



Q4FY22 Hospice Program for Evaluating Payment Patterns Electronic Report (PEPPER) Review Webinar Questions and Answers

GENERAL

Q: What does the percentile number on the compare tab mean?

A: Percentiles indicate how a hospice's target area percent compares to the target percents for all hospices in the respective comparison group. For example, if a hospice's jurisdiction percentile is 80.0, 80% of the hospices in the Medicare Administrative Contractor (MAC) comparison group have a lower percent value than that hospice.

Q: Which departments can utilize the Program for PEPPER data?

A: The PEPPER can be shared with any department within your facility that may be interested in the data or find the data useful. Most often, contacts in the quality assurance, medical coding, billing, or administration departments will download the report initially.

Q: I am new to PEPPER. How many years are covered in the PEPPER?

A: The Q4FY22 PEPPER presents data from 2020, 2021, and 2022.

Q: What is the difference between a skilled nursing facility and a nursing facility?

A: Generally, skilled nursing facilities provide care by registered nurses in a medical setting under a doctor's supervision. Skilled nursing facilities can also include rehabilitative services from licensed physical, occupational, or speech therapists. Nursing facilities provide care by licensed practical nurses and nurse aides under the supervision of a registered nurse. The nursing facility generally provides "custodial care," which focuses on activities of daily living.

Q: When are PEPPERs released?

A: PEPPERs are released every spring, usually at the beginning of April.

Q: Does the inclusion of the new Medicare Part B target areas indicate that hospice providers need to access Medicare Part B claims information for providers that are not associated with the hospice?

A: No; the inclusion of the new target areas are intended to provide beneficial data to facilities and to help all users protect the Medicare Trust Fund.

Q: Why does my target area data state "no data"?

A: "No data" indicates that the Target or Denominator count is less than 11 and has been suppressed due to confidentiality requirements.

Q: Where can I find detailed instructions about how to find the validation code needed to access my PEPPER?

A: Click on the “PEPPER Distribution – Get Your PEPPER” link on PEPPER.CBRPEPPER.org to find detailed instructions about how to access your PEPPER through the PEPPER Portal with a validation code.

Q: If my PEPPER indicates that our hospice is a high outlier in one or more target areas, does that automatically mean that over-coding issues exist?

A: No; the PEPPER is meant to be an educational tool for providers to use for internal compliance. Just because you are an outlier in your PEPPER, it doesn't mean that any compliance issues exist, and it does not mean that you are doing anything wrong.

Reference:

[What's the Difference Between a Skilled Nursing Facility and a Nursing Home?](#) Medicare Made Clear®, American Association of Retired Persons (AARP) Medicare Plans from United Healthcare. Aarpmedicareplans.com.