



MIKE KLUG

Compendium of Work

Medicare Messenger Newsletter Articles

Z Codes Empower Providers to Tackle Social Determinants of Health [SHIP & SMP](#)

November 2021 – Medicare Messenger

Racial Health Disparities: Historical Context and Contemporary Initiatives

[SHIP & SMP](#) September 2021 – Medicare Messenger

Conditional Payment Recovery Presents a Counseling Conundrum [SHIP & SMP](#)

May 2021 – Medicare Messenger

COVID Relief and Spending Law Impacts Medicare Enrollment, Coverage, and More [SHIP & SMP](#) March 2021 – Medicare Messenger

Rural Disparities in Health Care Impact Medicare Beneficiaries [SHIP & SMP](#)

January 2021 – Medicare Messenger

Hospice Inpatient Stay Charges Can Leave Bill Payers Confused [SHIP & SMP](#)

November 2020 – Medicare Messenger

Medicare Communications and Marketing Guidance Unchanged for Upcoming Open Enrollment Period [SHIP & SMP](#) September 2020 – Medicare Messenger

Observation Status Notice Protections Fall Short for Dementia Patients

[SHIP & SMP](#) July 2020 – Medicare Messenger

COVID Crisis Prompts Health Emergency Declarations and Regulatory Flexibility [SHIP & SMP](#) May 2020 – Medicare Messenger

Hospice Standards of Care and Quality-of-care Complaints [SHIP & SMP](#) March 2020 – Medicare Messenger

Making a (Federal) Case for a Medicare Appeal [SHIP & SMP](#) January 2020 – Medicare Messenger

Regulatory Developments to Note in Medicare [SHIP & SMP](#) November 2019 – Medicare Messenger

OIG Warns About Beneficiary Harm in Hospices [SHIP & SMP](#) September 2019 – Medicare Messenger

Newsletter Articles for SMPs or SHIPs

Initial Enrollment Period Impressions [SHIP](#) May 2019 – SHIP Watch

Local Coverage Determinations Help Answer Complicated Coverage Questions [SHIP](#) March 2019 – *SHIP Watch*

OIG Work Plan Includes Items of Interest to SMPs [SMP](#) February 2019 – *The Sentinel*

Arizona SHIP Responds to Notice Problem in Retiree Plan Termination [SHIP](#) January 2019 – *SHIP Watch*

Beneficiary Notices in Original Medicare and Medicare Advantage [SMP](#) November 2018 – *The Sentinel*

Office of Inspector General Report Raises Concerns about MA Plan Denials [SHIP](#) November 2018 – *SHIP Watch*

Hospice Fraud on SMP Radar Screen [SMP](#) August 2018 – *The Sentinel*

Update on QMB System Changes [SHIP](#) July 2018 – *SHIP Watch*

Who Ya Gonna Call? Quality-of-care, Complaints, the BFCC-QIO, and State Licensing Boards [SMP](#) May 2018 – *The Sentinel*

CMS Policy Shift Expands Medicare Advantage Benefit and Cost Sharing Options [SHIP](#) May 2018 – *SHIP Watch*

Practical Matter Test in Skilled Nursing Facility Coverage Decisions [SHIP](#) March 2018 – *SHIP Watch*

Pain Management and America's Opioid Crisis [SMP](#) February 2018 – *The Sentinel*

Variation in Medicare Advantage Plan Networks: Another Consideration in OEP Counseling? [SHIP](#) November 2017 – *SHIP Watch*

When Medicare Might Call You [SMP](#) November 2017 – *The Sentinel*

Contractor Roles Vary in Medicare's Integrity Program [SMP](#) November 2017 – *The Sentinel*

When "Medicare" Might Call You [SHIP](#) September 2017 – *SHIP Watch*

CMS Announces New Coverage Policy for Continuous Glucose Monitors [SHIP](#) July 2017 – *SHIP Watch*

Medicare's Face-to-Face Encounter Rules Vary [SMP](#) May 2017- *The Sentinel*

SHIPs Endorse Pay-For-Performance Contracts with Local Agencies [SHIP](#) March 2017 – *SHIP Watch*

Back Brace Marketing Complaints Raise Questions about Law and Regulations [SMP](#) February 2017 – *The Sentinel*

CMS Responds to Concerns about Seamless Conversion [SHIP](#) November 2016 – *SHIP Watch*

Health Plan Oversight: How CMS Responds to Marketing and Enrollment Complaints at Two Levels November 2016 – *The Sentinel*



Resources linked to separate SMP & SHIP libraries are available only upon login.



