Summary:

NDoc provides a process by which customers can manage the PECOS status of their cooperating physicians. NDoc will help agencies/users identify the PECOS status of a physician within the application and assist with warnings within the billing management process. This functionality relies on routine confirmation of the physicians' PECOS status. The NDoc **PECOS Import** functionality described below updates key information in the Physician Table, which in turn either automatically or manually updates the corresponding information in the billing application. The key to ensuring physician data is correct and accurate is to ensure the NPI recorded in your Physician Table is current and accurate.

Background for PECOS Status:

CMS maintains a list of PECOS enrolled physicians within a list referred to as the *Ordering and Referring Data File* (ORDF) located on the Data.CMS.Gov website. This list includes statuses beyond home health and hospice certifying services, but for NDoc customers the focus will only be on home health and hospice designations. The designations are in two separate columns labeled HHA or Hospice. If HHA and or Hospice equal Y in the dataset, the physician entry will be included in the file NDoc uses to update the Physician Table.

NOTE: For hospice patients, CMS has indicated that ordering/certifying physicians must be enrolled in PECOS or be validly opted-out of Medicare for the payment of hospice services for Medicare beneficiaries. In this case, the ORDF will set PECOS enrolled and validly opted-out physicians as Y within the dataset. While hospice services can be claimed for validly opted-out physicians, physician services cannot be billed out for physicians that are opted-out and appear on this list: https://data.cms.gov/provider-characteristics/medicare-provider-supplier-enrollment/opt-out-affidavits/data. NDoc customers seeking to bill for these physician services under Part B will need to refer to this list to manage this process.
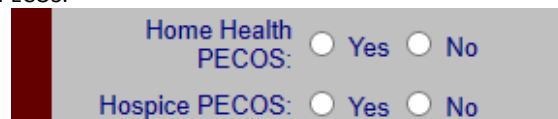
How To:

Manage the Physician Table

The Physician Table under Administration>System>Tables provides agencies a method to set up physicians. NDoc aids agencies in complying PECOS requirements using data captured within the table combined with the PECOS Import functionality. This process allows agencies to maintain their current physician name values, but includes two fields to capture the confirmed PECOS first and last name values for any physician with a matching NPI in the CMS database. These fields are then what will control what is going out with the billing transactions. With that in mind, agencies should be mindful of a few points to ensure that this tool is being used correctly and transactions are getting processed correctly.

For the purposes of PECOS tracking, the NPI Field is critical. The accurate and reliable matching of PECOS related data will be entirely dependent on the accuracy of the NPI values entered and stored within the Physician Table. It is important that this number is correct. The import process compares the CMS database with an agency's Physician Table entry. Matches with NPI values will populate the PECOS First and Last Name fields with the appropriate information and will confirm or update the PECOS status for the physician.
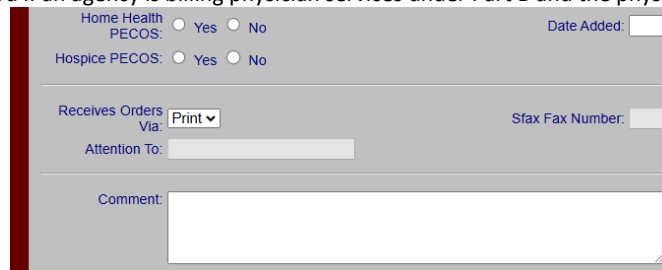
Additionally, there are two fields related to PECOS:

A physician's PECOS status can be manually set as YES or NO, but it is important to note that when a PECOS Import is completed the status may change depending on the physician's inclusion in the CMS file.

Agencies have a Comment box (as shown below) to document physician information. The field could include notes related to the physician's "Opt-Out" status, etc. Note that physicians that are designated as legitimately opted out will appear within the CMS ORDF file as PECOS = Yes. The Comments box may be a place to record if an agency is billing physician services under Part B and the physician's PECOS status is relevant.
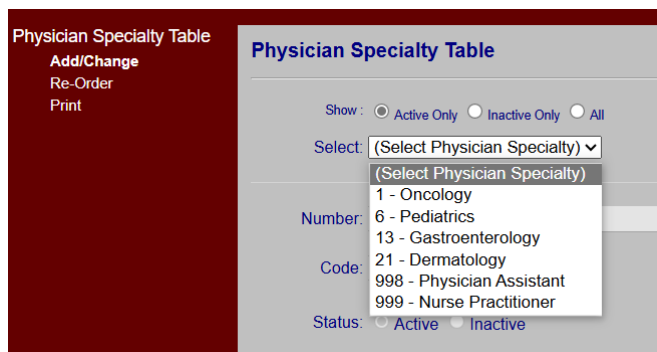

