

HOSPICE NOTICE OF ELECTION (NOE) TIMELY FILING & EXCEPTIONAL CIRCUMSTANCES GUIDELINES

Field on NOE/Issue	Claims Processing System	Corrections and Outcomes
<p>MID (Required) NOE returned to provider for an invalid Medicare ID (MID) number</p>	<p>When an invalid MID number is entered on the NOE, the Medicare claims processing system will return the NOE to the provider as not processable.</p>	<p>Action: The provider must submit a new NOE as soon as it is discovered that the MID number is incorrect to prevent an untimely-filed NOE.</p> <p>A new NOE will process and finalize with the corrected information and the incorrect NOE will be returned to the provider. Therefore, the provider must immediately submit a new NOE with the corrected MID to prevent an untimely NOE.</p> <p>Outcome: An untimely NOE due to an incorrectly reported MID number will not meet for an exceptional circumstance. This issue is not caused by a claims processing delay, but is the result of incorrect information entered into the system.</p>
<p>MID (Required) Received the incorrect MID from the beneficiary/caregivers</p>	<p>When an invalid MID number is entered on the NOE, the Medicare claims processing system will return the NOE to the provider as not processable.</p>	<p>Action: It is the responsibility of each hospice to verify the information received and check eligibility of the patient.</p> <p>A new NOE must be submitted as soon as it is discovered that the MID number submitted on the NOE is in error. If a new NOE is submitted within the five day timely filing, this will prevent an untimely-filed NOE. The NOE with the incorrect information should return to the provider.</p> <p>Outcome: An exceptional circumstance will not be granted if the provider has entered incorrect information.</p>
<p>MID (Required) Unable to obtain Medicare information from beneficiary, family or caregivers</p>		<p>Action: The hospice provider can utilize the Fiscal Intermediary Standard System (FISS)/Direct Data Entry (DDE) system or Palmetto GBA's secure portal, eServices, to search for beneficiary information and eligibility. eServices also offers a <i>Medicare Beneficiary Identifier (MBI) Lookup Tool</i>. The provider must take all measures necessary to obtain the beneficiary's Medicare information.</p> <p>You may want to reach out to the referral source to assist with obtaining the beneficiary's information. Since verifying the eligibility is part of the requirement, the hospice must not admit the patient to the Medicare Hospice Benefit until all required information is received.</p> <p>Outcome: A late-filed NOE exceptional circumstance will not be granted if the provider does not receive the necessary information from the beneficiary, his or her family and/or caregivers.</p>

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<p>Type of Bill (TOB) The TOB was entered incorrectly. For example, TOB 81A was entered and it should have been TOB 82A.</p>	<p>The system will accept the NOE with an incorrect TOB when the second digit in the number is a 1 or 2. For example, TOB 81A or 82A.</p>	<p>Action: If the TOB is incorrect, the NOE does not and must not be canceled and resubmitted. The first claim must have the correct TOB. For example, TOB 81A is submitted and it should have been TOB 82A, the claim can be submitted as TOB 82X.</p> <p>Outcome: A late-filed NOE exceptional circumstance will not be granted if the provider cancels an NOE that was accepted by the system timely, and the provider canceled the NOE to correct the second digit code on the TOB.</p>
<p>National Provider Identifier (NPI) Hospice provider NPI is incorrectly entered</p>	<p>The Medicare claims processing system will not allow the NOE to be filed until a valid NPI number is entered.</p>	<p>Action: Correct the NPI or the system will not allow you to file the NOE.</p> <p>Outcome: An exceptional circumstance will not be granted if the provider has entered incorrect information.</p>
<p>Hospice National Provider Identifier (NPI) Entered the wrong hospice NPI number from the same group</p>	<p>The Medicare claims processing system will process an NOE with a valid NPI.</p>	<p>Action: The NOE must be canceled and resubmitted with the correct NPI for the hospice agency providing the service.</p> <p>Outcome: An exceptional circumstance will not be granted if the provider has entered incorrect information.</p>

