Presenting the Maze of RACs, ZPICS, CERTs, ADRs, and the Appeals Process

RAC, ZPIC, CERT and ADR requests are now a daily part of life for home care providers across the south. Navigating the maze of requests for new or additional information is now part of operations in the foreseeable future as Palmetto GBA and other MACs have HHS subcontractors looking over their shoulders to assure benefits integrity.

Palmetto GBA will be coming to Florida to help clarify issues and provide a clearer map of the processes to successfully address these challenges. For providers, the information requests, variety of different forms, and the appeals process, are often so complex that some providers choose not to respond to requests or to challenge denials. These providers perceive the degree of difficulty and the cost of the time for staff/consultants to prepare a response isn’t worth it. They frequently choose to forego payment for care provided. Palmetto GBA will help providers by addressing the processes Palmetto GBA follows, as well as discussing those of Connelly – the Recovery Audit Contractor (RAC), Maximus – the Qualified Independent Contractor (QIC), and Advance Med.

October 21st - Tampa
October 22nd - Orlando
October 23rd - Ft Lauderdale

Speaker

Tammi Tucci has been employed with Palmetto GBA in Provider Outreach and Education for over 15 years and is currently a Senior Provider Outreach and Education Provider Relations Representative for Jurisdiction 11 (J11) based out of her home in Coral Springs, FL. She travels the states in J11 educating providers on Medicare Part A, B, and Home Health and Hospice coverage and billing guidelines.

Palmetto GBA is now recording provider numbers of agencies that come to their educational events. Don’t be left out!

Attending and receiving this training can help your case at key points in the appeal process!
Palmetto GBA Maps Out the Maze of RACS, ZPICS, CERTs, ADRs, and the Appeals Process

RAC audits will continue increasing for home health providers. ZPICs are still very active. The MACs, like Palmetto GBA, are still vigilant in their requests for ADRs and CERT’s, in an effort to assure they are prudent in their role as CMS contractors. Palmetto GBA wants providers to be familiar with the processes for addressing these various components of the benefits integrity process. It behooves Palmetto to have educated, astute providers who know how to navigate the process and provide timely responses. Palmetto GBA will assist us to know what various request letters look like, when you will get them, and how to respond to them.

### Workshop Time & Locations

**Registration: 7:30AM**  
**Workshop: 8:00 AM - 12:00 PM**

**Tampa Afternoon Workshop Times:**  
**Registration 12:30PM**  
**Workshop: 1-5pm**

**October 21st - Tampa**  
**AFTERNOON WORKSHOP ADDED**

- Hampton Inn
- Tampa Veterans Expressway
- 5628 Waters Avenue
- Tampa FL, 33634
- Phone: (813) 901-5900
- Room Rate: $89

**October 22nd - Orlando**

- Buena Vista Palace Hotel & Spa (Scotland B. Room)
- 1900 East Buena Vista Drive
- Lake Buena Vista, FL 32836
- Phone: (407) 827-2727
- Room Rate: $129

**October 23rd - Ft. Lauderdale**

- Sheraton Fort Lauderdale Airport and Cruise Port Hotel (Paramount Ballroom)
- 1825 Griffin Road
- Dania Beach, FL 33004
- Phone: (954) 920-3500
- Room Rate: $127

### Continuing Education Units (CEU's)

4 credits are offered for SN, OT, & ST

<table>
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<tr>
<th>Registration Fee</th>
<th>Members</th>
<th>Prospective Members</th>
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<tr>
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<tr>
<td>Additional Employees</td>
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* Price includes continental breakfast

Please fill in the following information:

**Agency:** _______________________________________

**Address:** _______________________________________

**City:** ______________  **State:** ______  **Zip:** __________

**Name of Attendees**

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**Phone:** ____________________________

**Email:** ____________________________

**Location (circle one):**

- [ ] Tampa  -  [ ] Orlando  -  [ ] Ft. Lauderdale

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- [ ] Visa  [ ] Mastercard  [ ] Amex  [ ] Discover

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**City:** ______________  **State:** ______  **Zip:** __________

**Security Code:** ________  **Exp:** _____/________

**Mail to:** Home Care Association of Florida

1363 E. Lafayette St., Suite A

Tallahassee, FL 32301

You may also register at homecarefla.org or fax to (850) 222 - 9251

Continuing Education Units (CEU's)

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