Sentinel articles that are not linked are available upon request by contacting mpatterson@smpresource.org.

Coverage for Dental Services: Exclusions, Exceptions, and the Need for Oral Care in Nursing Homes August 2016 – *The Sentinel*

What SHIPS Need to Know About QMBS, the Balance Billing Problem, and Helping Beneficiaries [SHIP](#) May 2016 – *SHIP Watch*

Self-Administered Drug Denials Confuse Beneficiaries May 2016 – *The Sentinel*

The Minnesota SHIP's Advocacy in ALJ Hearings [SHIP](#) March 2016 – *SHIP Watch*

Exclusion or Exception? Medicare pays for some health care services but not for others. February 2016 – *The Sentinel*

CMS Responds to Concerns about Medicare Hospice Payment System November 2015 – *The Sentinel*

Medicare's Limited Coverage for Podiatry Services August 2015 – *The Sentinel*

Balance Billing Protections Cover Most Duals May 2015 – *The Sentinel*

Advance Beneficiary Notices: Protection or Problem? February 2015 – *The Sentinel*

Medicare's Annual Wellness Visit from an SMP Perspective November 2014 – *The Sentinel*

Chiropractic Services in Medicare: A Vulnerable Benefit? August 2014 – *The Sentinel*

Questions Abound as Medicare Ambulance Use Increases May 2014 – *The Sentinel*

CMS Changes Homebound Definition February 2014 – *The Sentinel*

Integrative Nerve Block and Local Coverage Determinations. Carriers respond to new, untested procedures. August 2013 – *The Sentinel*

Facility Fees in Medicare Outpatient Settings May 2013 – *The Sentinel*

Medicare & Medicaid Coverage Rules Often Differ February 2013 – *The Sentinel*

Research: For Mortality Benefits, Motives Matter November 2011 – *The Sentinel*

State Privacy Laws Provide Context for Volunteer IT Security Policy August 2011 – *The Sentinel*

Survey: Most SMPs Rely on Partners to Engage Volunteers February 2011 – *The Sentinel*

Journal Articles by Mike Klug

Medicare's Hospice Benefit and Patient Harm December 2020 Society of Certified Senior Advisors *CSA Journal*

Webinars by Mike Klug

Loose Lips Sink SHIPs (and SMPs): Privacy & Confidentiality Training [SMP](#) March 2019 Webinar

Protecting Client Privacy and Confidentiality Webinar [SHIP](#) | [SMP](#) June 2019 Webinar

Case Study Workshop: Sorting Out Suspected Enrollment Fraud [SMP](#) November 2017 Webinar

VRPM Implementation Models Webinar: Working with SMP Partners [SMP](#) April 2014 Webinar

VRPM Information Technology Policies Webinar [SMP](#) April 2013 Webinar

Role of the Coordinator of Volunteers (CoV) Webinar [SMP](#) June 2011 Webinar

Conference Presentations

Supplemental Benefits in Medicare Advantage Plans from National and State Perspectives [SHIP](#) Summer 2020

Putting the 'No' in Notice: Advance Beneficiary Notice (ABN) and the Statutory Exclusion Problem [SHIP](#) Summer 2019

Successes and Challenges in Medicare Home Health and Hospice Programs [SHIP](#) Summer 2019

Title III-B Legal Services [SMP](#) Summer 2018: ACL Program Collaboration

Building Hospice Complex Interaction Cases [SMP](#) Summer 2018

Provider Participation in Medicare: What it Means for Beneficiaries [SHIP](#) Summer 2016

Getting to the Source: Using Medicare's Manuals in SMP and SHIP Work [SHIP](#) Summer 2016

Making the Most of Medicare's Manuals [SHIP](#) Summer 2015

Interpreting Criminal Background Records [SMP](#) Summer 2012 

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