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<p>STMT Dates "from" Required Incorrect information entered</p>	<p>An NOE with incorrect statement dates may return to the provider or may process and finalize.</p>	<p>Action: If the NOE processes and finalizes, the hospice must NOT cancel the NOE. The hospice must submit an NOE that corrects the "from" and "admit" dates previously submitted in error. In this case, the hospice reports the correct election date in the "from" and "admit" date fields and reports the incorrect election date using occurrence code 56.</p> <p>If the NOE returns to the provider, the NOE will need to be corrected and resubmitted.</p> <p>Outcome: If the original NOE was submitted and the Medicare claims processing system processed it, the hospice must submit a new NOE to correct an election date previously submitted in error. Do NOT cancel the original NOE.</p> <p>The hospice reports the following on the new NOE:</p> <ul style="list-style-type: none"> • Condition code D0 (ensure the number zero is entered) • Correct election date in the "from" and "admit" date fields • Original incorrect election date using occurrence code 56 • Occurrence code 27 and the date of certification. This date must match the "from" and "admit" dates. <p>The date the original NOE was received will be used to determine:</p> <ul style="list-style-type: none"> • If the original NOE was submitted timely and an exception will not need to be requested on the sequential claim(s), or • If the original NOE was late and an exception (if chosen) will need to be requested on the sequential claim(s) for the time period the original NOE was late <p>Additional Resources Notice of Election (NOE - TOB 8XA) Billing Job Aid</p>

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Patient Data (Required)		
<p>Beneficiary Last Name Beneficiary's last name is misspelled</p>	<p>The Medicare system will check the beneficiary's last name up to eight characters. If the beneficiary's last name is not spelled correctly, the Medicare claims processing system will return the NOE to the provider.</p>	<p>Action: A new NOE must be submitted immediately with the corrected last name to prevent an untimely-filed NOE.</p> <p>Outcome: A new NOE will process and finalize with the corrected information and the incorrect NOE must be returned to the provider. This issue is not caused by a claims processing delay, but is the result of incorrect information entered into the system.</p> <p>There may be rare instances when the incorrect NOE does not return to the provider and finalizes prior to the corrected NOE processing. In this case, this may meet for an exceptional circumstance if:</p> <ul style="list-style-type: none"> • Original NOE was submitted timely • Corrected NOE was submitted within the five-day timely filing • Incorrect NOE processed and finalized after the corrected NOE was submitted and this occurred within the five-day timely filing; and • Incorrect NOE was canceled within two business days of the date the NOE posted, and the corrected NOE was submitted within two business days of the date that the canceled NOE posted <p>Additional Resources Hospice Billing When a Notice of Election (NOE) was Filed Untimely Job Aid</p>
<p>Beneficiary First Name Beneficiary's first name is misspelled</p>	<p>The Medicare system will check the beneficiary's first initial of their first name. If the first initial matches the beneficiary record, the system will finalize and post the NOE. If the first initial of the beneficiary's first name is not correct, the Medicare claims processing system will return the NOE.</p>	<p>Action: When the incorrect NOE processes and finalizes the NOE will need to be canceled and resubmitted with the correct beneficiary first name.</p> <p>Outcome: If the original NOE was submitted timely and the Medicare claims processing system processed and finalized the NOE, this may meet for an exceptional circumstance for timeliness if:</p> <ul style="list-style-type: none"> • Original NOE was submitted timely • NOE processed and finalized outside the time frame the NOE could be canceled and resubmitted timely • Incorrect NOE was canceled within two business days of the date the NOE finalized, and a correct NOE was submitted within two business days of the date that the cancellation NOE finalized <p>Additional Resources Hospice Billing When a Notice of Election (NOE) was Filed Untimely Job Aid</p>