***NOTE:** For the purposes of managing scenarios unique to hospice, there needs to be special logic in place to accommodate the use of Nurse Practitioners (NP) or Physician Assistants (PA) as attending physicians. In this case, for any NP or PA entries within the Physician Table, agencies need to use the Physician Specialty drop down option within the Physician Table to connect the appropriate specialty for each.

Physician Specialty Table includes two pre-built entries with special logic: 998-Physician Assistant (PA) or 999-Nurse Practitioner (NP)

Physician Table should be updated to designate the Physician Specialty for Physician Assistant (PA) and Nurse Practitioner (NP) entries:

With the NP/PA specialty selected (as shown below), the HBS/Netsmart Doctor Entity will be updated with the appropriate specialty.
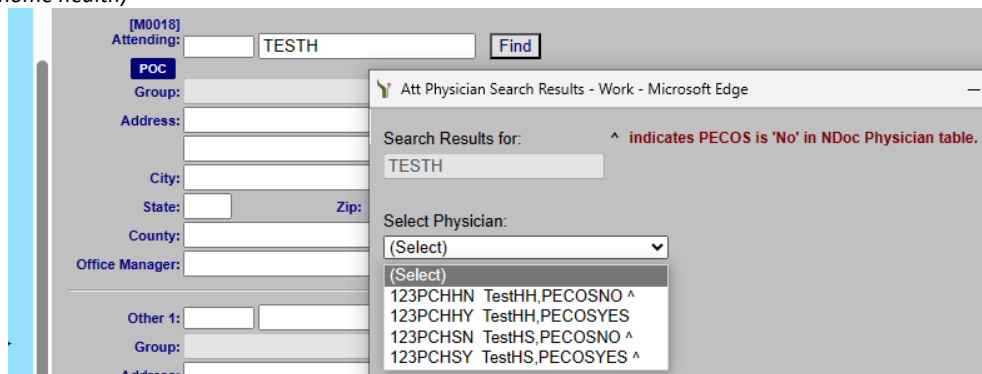
Identifying PECOS Status

When users are searching/selecting physicians within NDoc, they can identify the physician's PECOS status with the notation of ^ indicating PECOS is "No" in the NDoc Physician Table. This designation applies to the Visit Charting, Patient Referral, Medications, and Order Entry screens. Please note that the designation will apply to the status based on the patient type compared to the PECOS flag in the table *(i.e., whether the Home Health PECOS = Yes or No for home health)*

Importing the PECOS Index

The NDoc PECOS Import is a function found under Administration> System>Settings. This process is designed to import a formatted version of ORDF list referenced above. This list will only include physicians that are set as Y to either HHA or Hospice and will update each flag within the physician table accordingly. In order to ensure file structure changes introduced by CMS can be detected early, Thornberry monitors the release of new CMS PECOS files and posts updated/formatted versions of the CMS CSV file. The formatted file will be available on the Thornberry Zendesk Help Center portal via this page: https://support.ndocsoftware.com/hc/en-us/articles/43027729227803-NDoc-PECOS-Import-File to users with Zendesk login credentials. Should a user need access to the page, please have the agency's primary Thornberry contact, contact the support team with the name and email address of the user requiring access. Agencies should **only** use the file available from Thornberry in order to avoid conflicts with CMS file structure changes. The steps to complete this process is as follows:

- Open NDoc and go to the PECOS Import function under Administration>System>Settings.
- Confirm/Review the "Current Version" date.

- Users with Zendesk login credentials, go to the Thornberry Zendesk Help Center portal via this page: https://support.ndocsoftware.com/hc/en-us/articles/43027729227803-NDoc-PECOS-Import-File.
- Check to see if the date listed is more current than the date listed within the NDoc PECOS Import page.
- If a newer version is available, follow the steps below to download and extract and upload the file:
  o Download the file and save the zipped file.
  o Unzip and save the file locally to import into NDoc (Note: Please contact your IT resource regarding this step if needed to receive clarification).
- In NDoc, go to Administration>System>Settings>PECOS Import.
- Click the Browse button to locate, select, and import the file into NDoc. Please note the following limitations:
  o NDoc prevents the import of any file other than the formatted file available on the Knowledgebase website.
  o NDoc prevents the import of any PECOS index that is older than the previously imported PECOS index to ensure correct, current data is never overwritten.
- Once NDoc verifies the file is legitimate and current, a message appears to confirm that the import should proceed.
- Screen messaging displays to show the status of the import with success appearing as *"The file imported successfully!"* to show the process is complete.

