

ZPIC's, the most aggressive CMS audit process (must read)



LEONARD J. CHABERT MEDICAL CENTER

What's up Doc? case management news

Hospitals hit by the **ZONED PROGRAM INTEGRITY CONTRACTORS (ZPICs)** this year, warn that a surprise visit from an investigator with a law enforcement background requesting medical records to be examined for possible waste, abuse, or fraud could happen.

INITIAL TARGET AREA: SHORT STAYS (less than 72 hours)

The ZPIC's are another layer of scrutiny that the Centers for Medicare and Medicaid Services (CMS) has created in an effort to assure that hospitals and other providers are appropriately paid. This program will roll out across the

country this year.

“They have a lot of teeth, and hospitals that are targeted can experience a lot of anxiety and grief. This isn't just a matter of hospital arguing to support medical necessity. If a hospital attracts the attention of a ZPIC, it can face legal action,” according to Debra Hale, CCS. *President of Administrative Consultant Services LLC*

When they show up, they have already identified the records by an auditing protocol, and they have a reason to be here.

They are investigating the reason a hospital was overpaid and looking at hospital governance to determine if it's an institutional mistake

or oversight, if it's a problem the institution is unable or unwilling to control, or if it's intentional conduct.

It is more important than ever for hospitals to make sure up front that all patients admitted to the hospital are appropriate inpatient admissions, either meeting **inpatient screening criteria** or approved in writing by the UR committee physician advisor.

“It's no longer going to be enough to have cases reviewed for medical necessity within 24 hours or first thing Monday morning if the patients are admitted over the weekend.” according to Hale. If a hospital has a pattern that appears to be waste, abuse, or fraud, in addition to recouping overpayment, the ZPIC program can assess **penalties ranging from one to three times the amount of the overpayment.** In addition, the situation will put the hospital on the ZPIC's radar, and it likely will be investigated again next year,” Flood said. **Brian Flood, Managing director for KPMG LLC**

SURVIVING AN ATTACK!

- Getting the admission status right the first time is key. The UM physician advisor must be knowledgeable about Medicare criteria.
- Once an order for admission is written, it cannot be changed without a physician advisor.
- If the ZPIC uncovers errors that appear to be flagrant or conspicuous, the hospital may also face scrutiny from the OIG or Department of Justice.



Special points of interest:

- *Medical Necessity importance is the same for RAC, MAC or ZPIC Auditors*
- *Following guidance by CASE MANAGEMENT is necessary and vital (however aggravating it may be)*

Questions? Contact Debbie Picou, RN 873-1833

Inside Story Headline

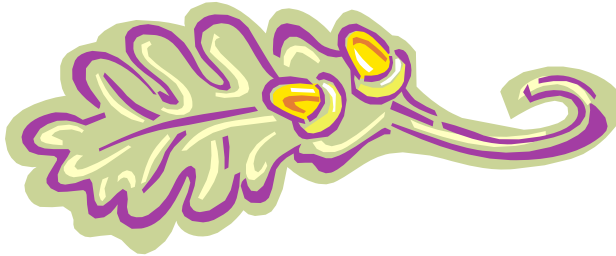
This story can fit 150-200 words.

One benefit of using your newsletter as a promotional tool is that you can reuse content from other marketing materials, such as press releases, market studies, and reports.

While your main goal of distributing a newsletter might be to sell your product or service, the key to a successful newsletter is making it useful to your readers.

A great way to add useful content to your newsletter is to develop and write your own articles, or include a calendar of upcoming events or a special offer that promotes a new product.

You can also research articles or find “filler” articles by accessing the World



Caption describing picture or graphic.

publication. So, when you're finished writing your newsletter, convert it to a Web site and post it.

Wide Web. You can write about a variety of topics but try to keep your articles short.

Much of the content you put in your newsletter can also be used for your Web site. Microsoft Publisher offers a simple way to convert your newsletter to a Web

Inside Story Headline

This story can fit 100-150 words.

The subject matter that appears in newsletters is virtually endless. You can include stories that focus on current technologies or innovations in your field.

You may also want to note business or economic trends, or make predictions for your customers or clients.

If the newsletter is distributed internally,

you might comment upon new procedures or improvements to the business. Sales figures or earnings will show how your business is growing.

Some newsletters include a column that is updated every issue, for instance, an advice column, a book review, a letter from the president, or an editorial.

You can also profile new employees or top customers or vendors.

“To catch the reader's attention, place an interesting sentence or quote from the story here.”

Inside Story Headline

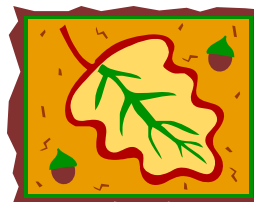
This story can fit 75-125 words.

Selecting pictures or graphics is an important part of adding content to your newsletter.

Think about your article and ask yourself if the picture supports or enhances the message you're trying to convey. Avoid selecting images that appear to be out of context.

Microsoft Publisher includes thousands of clip art images from which you can choose and import into your newsletter. There are also several tools you can use to draw shapes and symbols.

Once you have chosen an image, place it close to the article. Be sure to place the



Caption describing picture or graphic.

caption of the image near the image.

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Organization

LEONARD J. CHABERT MEDICAL CENTER

Primary Business Address
Your Address Line 2
Your Address Line 3
Your Address Line 4

Phone: 555-555-5555
Fax: 555-555-5555
E-mail: someone@example.com

Your business tag line here.

We're on the Web!
example.microsoft.com

This would be a good place to insert a short paragraph about your organization. It might include the purpose of the organization, its mission, founding date, and a brief history. You could also include a brief list of the types of products, services, or programs your organization offers, the geographic area covered (for example, western U.S. or European markets), and a profile of the types of customers or members served.

It would also be useful to include a contact name for readers who want more information about the organization.

Back Page Story Headline

This story can fit 175-225 words.

If your newsletter is folded and mailed, this story will appear on the back. So, it's a good idea to make it easy to read at a glance.

A question and answer session is a good way to quickly capture the attention of readers. You can either compile questions that you've received since the last edition or you can summarize some generic questions that are frequently asked about your organization.

A listing of names and titles of managers in your organization is a good way to give your newsletter a personal touch. If your organization is small, you may want to list the names of all employees.

If you have any prices of standard products or services, you can include a listing of those here. You may want to refer your readers to

any other forms of communication that you've created for your organization.

You can also use this space to remind readers to mark their calendars for a regular event, such as a breakfast meeting for vendors every third Tuesday of the

month, or a biannual charity auction.

If space is available, this is a good place to insert a clip art image or some other graphic.



Caption describing picture or graphic.