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Deep Dive: A Case Study Group Analysis

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DEEP DIVE: Case study group analysis

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The SHIP National
Technical Assistance Center



Workshop goals

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1. Learn strategies for counseling issues in case studies
2. Improve ability to resolve cases through research in relevant guidance
3. Practice and enhance counseling skills

Instructions

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- Break into five (5) small groups
- Appoint one “client,” who takes 2 to 3 minutes to read through the case study
- Group interviews the client; spots issues; identifies problems; discusses potential solutions (15 minutes)
- Appoint a person who summarizes the case and reports out to large group

Resources: Case Study 1

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- CMS Guidance on Qualified Medicare Beneficiaries (QMB)
 - Beneficiary Education Program: Managed Care Manual, Chapter 4, Section 200.6
 - Improper Billing in MA Plans: 2017 Call Letter Prohibition on Billing Medicare-Medicaid Enrollees for Medicare Cost-Sharing <https://www.cms.gov/medicare/health-plans/medicareadvtspeccratestats/downloads/announcement2017.pdf>
 - CMS Medicare Learning Network Booklet *Dual Eligibles at a Glance* https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/downloads/Medicare_Beneficiaries_Dual_Eligibles_At_a_Glance.pdf

Resources: Case Study 2

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- Social Security POMS Emergency Message (EM-16033 REV4)
 - ▣ <https://secure.ssa.gov/apps10/reference.nsf/links/08032018010524PM>
- CMS fact sheet
 - ▣ https://www.cms.gov/Medicare/Eligibility-and-Enrollment/Medicare-and-the-Marketplace/Downloads/SHIP_and_Navigators_ER_Fact_Sheet.pdf
- Medicare Interactive article
 - ▣ <https://www.medicareinteractive.org/get-answers/medicare-health-coverage-options/original-medicare-enrollment/time-limited-equitable-relief-for-enrolling-in-part-b>

Resources: Case Study 3

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- CMS Guidance on leg, arm, back, and neck braces
 - ▣ Covered Medical and Other Health Services, Chapter 15, Section 130
 - ▣ <https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/bp102c15.pdf>
- Local Coverage Determination (LCD) on spinal orthoses
 - ▣ <https://www.cms.gov/medicare-coverage-database/details/lcd-details.aspx?LCDId=33790&ver=15&Date=&DocID=L33790&bc=iAAAABAAAA&>
- Senior Medicare Patrol (SMP) Sentinel article
 - ▣ February 2017, “Back Brace Marketing Complaints Raise Questions about Law and Regulations” (available through SMP resource library)

Resources: Case Study 4

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- CMS Guidance on off-label drugs
 - ▣ Part D Drug Definition: Medicare Prescription Drug Benefit Manual, Chapter 6, Section 10.1
 - ▣ Medically Accepted Indication: Medicare Prescription Drug Benefit Manual, Chapter 6, Section 10.6
- SHIP TA Center newsletter article
 - ▣ Off-Label Drug Coverage in Medicare Part D
<https://www.shiptacenter.org/resource-published/r2/off-label-drug-coverage-in-medicare-part-d/>
- Medicare Interactive article
 - ▣ <https://www.medicareinteractive.org/get-answers/medicare-denials-and-appeals/part-d-appeals/the-medicare-prescription-drug-coverage-and-your-rights-notice>

Resources: Case Study 5

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- CMS Guidance on Employer/Union Sponsored Group Health Plans
 - ▣ Medicare Managed Care Manual, Chapter 9
<https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Downloads/mc86c09.pdf>
- CMS Guidance on Special Enrollment Periods (SEP)
 - ▣ Medicare Managed Care Manual, Chapter 2, Section 30.4
- Medicare Interactive article
 - ▣ <https://www.medicareinteractive.org/get-answers/medicare-health-coverage-options/changing-medicare-coverage/how-to-switch-medicare-advantage-plans-or-switch-from-medicare-advantage-to-original-medicare>

Resources

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- CMS Medicare Manuals
 - Internet Only Manual (IOM) pages on CMS website
CMS Medicare Learning Network (MLN)
 - <https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Internet-Only-Manuals-IOMs.html>
 - *MLN Connects Newsletter, MLN Matters*
 - <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNMattersArticles/index.html>

Contact us

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- Medicare Questions?
 - medicarehelp@shiptacenter.org
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Questions?

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