

Where to go for information about hospice in Georgia – licensure, regulations and complaints

Nature of Query	Office/Contact	Website	Phone Number	Address
Licensure packet – new hospice	Georgia Department of Community Health - Healthcare Facility Regulation Division	http://dch.georgia.gov/vgn/images/portal/cit_1210/42/35/1584644_94Hospice%20Application%20Packet.pdf You can print all forms from this website, including a copy of the current interpretive guidelines	404-657-5700 – primary phone number	2 Peachtree St NW Atlanta, GA 30303
Hospice Rules and Regulations for Georgia	Georgia Department of Community Health - Healthcare Facility Regulation Division	http://dch.georgia.gov/00/channel_title/0,2094,31446711_1441563_94,00.html This link will take you to the Official Code of GA, Annotated (OCGA) and each regulation section is a separate link, cannot be printed from this website	N/A	
Federal Conditions of Participation for Hospice	Centers for Medicare and Medicaid Services (CMS)	http://www.cms.gov/CFCsAndCoPs/05_Hospice.asp This link will take you to the hospice center on CMS’s website – you can see all regulations, manuals and conditions here, PDF’s available of COPs	N/A	
Medicare Payor Information	Palmetto GBA (RHHI for GA)	http://www.palmettogba.com/palmetto/providers.nsf/docsCatHome/providers~Regional%20Home%20Health%20Hospice%20Intermediary%20(RHHI) This link will take you to the home page for Palmetto’s RHHI site. There, you will find provider enrollment forms, updates to claim information, links to resources and job aids, and other useful information related to hospice under Medicare	(866) 801-5301	Palmetto GBA Provider Contact Center Mail Code: AG-620 P.O. Box 100238 Columbia, SC 29209-3228
Georgia Hospice Medicaid	Georgia Health Partnership/ Dept of Community Health	https://www.ghp.georgia.gov/wps/portal This link will take you to the GA Medicaid site. Click on “Provider Information” tab at top of page and you will see enrollment, manuals, publications and so on in various boxes on the page that opens.		2 Peachtree St NW Atlanta, GA 30303

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Concerns about Hospice Care Delivery, Business Practices, Billing/Payment				
Nature of Query	Office/Contact	Website	Phone Number	Address
Fraud/Abuse concerns – Medicare	Tricenturion, LLC – contracted by Palmetto under Project Safeguard	N/A Not all issues are within the jurisdiction of Palmetto’s contractor to investigate	866-801-5301	Tricenturion, LLC Benefit Integrity Unit Mail Code: ZA-290 P.O. Box 100282 Columbia, SC 29202-3282
Fraud/Abuse concerns – Medicare/ Federal Program	Office of Inspector General (OIG)	www.oig.hhs.gov/fraud/hotline To file a complaint with the OIG, note the following: <ul style="list-style-type: none"> - Provide information on TYPE of complaint (Medicare Part A, Medicare Part B, FDA, etc) - Provide information on which federal program is affected by the allegation (CMS, FDA, NIH, etc) - Can provide information confidentially but not anonymously - Do not have to have any physical proof - Must have full contact information for subject of allegation - Provide a summary of the allegation including any specific information to assist in investigative process - Complaints may take YEARS to be fully investigated 	800-447-8477 Fax: 800-223-8164 Email: hhstips@oig.hhs.gov	
Fraud/Abuse – Medicaid	Department of Community Health	Can only investigate allegations of fraud/waste/abuse under the purview of Medicaid in GA	(404) 206-6453 800-533-0686 (toll-free)	

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<p>Patient/ Family fraud (Medicaid only)</p>	<p>Department of Community Health Program Integrity Unit</p>	<p>https://dch.georgia.gov/00/channel_title/0,2094,31446711_144097918,00.html</p> <p>For such things as false information on Medicaid application, prescription diversion for Medicaid patient, etc</p>	<p>(404) 206-6453 800-533-0686 (toll-free)</p>	<p>Department of Community Health OIG PI Section 2 Peachtree St, NW 5th Floor Atlanta, GA 30303</p>
<p>Concern about patient care delivery</p>	<p>Department of Community Health – Healthcare Facility Regulation Division</p>	<p>https://services.georgia.gov/dhr/reportfiling/searchFacility.do?action=constituentComplaint</p> <p>cannot file anonymous complaints on the website but can call in anonymous complaints</p>	<p>(404) 657-5726 or 800-878-6442</p>	<p>Department of Community Health Healthcare Facility Regulation Division</p> <p>2 Peachtree Street, NW Atlanta, Georgia 30303-3142</p>
<p>Concern about hospice business practices, marketing practices, etc</p>	<p>Department of Community Health – Healthcare Facility Regulation Division</p>	<p>https://services.georgia.gov/dhr/reportfiling/searchFacility.do?action=constituentComplaint</p> <p>Must identify the nature of the business practice in question (inducement, unlicensed practice, etc)</p>	<p>(404) 657-5726 or 800-878-6442</p>	<p>Department of Community Health Healthcare Facility Regulation Division</p> <p>2 Peachtree Street, NW Atlanta, Georgia 30303-3142</p>