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<p>Date of Birth Entered incorrectly on the NOE</p>	<p>The Medicare system will check the beneficiary's date of birth and match it to the first six letters of the last name and first initial of the first name. If an incorrect date of birth is reported on the NOE, the Medicare claims processing system will return the NOE to the provider.</p>	<p>Action: A new NOE must be submitted immediately with the correct beneficiary's date of birth to prevent an untimely-filed NOE.</p> <p>Outcome: An exceptional circumstance will not be granted if the date of birth is incorrectly entered by the provider. Providers can submit a new NOE with the correct date of birth while the original NOE with the incorrect date of birth is processing. The corrected NOE should process and finalize and the NOE with the incorrect date of birth should return to the provider.</p>
<p>Date of Birth Incorrect information was received</p>	<p>The Medicare system will check the beneficiary's date of birth and match it to the first six letters of the last name and first initial of the first name. If an incorrect date of birth is reported on the NOE, the Medicare claims processing system will return the NOE to the provider.</p>	<p>Action: It is the responsibility of the hospice provider to validate the beneficiary's Medicare information. The provider must be checking FISS/DDE to verify coverage and eligibility.</p> <p>Outcome: Entering incorrect information that has not been verified will not meet for an exceptional circumstance for a late filed NOE.</p> <p>There may be other rare instances where information was entered on a Medicare card incorrectly or reported incorrectly that may allow for an exceptional circumstance. Determinations for meeting an exceptional circumstance will be viewed on a case-by-case basis and determined based on the documentation and circumstances supplied by the provider.</p>
<p>Full Mailing Address</p>	<p>An NOE with an incorrect address may return to the provider or may process and finalize.</p>	<p>Action: If the Medicare system processed and finalized the NOE, do not cancel and correct the NOE. If the NOE returns to the provider, the NOE must be corrected and resubmitted.</p> <p>Outcome: If the NOE is canceled and resubmitted to correct an incorrect address on an NOE that was processed and finalized, it will be considered untimely.</p> <p>If the NOE is returned to the provider from the Common Working File (CWF) for correction, this may meet for an exceptional circumstance. Determinations for meeting an exceptional circumstance will be viewed on a case-by-case basis and determined based on the documentation and circumstances supplied by the provider.</p> <p>If the original NOE was submitted timely and the Medicare claims processing system returned the NOE outside a time frame that it was feasible for the provider to correct and resubmit the NOE within five days to meet timeliness, this may meet for an exceptional circumstance for timeliness if:</p> <ul style="list-style-type: none"> • Original NOE was submitted timely • NOE processed and was returned outside the time frame the NOE could be corrected and resubmitted timely • NOE was corrected and resubmitted within two business days of being returned to the provider

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<p>ZIP Code</p>	<p>If previous claims have been submitted for the beneficiary, the system will auto-populate this information. An NOE with an incorrect address may return to the provider or may process and finalize.</p>	<p>The claim may be accepted by FISS with misinformation. The claim will reject at CWF since this is the system of record. Providers must verify information auto-populated is correct.</p> <p>Action: If the Medicare claims processing system processes and finalizes the NOE, do not cancel and correct the NOE. If the NOE returns to the provider, the NOE must be corrected and resubmitted.</p> <p>Outcome: If the NOE is canceled and resubmitted to correct an incorrect ZIP Code on an NOE that was processed and finalized, it will be considered untimely.</p> <p>If the NOE is returned to the provider from CWF for correction, this may meet for an exceptional circumstance. Determinations for meeting an exceptional circumstance will be viewed on a case-by-case basis and determined based on the documentation and circumstances supplied by the provider.</p> <p>If the original NOE was submitted timely and the Medicare claims processing system returned the NOE outside a time frame that it was feasible for the provider to correct and resubmit the NOE within the five days to meet timeliness, this may meet for an exceptional circumstance for timeliness if:</p> <ul style="list-style-type: none"> • Original NOE was submitted timely • NOE processed and was returned outside the time frame that the NOE could be corrected and resubmitted timely • NOE was corrected and resubmitted within two business days of being returned to the provider