Note for Hosted Customers – *Because we do not currently allow downloading/saving of files within the hosted environment for security reasons, hosted customers must download and save the file from the Knowledgebase to their local computer, rather than downloading it within their RDP/Terminal session. After downloading and saving it locally, using the PECOS Import "Browse" function within your RDP/Terminal session to browse to the mapped drive location on your PC where the file resides in order to import it.*

Import Results
- A successful import compares and updates the Physician Table based on NPI in the following manner:
  o If an NPI match is found in NDoc for a physician in the PECOS index:
    ▪ The PECOS: Yes/No flag is updated to match the value in the PECOS index
    ▪ The PECOS Name fields are updated to match the values in the PECOS index
  o If an NPI match is not found in the PECOS index for a physician in NDoc
    ▪ The PECOS: Yes/No flag is updated to "No"
    ▪ The PECOS Name fields are not updated
  o If any change is made to the PECOS name fields or the PECOS: Yes/No field, the date in the PECOS Date Added field in the Physician Table is updated, so that it reflects the date the most recent change to PECOS information was made for each physician.
- Tools are available to review the results of the PECOS index import
  o Import Changes: Within the PECOS Import function, use dated links available under *Import Changes* to see a list of all changes made upon import and the reason for those changes.
  o Physician Table: The "Export to CSV" version of the printed Physician Table under Administration>System> Tables provides the ability to sort and filter all table physicians by their "PECOS: Yes/No" value.

  *Note regarding the physician name fields –
  The Physician Table includes a field designated as the "Display Name" to give agencies the ability to set up a designated name for the physician. This is the name displayed in search options and on printed documents. Separately, the table includes a field for Last Names and First Names. Please note that these fields should reflect the physician's name as it is available within the PECOS database. This is the information that flows to billing, along with the PECOS flag. When the PECOS Import occurs, if the name fields do not match what is found in the PECOS Import file, then the data will be overwritten with what is found in the PECOS file.

HBS/Netsmart Billing Interface to NDoc:
Updating HBS/Netsmart Billing
A successful import automatically synchronizes the updated name information to the linked physician table in HBS/Netsmart, ensuring that all billed claims are sent with an accurate physician name.

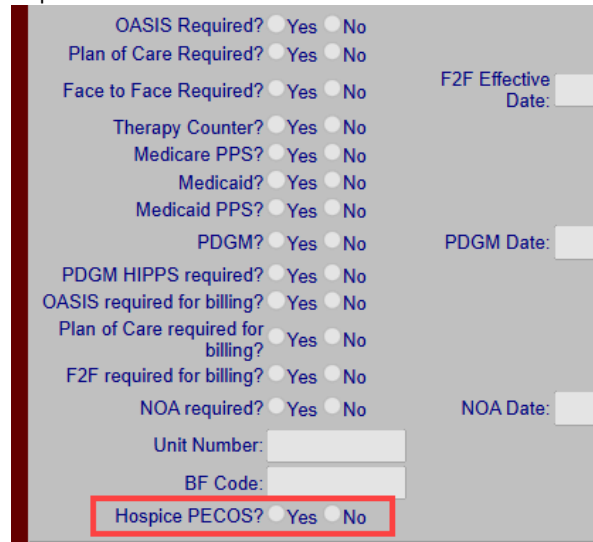*Ready to Bill Tracking for HBS/Netsmart Billing*
- Homecare Final Billing will be set as Ready to Bill when the criteria of MD Enrolled in PECOS is met. If this requirement is not met, the Billing Management Report will display Primary Physician not enrolled in PECOS as a reason for a patient being designated as Not Ready to Bill.
- Hospice Billing will be set as Ready to Bill when the criteria of MD Enrolled in PECOS is met. If this requirement is not met, the Billing Management Report will display Primary Physician on POC and/or Attending Physician not enrolled in PECOS as a reason for a patient being designated as Not Ready to Bill. In cases where the Attending Physician is set as a Nurse Practitioner (NP) or Physician Assistant (PA), the error warning for the Attending Physician will be bypassed.

