

# Collaborative Case Management

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## Case Management Toolbox: ACMA Members Share Valuable Resources on Learning Link to Address CMS-Related Questions

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Each day, ACMA members nationwide network with one another and share their experiences, successes and perspectives through ACMA's email list serve, Learning Link. Learning Link users also share tools and resources with one another via the Learning Link community. Members frequently ask questions on the list serve related to the Centers for Medicare and Medicaid Services (CMS) regulations and requirements. The following is a collection of information and resources related to CMS requirements adapted from ACMA member postings.

**Q:** Could someone point me toward the MLN article or CMS rule regarding placing someone in observation after surgery and the legality of writing 23 hours observation orders prior to surgery?

**A:** I have found pages 6-9 to be most helpful - <http://www.acmaweb.org/files/CMSHospitalManual2306E-OutpatientObservationServices.pdf>.

*Document shared on Learning Link by Pam Miles, ACNS-BC, Director of Clinical Services, St. Luke's Hospital Allentown, Allentown, PA.*

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**Q:** How Do I find the CMS Inpatient Only Lists?

**A:**

1. Go to <http://www.cms.gov/>
2. CMS Home > Medicare > Hospital Outpatient PPS > Hospital Outpatient Regulations and Notices
3. Select 'Final Changes to the Hospital Outpatient Prospective Payment System and CY 2011 Payment Rates' (Regulation number will start with CMS and end with FC).
4. Click on '2011 OPPTS Final Addenda' or 'Addenda' or 'Addendum E' depending on the Calendar Year.
5. Open the Addenda E (AddE) Excel file.

*Information shared on Learning Link by Denise Wilson, RN, MS, RRT, Director Audit and Appeals Services, Intersect Healthcare, Lutherville-Timonium, MD.*

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**Q:** When the hospital determines that a Medicare patient does not meet criteria and needs to be changed from inpatient to outpatient status, a notice is supposed to be given to the patient which reflects that their hospital procedures and medications are covered under Medicare Part B, not Part A. Where can I find the statement that says the patient must be notified?

**A:** <http://www.cms.gov/MLN MattersArticles/downloads/SE0622.pdf> (See page 2).

*Information shared on Learning Link by Ronald Hirsch, MD, FACP, Medical Director, Case Management, Sherman Hospital, Elgin, IL; Physician Advisor, B. E. Smith, Inc.*

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**Q:** When does Observation time begin?

**A:** Here is one definition from the Medicare Hospital Manual

- <https://www.cms.gov/transmittals/downloads/R761HO.pdf> (See Section 230.6B, "Coverage of Outpatient Observation Services").

*Information posted by Steven J. Meyerson, MD, Vice President, Physician Advisory Services for Accretive Health, Inc., Chicago, IL.*

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**Q:** May a hospital report drug administration services, such as therapeutic infusions, hydration services, or intravenous injections, furnished during the time period when observation services are being reported?

**A:** [https://questions.cms.hhs.gov/app/answers/detail/a\\_id/9974/-/may-a-hospital-report-drug-administration-services,-such-as-therapeutic](https://questions.cms.hhs.gov/app/answers/detail/a_id/9974/-/may-a-hospital-report-drug-administration-services,-such-as-therapeutic)

*Link to CMS FAQ 9974 shared on Learning Link by Sandra McCune, BSN, RN, Utilization Management Specialist, Lakeland HealthCare, St. Joseph, MI.*

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**Q:** If inpatient stays are denied because it should have been classified as observation but the SNF accepted the patient believing a 3-day qualified stay occurred, will the SNF stay be denied because it should have been observation from the beginning?

**A:** Visit Noridian's website and access their Q&A document - <https://www.noridianmedicare.com/provider/updates/docs/ObservationQAs.pdf>. "Q46" on the last page of the Q&A document under the heading "miscellaneous" addresses this question.

*Information shared on Learning Link by Ronald Hirsch, MD, FACP, Medical Director, Case Management, Sherman Hospital, Elgin, IL; Physician Advisor, B. E. Smith, Inc.*

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**Q:** Can someone share what you use in your Condition Code 44 "language" when written in the medical record? Does it include a clear order to convert back to observation status or is a separate order written for this?

**A:** The language in the Medicare Claims Processing Manual, section 50.3.2, requires that the change to outpatient status be documented in the medical record in both the orders and in notes. It's important to remember that if the four conditions of Condition Code 44 are met, then the claim status can be changed to outpatient retroactively (or as CMS puts it "as though the patient had been registered as an outpatient"). However, observation care cannot be

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ordered retroactively since it is a distinct service that must be authorized (ordered) by the physician and is not simply a change of claim type.

Here is the current reference from the Claims Manual, Section 50.3 - <https://www.cms.gov/manuals/downloads/clm104c01.pdf>.

*Information shared on Learning Link by Ralph Wuebker, MD, MBA, Vice President, Audit, Compliance, Education, Executive Health Resources, Newtown Square, PA.*

### **Q: Where can I find the list of Medicare approved Carotid Artery Stenting Facilities?**

**A:** To check the list of Medicare approved facilities, go to <http://www.cms.gov/MedicareApprovedFacilitie/CASF/list.asp#TopOfPage>.

The list is updated weekly.

*Information shared on Learning Link by Pamella Aldridge, RN, BSN, MA, ACM, Director of Revenue Enhancement and Clinical Documentation Administration, Durham Regional Hospital, Durham, NC.*

### **Q: Can any of you tell me if you are giving discharge folders to your patients? If you do this, what is included in the folder?**

**A:** Here is a link to a tool from CMS which may be helpful. I like the fact that it engages the patient/caregiver in the process -

<http://www.medicare.gov/publications/pubs/pdf/11376.pdf>.

*Information shared on Learning Link by Ron Fortenberry, RN, RRT, Director, Case and Utilization Management, Vanderbilt Medical Center, Nashville TN.*

## Learn from the Link

These are just a few examples of resources, tools and advice shared through Learning Link. When you have a question or challenge, more than 3,000 case management professionals are only an email away.

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