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Gender	<p>If previous claims have been submitted for the beneficiary, the system will auto-populate this information. An NOE with an incorrect gender may return to the provider or may process and finalize.</p>	<p>The claim may be accepted by FISS with misinformation. The claim will reject at CWF since this is the system of record. Providers must verify information auto-populated is correct.</p> <p>Action: If the Medicare claims processing system processes and finalizes the NOE, do not cancel and correct the NOE. If the NOE returns to the provider, the NOE must be corrected and resubmitted.</p> <p>Outcome: If the NOE is canceled and resubmitted to correct an incorrect gender on an NOE that was processed and finalized, it will be considered untimely.</p> <p>If the NOE is returned to the provider from CWF for correction, this may meet for an exceptional circumstance. Determinations for meeting an exceptional circumstance will be viewed on a case-by-case basis and determined based on the documentation and circumstances supplied by the provider.</p> <p>If the original NOE was submitted timely and the Medicare claims processing system returned the NOE outside a time frame that it was feasible for the provider to correct and resubmit the NOE within the five days to meet timeliness, this may meet for an exceptional circumstance for timeliness if:</p> <ul style="list-style-type: none"> • Original NOE was submitted timely • NOE processed and was returned outside the time frame that the NOE could be corrected and resubmitted timely • NOE was corrected and resubmitted within two business days of being returned to the provider

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<p>Admit Date (Required) Incorrectly reported on NOE</p>	<p>The Medicare claims processing system may allow an incorrect "admit" date and process.</p>	<p>Action: If the NOE is submitted with an incorrect admission date, and the system posts it to the CWF record, the hospice must submit an NOE that corrects the "from" and "admit" dates previously submitted in error. In this case, the hospice reports the correct election date in the "from" and "admit" fields and reports the incorrect election date using occurrence code 56.</p> <p>Outcome: If the NOE returns to the provider, the NOE will need to be corrected and resubmitted.</p> <p>If the original NOE was submitted and the Medicare claims processing system processed it, the hospice must submit a new NOE to correct an election date previously submitted in error. Do NOT cancel the original NOE.</p> <p>The hospice reports the following on the new NOE:</p> <ul style="list-style-type: none"> • Condition code D0 (ensure that the number zero is entered) • Correct election date in the "from" and "admit" date fields • Original incorrect election date using occurrence code 56 • Occurrence code 27 and the date of certification. This date must match the "from" and "admit" dates. <p>The date the original NOE was received will be used to determine:</p> <ul style="list-style-type: none"> • If the original NOE was submitted timely and an exception will not need to be requested on the sequential claim(s), or • If the original NOE was late and an exception (if chosen) will need to be requested on the sequential claim(s) for the time period the original NOE was late <p>Additional Resources Notice of Election (NOE – TOB 8XA) Billing Job Aid</p>
<p>OCC CDS(27)/Date (Required) Entered the incorrect date for the physician certification and the Medicare claims processing system returned NOE for correction</p>	<p>The incorrect date of the physician certification is entered on the NOE with the OC27 and the Medicare claims processing system returns the NOE to the provider.</p>	<p>Action: If the incorrect date of the physician certification is entered on the NOE with the OC27 and the NOE was returned to the provider for correction, the NOE must be corrected and resubmitted.</p> <p>Outcome: If the original NOE was submitted timely and the Medicare claims processing system returned the NOE outside the five-day time requirement, this may meet for an exceptional circumstance for timeliness if:</p> <ul style="list-style-type: none"> • Original NOE was submitted timely • NOE returned to the provider outside the five-day timely filing that the NOE could be corrected and resubmitted timely • NOE was corrected and resubmitted within two business days of being returned to the provider <p>Additional Resources Hospice Billing When a Notice of Election (NOE) was Filed Untimely Job Aid</p>