HOSPICE ONLY BILLING RELATED DETAILS RELATED TO PECOS

HBS/Netsmart Billing

NDoc Settings for HBS/Netsmart Billing Ready to Bill Reporting

For the purposes of controlling the Ready to Bill/Billing Management Report results within NDoc, HBS customers must update their Insurance Table settings (Administration>System>Tables>Insurance>Add/Change) as shown below. Specifically, for insurance providers that require PECOS checks for hospice billing, the *Hospice PECOS? - Y/N* option should be set to Yes.
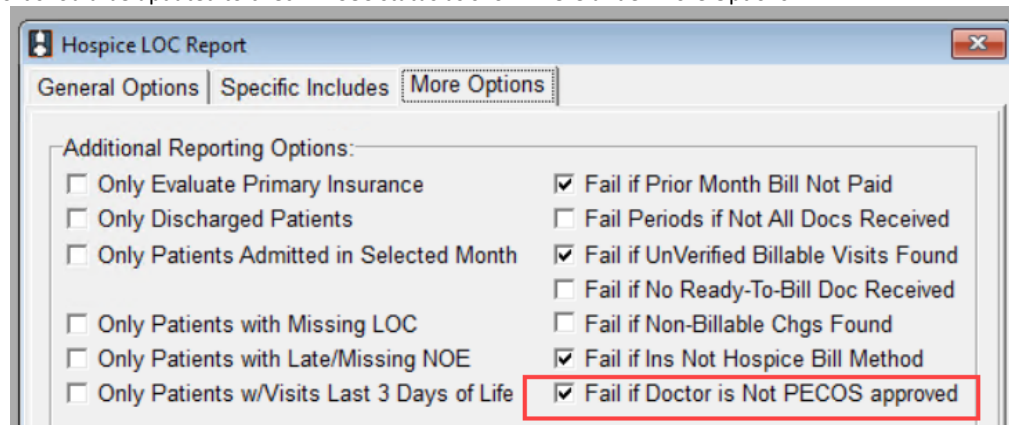

Billing Settings for HBS/Netsmart Billing (LOC Filters and Option Sets)

The Hospice LOC Report should be updated to check PECOS status as shown here under More Options:
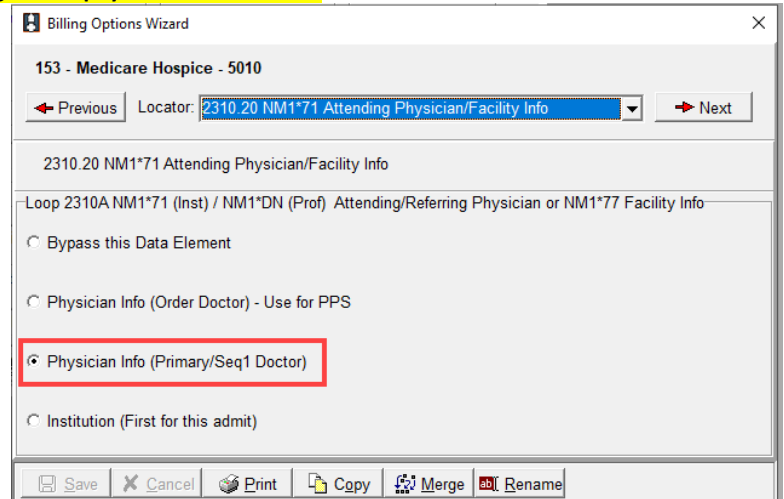
Option Set Changes should also be confirmed to manage these physicians on the claim.

