



MIKE KLUG'S Proudest Moments

When asked to recall Mike Klug's proudest moments with the SHIP and SMP centers, below is what he wrote:

- At the top of the list, **working with you to launch the SHIP TA Center** and build its capacity and credibility in the early years. My contribution to the effort includes work on the website's substantive materials, editing the online training courses, and training programs like the HIPAA presentations.
- **2015 SMP & SHIP conference in Arlington, Virginia: Making the Most of Medicare's Manuals presentation.** Larry, Marco, and others from Arizona came up to introduce themselves after the presentation. That talk opened the door to some of the most fulfilling work in my career. Staff and volunteers in Arizona and other states began to seek me out when they ran into coverage conundrums.
- **2018 skilled nursing facility (SNF) appeal with Michelle List (Kentucky SMP) and Edward Clark (Kentucky SHIP).** A Humana PPO (preferred provider organization) denied coverage for a medically necessary SNF stay and failed to comply with Medicare's regulations for adequate notice. Humana eventually reimbursed the beneficiary for the SNF inpatient stay as a "courtesy" after CMS' Medicare Beneficiary Office intervened. Despite agreeing to cover the cost of the SNF stay, Humana refused to reverse the coverage denial.
- **2018 NCD (national coverage determination) complaint for virtual colonography as a screening procedure, with Larry Spivack (Arizona SHIP).** The HHS Department Appeals Board dismissed the complaint on a technicality that revealed a flaw in the NCD and LCD (local coverage determination) complaint regulation, i.e., there's no provision in the regulation to extend the filing deadline for good cause, as with other appeal procedures. But, the silver lining was an opportunity for Larry and I to assist the beneficiary in preparing testimony for a Senate subcommittee in favor of screening colonography.
- **2018 SMP & SHIP conference in Chicago and the workshop on hospice fraud with Sandy Morales (California SMP).** I presented on the OIG's hospice fraud portfolio report that had just been released. It coincided with a friend's report that a hospice inpatient facility in Milwaukee misled and mistreated her mother.
- **2018-2020 hospice fraud materials with Nicole Liebau, Sara Lauer, and the SMP Resource Center.** I wrote a *Sentinel* article in 2018 on hospice

coverage rules and fraud in general and a second on beneficiary harm in hospices in a 2019 *Medicare Messenger* edition. Two *Messenger* articles on hospice concerns followed in 2020. The first (March 2020) was on hospice standards of care and quality-of-care complaints. The second (November 2020) highlighted the potential for confusion (and unexpected out-of-pocket costs) with Medicare's hospice inpatient benefit.

- **2021 *Messenger* articles on health care equity issues.** The series of three articles featured rural disparities, a retrospective look at disparities in Medicare, and the new Z codes that enable providers to track social determinants of health.
- **2021 Coordination of Benefits appeal with Ed Campell (New Jersey SMP),** described in a *Messenger* article titled Conditional Payment Recovery Presents a Counseling Conundrum. 