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<p>OCC CDS/Date (Required) Entered the incorrect date for the physician certification and the Medicare claims processing system processed and finalized the NOE with the incorrect date</p>	<p>The incorrect date of the physician certification is entered on the NOE with the OC27 and the Medicare claims processing system may allow an incorrect certification date and process.</p>	<p>Action: If the NOE is submitted with an incorrect date of the physician certification and the system posts it to the CWF record, the NOE will need to be canceled and a new NOE submitted with the correct physician certification date.</p> <p>Outcome: In some circumstances, the Medicare claims processing system will process and finalize an NOE with an incorrect physician certification date.</p> <p>If the original NOE was submitted timely and the Medicare claims processing system processed and finalized the NOE outside a time frame that it was feasible for the provider to correct and resubmit the NOE within five days to meet timeliness, this may meet for an exceptional circumstance for timeliness if:</p> <ul style="list-style-type: none"> • Original NOE was submitted timely • NOE processed and finalized outside the time frame the NOE could be corrected and resubmitted timely • NOE was canceled within two business days of the date it was finalized, and resubmitted within two business days of the date the cancellation NOE was processed <p>Additional Resources Hospice Billing When a Notice of Election (NOE) was Filed Untimely Job Aid</p>
<p>Fac ZIP (Required) Entered an incorrect ZIP code for the facility</p>	<p>The Medicare claims processing system will accept an incorrect ZIP code for a facility and the NOE will process and finalize.</p>	<p>Action: The NOE will need to be canceled and a new NOE will need to be resubmitted.</p> <p>Outcome: The Medicare claims processing system will process and finalize an NOE with an incorrect facility ZIP code.</p> <p>If the original NOE was submitted timely and the Medicare claims processing system processed and finalized the NOE outside a time frame that it was feasible for the provider to correct and resubmit the NOE within five days to meet timeliness, this may meet for an exceptional circumstance for timeliness if:</p> <ul style="list-style-type: none"> • Original NOE was submitted timely • NOE processed and finalized outside the time frame the NOE could be corrected and resubmitted timely • NOE was canceled within two business days of the date it was finalized, and a new NOE was submitted within two business days of the date the cancellation NOE finalized <p>Additional Resources Hospice Billing When a Notice of Election (NOE) was Filed Untimely Job Aid</p>

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<p>RI (Required) Enter the release of information indicator. Valid values are:</p> <ul style="list-style-type: none"> • "Y" to indicate you have a signed statement on file permitting you to release data to other organizations to adjudicate claims • "R" to indicate release is limited or restricted • "N" to indicate there is no release on file 	RI defaults to (Y)	No action required.
<p>DX Code (Required) Invalid DX code reported</p>	The Medicare claims processing system will return the NOE to the provider if an invalid diagnosis code is placed on the NOE.	<p>Action: When the NOE is returned the diagnosis must be corrected and the NOE resubmitted.</p> <p>Outcome: In most instances, an NOE submitted with an incorrect diagnosis code will immediately return to the provider for correction. Providers must monitor the status of their NOEs and submit a corrected NOE as soon as they identify the error.</p> <p>If the original NOE was submitted timely and the Medicare claims processing system returned the NOE outside a time frame that was feasible for the provider to correct and resubmit the NOE within five days to meet timeliness, this may meet for an exceptional circumstance for timeliness if:</p> <ul style="list-style-type: none"> • Original NOE was submitted timely • NOE returned for correction outside a time frame that it was feasible the NOE could be corrected and resubmitted timely • NOE was corrected and submitted within two business days of being returned to the provider <p>Additional Resources Hospice Billing When a Notice of Election (NOE) was Filed Untimely Job Aid</p>
<p>DX Code (Required) Valid DX code, but incorrect diagnosis code</p>	The Medicare system will accept a valid diagnosis code. The NOE will not be returned to the provider.	<p>Action: If a valid diagnosis code is entered on the NOE and the system accepts the NOE, do not cancel or correct the timely-filed NOE. Enter the correct diagnosis code on the initial claim.</p> <p>Outcome: An exceptional circumstance will not be granted if the timely NOE is canceled and resubmitted to change the diagnosis code.</p>

