- Establish system for staying updated on evolving regulatory landscapes

We're here to help with it all. SimiTree is your partner in achieving hospice care excellence and navigating regulatory changes. Our expert team can assist you with every item on this checklist, ensuring your hospice program is prepared for the future and operating at peak efficiency.

For comprehensive support across all areas →

For specific assistance with compliance and regulatory matters →