Locator 2310.20 NM1*71 Attending/Referring Physician/Institution should be set with **Physician Info (Primary/Seq 1 Doctor)**
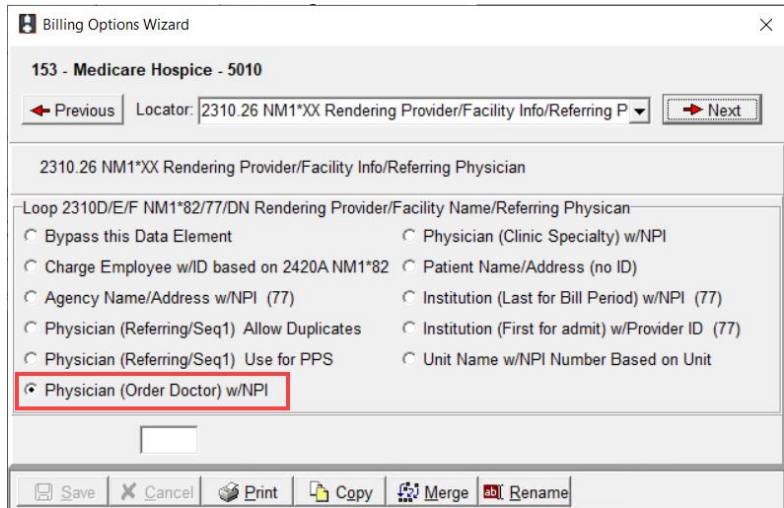
Locator 2310.26 - NM1*XX Secondary Physician/Provider/Location Information should be set with **Physician (Order Doctor) w/NPI**
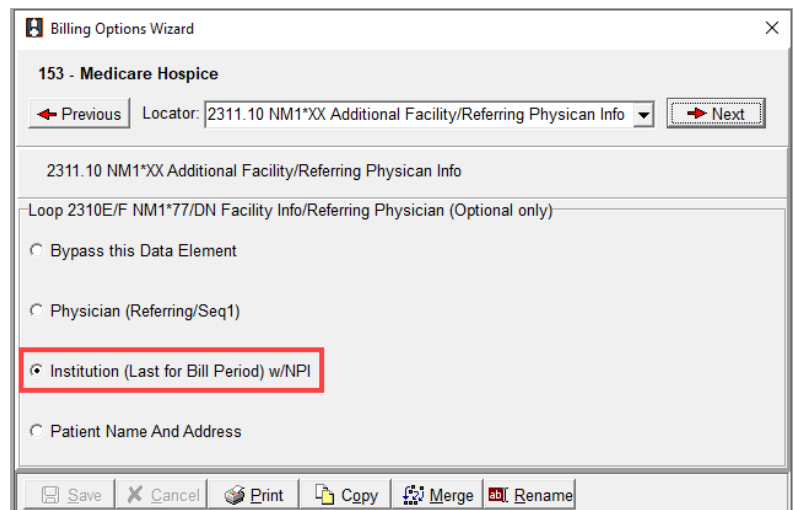
IF the agency is seeing patients outside of their home in facilities, go to **Locator 2311.10 NM*XX Additional Facility/Referring Physician Info** and check the option with **Institution (Last for Bill Period) w/NPI** as follows:

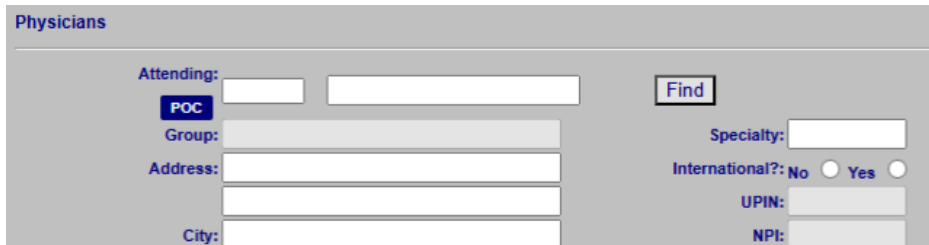**HBS/Netsmart Billing Workflow *for Hospice PECOS - ONLY***

For the *Initial Benefit and Subsequent Certification/Benefit Periods (as of the 17.38.02 Sub-Release)*, the following data is sent to HBS/Netsmart and the claim is populated with the data described below.