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<p>DX Code (Required) Diagnosis has changed</p>	<p>The Medicare system will accept a valid diagnosis code.</p>	<p>Action: If the beneficiary's primary hospice diagnosis has changed, do not cancel a timely-filed NOE. Enter the new diagnosis code on the initial claim.</p> <p>Outcome: An exceptional circumstance will not be granted if a timely-filed NOE is canceled and resubmitted to change the diagnosis code that was originally submitted.</p>
<p>Attending Physician (NPI) Entered invalid physician NPI</p>	<p>If an invalid NPI number is submitted on the NOE, the Medicare claims processing system will return the NOE to the provider.</p>	<p>Action: When the NOE is returned the NPI must be corrected and the new NOE resubmitted.</p> <p>Outcome: If the original NOE was submitted timely and the Medicare claims processing system returned the NOE outside a time frame that was feasible for the provider to correct and resubmit the NOE within five days to meet timeliness, this may meet for an exceptional circumstance for timeliness if:</p> <ul style="list-style-type: none"> • Original NOE was submitted timely • NOE returned for correction outside requirement time frame that it was feasible the NOE could be corrected and resubmitted timely • NOE was corrected and resubmitted within two business days of being returned to the provider <p>Additional Resources Hospice Billing When a Notice of Election (NOE) was Filed Untimely Job Aid</p>
<p>Attending Physician (NPI) Entered wrong NPI number from the same group</p>	<p>The Medicare claims processing system will process an NOE with a valid physician NPI.</p>	<p>Action: The NOE must be canceled and resubmitted with the correct NPI for the physician providing the service.</p> <p>Outcome: This error does not meet an exceptional circumstance and the days outside of the timely filing for an NOE will be non-covered days.</p>
<p>Attending Physician (NPI) Change in attending physician NPI</p>	<p>The Medicare claims processing system will process an NOE with a valid physician NPI.</p>	<p>Action: If the NOE is submitted with the NPI of the attending physician that the beneficiary selected, but the attending physician declines to be the attending physician, the NOE does not need to be canceled nor corrected.</p> <p>If the beneficiary selects a different attending physician, the NOE must not be canceled to update the new attending physician NPI. The new attending's NPI must be correctly reported on the first claim.</p> <p>Outcome: If a timely NOE is canceled to change the attending physician NPI, an exceptional circumstance will not be granted.</p>

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Review the common issues, on the following pages, regarding an **untimely**-filed NOE and exceptional circumstances.

Issue: FISS Beneficiary File Limitations

When an NOE is submitted with a correct MID, but the name, gender or date of birth are incorrect, and it is the first submission of any type of notification or claim for that beneficiary, the NOE will cycle through CWF before it returns to the provider. Since this is the first submission to the Medicare claims processing system, the FISS beneficiary file will update with the incorrect information from the NOE. In these cases, the FISS beneficiary file has to be manually updated by Palmetto GBA.

Action

When the initial NOE is returned to the provider, before submitting a new NOE, the provider must first check the FISS beneficiary file in DDE (Inquiries Menu, Option 10) to determine if the FISS file needs to be updated. If the FISS file needs to be updated, the provider must contact Palmetto GBA to request that the record be updated and submit the new NOE within two business days of the date the file was corrected.

Outcome

An exceptional circumstance will be granted in the case where the timeliness of a timely-filed NOE is affected by the delay in updating the FISS beneficiary file. If the initial NOE was submitted timely and the Medicare claims processing system returned the NOE outside a time frame that was feasible for the provider to correct and resubmit the NOE within five days to meet timeliness, this may meet for an exceptional circumstance if:

- Initial NOE was submitted timely
- NOE was returned for correction outside the time limit to submit a new NOE
- Request to Palmetto GBA to update the FISS beneficiary file was made within two business days of the date initial NOE returned to the provider; and
- New NOE was submitted within two business days of the date the FISS beneficiary file was updated

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Issue: Medicare Claims Processing System Limitations

When a beneficiary is discharged from the Medicare hospice benefit, the beneficiary immediately resumes the Medicare coverage that had previously been waived by the hospice election. If a hospice beneficiary is discharged alive or revokes the hospice benefit, the hospice shall submit a Notice of Termination (NOTR) within five calendar days of the discharge or revocation, unless a final claim has been submitted. There may be instances where the beneficiary revokes or is discharged from the hospice benefit and then re-elects the benefit within a short period of time. Due to Medicare claims processing limitations, there may be times when the NOE is untimely and meets for an exceptional circumstance.

