

2018 SMP/SHIP

NATIONAL CONFERENCE

August 20–23 • Chicago, IL

Deep Dive: A Case Study Group Analysis

Casey Schwarz and Emily Whicheloe
Medicare Rights Center



DEEP DIVE: Case study group analysis

August 2018

The SHIP National
Technical Assistance Center



Workshop goals

3

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

4

- 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

5

- 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

6

- 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

7

- 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

8

- 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

9

- 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

10

- 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

11

- Medicare Questions?
 - medicarehelp@shiptacenter.org
- SHIPTA Center General Information
 - Website: www.shiptacenter.org
 - Email: info@shiptacenter.org
 - Phone: 877-839-2679

Questions?

The production of this presentation was supported by Grant No. 90SATC0001 from the Administration for Community Living (ACL). Its contents are solely the responsibility of the SHIP TA Center and do not necessarily represent the official views of ACL.