> ****NOTE: These physician entries will need to be added on or before the patient's SOC for the purposes of ensuring the values are being managed within the claims correctly. If values are updated after the SOC, the billing entries will not be updated correctly for the claim generation. For edits applicable to the Initial Benefit Period to be applied, the physician entries noted below should be updated within the SOC visit. Changes made in Patient Profile or in post SOC visits will update the physician within the clinical record and will be checked for updating in billing for subsequent certs, but will not apply to the Initial Benefit Period, since it will be recognized as being changed after the SOC.**
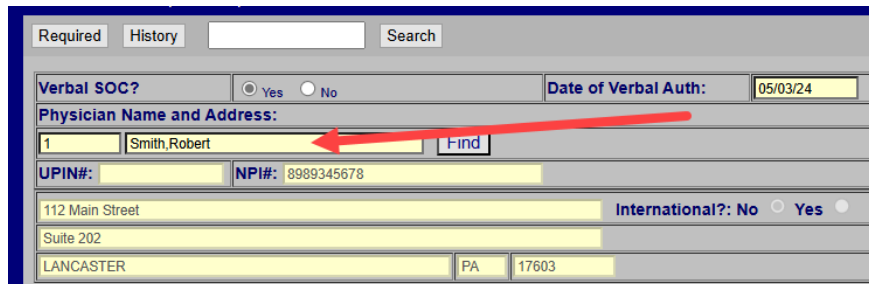
Data Flow to HBS/Netsmart -

With the Referral/Admit to Hospice, NDoc sends the following:

- *Attending Physician [ID# Field DE 66 and Name Field DE 57]* (first physician on the Physician Profile page) goes to HBS/Netsmart Assign Tab Seq 1. The physician will have a Start Date of the SOC and an End Date of the last day of the First Cert Period. For each subsequent cert, the Attending Physician will be checked and sent again to the Assign Tab with the Start Date set to the first day of the second Cert Period and an End Date of 2099.

With the printing of the 485/POC, NDoc sends the Primary physician listed first on the 485/POC to the HBS/Netsmart Certify Tab under Orders.

Claims in HBS/Netsmart –

Based on the physician data described above, the Electronic Submission Report and the Claim will be managed as follows:

- First Active Physician in the Assign Tab Physician is set as the Primary (Attending)-Doctor within the Electronic Submission Report and Claim (Attending - NM1*71*1)
- Primary Physician on the 485/POC (Certify Tab) is set as the Order-Doctor within the Electronic Submission Report and Claim (Referring - NM1*DN*1)

SPECIAL CONSIDERATIONS:

- ***IF*** any physicians (non-NP/PA entries) are flagged as non-PECOS, the Hospice LOC will produce a failure message. Agencies will need to review the physicians and their PECOS status and update accordingly.

Integrated Billing within NDoc

Billing Settings Integrated Billing within NDoc

PECOS checking for home health and hospice claims is configured under *Administration>System>Tables>Insurance>Documentation Requirements* to manage the settings for Attending, Certifying (Primary Physician on the POC), and Referring physician in PECOS with the options available to set as required, warning or not required.   *==**NOTE**==: With Referral Physician not being required, the setting may be more appropriate as a *Warning* or *Not Required*. Furthermore, the check for Referral Physician will be applied regardless of whether a physician is captured or not.

PECOS related Claim Mapping Referring Provider (837I: Locator 78 / Loop 2310F, Segment REF, Element REF02) (837P: Locator 17a / Loop 2310A, Segment REF, Element REF02) under (Insurance>Claim Mapping) for Hospice Payor should be updated to ensure the "Use Primary on POC (Overrides 'Include Referring Physician' and 'Allow Duplicates')" option is checked as shown below:

Workflow and Claim Generation for Integrated Billing within NDoc

For the *Initial Benefit and Subsequent Certification/Benefit Periods*, the following data is set up for billing and the claim is populated with the data described below.

> ****NOTE: These physician entries will need to be added on or before the patient's SOC for the purposes of ensuring the values are being managed within the claims correctly. If values are updated after the SOC, the billing entries will not be updated correctly for the claim generation. For edits applicable to the Initial Benefit Period to be applied, the physician entries noted below should be updated within the SOC visit. Changes made in Patient Profile or in post SOC visits will update the physician within the clinical record and will be checked for updating in billing for subsequent certs, but will not apply to the Initial Benefit Period, since it will be recognized as being changed after the SOC.**

NDoc uses the physician recorded in the *Attending Physician [ID# Field DE 66 and Name Field DE 57]*

and the physician recorded in the Primary Physician on the POC. PECOS = YES is needed for this entry.

BOTH physicians will go to the claim if they are different physicians based on your settings.

For the Claims, based on the physician data described above, the Claim will be managed as follows:
- Attending Physician is set as Attending in the NM1*71 position on the claim. **NOTE**: the Attending Physician may be a Nurse Practitioner or Physician Assistant if the Specialty value is set within the Physician Table.
- Primary Physician on the 485/POC is set in the NM1*DN position on the claim.