Action

An NOTR or a final claim must be filed within five days of the discharge date. An NOE must be filed within five calendar days of the admission although it may return to the provider due to an open election period that has not yet been closed. Submitting an NOE even though it will return to the provider creates a paper trail that shows the provider attempted to submit the NOE timely, and provides evidence on which claims processors may base their decisions. Once the NOTR has finalized, the provider may resubmit the NOE. The NOE, if untimely, will require that the provider submit the claim with an exceptional circumstance.

Outcome

An exceptional circumstance will be granted in the case where the timeliness of a timely-filed NOE is affected by the processing delay of a timely-filed NOTR or a final claim. If the readmission NOE was submitted timely and the Medicare claims processing system returned the NOE outside a time frame that was feasible for the provider to correct and resubmit the NOE within five days to meet timeliness, this may meet for an exceptional circumstance if:

- Readmission NOE was submitted timely
- NOE was returned for an open election
- Timely-filed NOTR or final claim prevented NOE from processing timely

An exceptional circumstance will not be granted if the provider fails to submit the NOTR or final claim timely, and the processing causes delays in submitting an NOE. A timely-filed NOTR is an NOTR that is submitted to, and accepted by, Palmetto GBA within five calendar days after the effective date of discharge or revocation.

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Issue: Unable to Timely File an NOTR Due to an Open Election

There is one particular Medicare claims processing issue that prevents an NOTR from being submitted timely. When the beneficiary is in an open election period, an NOTR will return to the provider due to the benefit period not being established in the Medicare claims processing system. For example, if the beneficiary's benefit period ends on February 17, the Medicare claims processing system will not update until the February claim is submitted to show the physician certification and open the next benefit period which will start on February 18. Therefore, if the beneficiary revokes or discharges from February 18 through the end of February, you will not be able to submit an NOTR.

Action: Revocation or Discharge Occurs in the Same Month

A final claim for February must be submitted into the system as quickly as possible to establish and close the next benefit period. For example, if the beneficiary's last day of a benefit period is on February 17 and the beneficiary revokes the benefit on February 18, the provider must submit the final claim for February as soon as possible to open and close the benefit period. Submit the NOE once the claim has finalized promptly.

Action: Revocation or Discharge Spans Across Two Months

A claim must be submitted into the system as quickly as possible to establish the next benefit period. For example, the beneficiary's benefit period ends on February 17 and the beneficiary revokes the benefit on March 4. The February claim must be submitted as quickly as possible to establish the next benefit period that will start on February 18. Once the benefit period has been established by submitting the February claim, the provider may either submit an NOTR or a final claim for March to terminate the election benefit period. Note: Providers must not delay submitting claims when the only reason is due to awaiting information related to data collection only items (e.g., drugs). When all other requirements for submission are met, the provider must submit the claim and adjust it later when they have the data to add to the claim. This will allow the benefit periods to be updated so that the new NOE can be resubmitted.

Outcome

An exceptional circumstance may be granted when an NOE was filed timely, but returned to the provider due to an open election period in the system that prevents an NOTR from being filed timely.

If sequential billing requirements were followed and the NOE finalizes and posts before the NOTR or final claim is finalized in the system, the NOE will have to be canceled and resubmitted. An exceptional circumstance may be granted if:

- Initial NOE was submitted timely and in sequence
- NOE was canceled within two business days of the date it was posted to the CWF; and
- New NOE was submitted within two business days of the date the final claim or NOTR finalized