



Wisconsin Physicians Service – Medicare J5 Provider Outreach & Education (POE) Advisory Group Minutes – Nebraska and Iowa

July 16, 2009

10:00 AM – 11:30 AM

Teleconference

Members Present:

Aileen Sigler, WPS Medicare

Cathy Jaschke - Wesley Retirement Services (Skilled Nursing)

Cheryl Petersen - University of IA Hospitals (Acute Hospital)

Pam Hollenbeck - Brown County Hospital (Critical Access Hospital)

Susan Fink - Fremont Area Medical Center (Acute Hospital)

Cindy Waters - ABCM Corporation

Carole Rogers - University of Iowa Hospital (Acute Hospital)

Cristie Knudsen - Audubon County Hospital (Critical Access Hospital)

DaLaina Gobeli - Signature Care Centers LLC (Skilled Nursing)

David Burd - Nebraska Hospital Association

Debbie Russell - Friendship Haven (Skilled Nursing)

Dennis Dinslage - St. Francis Memorial Hospital (Critical Access Hospital)

DiAnn Bakkum - University of IA Hospitals (Acute Hospital)

Gretchen Heckenlively - Tri-County Hospital (Critical Access Hospital)

Gwen Eich - Wheaton Franciscan Healthcare (Acute Hospital)

Heather Hulscher - Iowa Hospital Association

Jana Danielson - Nebraska Medical Center (Acute Hospital)

Jeanine Soneson - Howard County Community Hospital (Critical Access Hospital)

Jim Wilkes - Iowa Health Care Association

Karel Sysel - Dialysis Center of Lincoln

Kevin Conway - Nebraska Hospital Association

Kristen Bellamy - Diversacare, LLC (Skilled Nursing)

Laurie Gaffney - Buena Vista Hospital (Critical Access Hospital)

Laurie McElderry - Capital Square Life Care Services (Skilled Nursing)

LeAnn Kai - Iowa Methodist Medical (Acute Hospital)

Lisa Blazek - Adair County Memorial Hospital (Critical Access Hospital)

Loren Schroder - Phelps Memorial Health Center (Critical Access Hospital)

Lynn Dolan - Diversacare, LLC (Skilled Nursing)

Lynn Wright - Washington County Hospital and Clinics (Critical Access Hospital)

Michelle Monhollon - Lincoln Surgical Hospital (Acute Hospital)

Mike Hayden - Care Initiatives (Skilled Nursing)

Neil Hilton - Brown County Hospital (Critical Access Hospital)

Rebekah Mussman - Kearney County Health Services (Critical Access Hospital)

Sheila Chick - Lutheran Homes Society (Skilled Nursing)

Theresa Miller - Iowa Methodist Medical (Acute Hospital)

Suzanne Johnson - Centers for Medicare & Medicaid Services

Terry Bayless - Centers for Medicare & Medicaid Services

Meeting:

The J5 Part A Provider Outreach and Education Advisory Group for Nebraska and Iowa took place via teleconference on July 16, 2009. Aileen Sigler, Outreach Analyst, called the meeting to order at 10:00 a.m.

Aileen began by reminding the group of the main purpose of the POE Advisory Group which is to suggest training topics for future provider education. In addition to workshops, suggestions from the POE group can drive other educational activities such as "Ask the Contractor" teleconference topics and Computer Based Training (CBT) subjects. The Medicare Contractor Beneficiary and Provider Communications Manual (Publication 100-9), Chapter 6, Section 20.4 was referenced as were the minutes from the last meeting on April 16, 2009.

Newly Suggested Education Topics:

- Separate Critical Access Hospital (CAH) seminars into beginner and advanced sessions
- Comprehensive Error Rate Testing (CERT) program findings (teleconference)
- FISS DDE

Suggested Seminar locations: (no new suggestions, these are the same since April's meeting)

- Kearney
- Omaha
- Nebraska City
- North Platte
- Norfolk
- Davenport
- Ames
- Cedar Rapids
- Waterloo
- Iowa City
- Des Moines

Recommended Timeframes for Education:

- Middle of the month; avoid first and last week
- Avoid scheduling activities on Monday and Friday

Contractor Updates and Issues:

Aileen educated the group regarding the CMS Secure Net Access Portal (C-SNAP), what it is, how to register for it, and the benefits of using it to obtain eligibility and claim status. The other item Aileen discussed was the Standard Paper Remittance Advices (SPRs) that are not being generated by the system. It a maintainer issue and they are working on a correction. In the meantime, providers may call the EDI department to have the error corrected and begin generating the SPRs again. A process will be developed to generate the missing SPRs once the fix is received from the maintainer. More information on both these topics can be found on the WPS Medicare Website.

Provider Education:

There are 5 billing seminars being planned for the J5 states of Missouri, Nebraska, Kansas and Iowa in the fourth quarter of FY 2009. When details are finalized, they will be posted to the Website. They are as follows:

- CAH Billing, August 19, 2009 in Kearney, Nebraska
- CAH Billing, August 27, 2009 in Des Moines, Iowa
- CAH Billing, September 1, 2009 in Salina, Kansas
- SNF Billing, September 3, 2009 in Cape Girardeau, Missouri
- Part A All Provider, August 12, 2009 in Kansas City, Missouri

All seminars will run from 9:00 a.m. until 4:00 p.m. with registration beginning at 8:30. Breakfast, lunch and seminar materials will be provided.

There are 3 teleconferences posted on the Website, they are:

- 7/28/09-Understanding the Limitation on Recoupment, 935 Demand Letter
- 8/27/09-Critical Access Hospital Open Question & Answer Forum
- 9/10/09-EDI Teleconference

Check the Education area of the Website for upcoming seminars and teleconferences. Suggestions made today, along with CERT data, will drive topics and locations for future education.

Sign up for any of these educational events on our Website:

Seminars: <http://www.wpsmedicare.com/mac/education/schedule.shtml>

Teleconferences:

http://www.wpsmedicare.com/j5macparta/training/training_programs/teleconferen ce/

Contact the Outreach Analyst hosting the event for more information

Member Issues:

- Q1.** Would it be possible to post training materials to your Website for those who are not able to attend?
- A1.** **Our office is looking into the possibility of that suggestion.**
- Q2.** CMS hosted a very good Webcast on Beneficiary Notices Initiative (BNI) on June 19. Would it be possible to have that on your Website?
- A2.** **This suggestion will be forwarded to management for consideration.**
- Q3.** Will WPS be having any sort of educational sessions or any types of communications in the monthly newsletter about the RAC reviews starting in Iowa and Nebraska on August 1, 2009?
- A3.** **We do not know exactly when those reviews will begin, Health Data Insights (HDI), who is the RAC for this area, will be hosting educational meetings in the month of August and everyone is encouraged to attend to receive information regarding their procedures. Our office will work in conjunction with them to develop education on the findings, as we are made aware of them.**
- Q4.** Has WPS done any type of educational communication about the change in QIC for second level appeals from First Coast to Maximus?
- A4.** **There was no specific education on this topic as the transition was a seamless one. The Redetermination letter gives instructions on how to proceed with the Reconsideration process and gives the address for Maximus. The Reconsideration form (which is available on our Website) also has the Maximus information.**

- Q5.** What steps should providers go through when they find that claims are processing incorrectly and the answers received from the Provider Service Department are not sufficient?
- A5.** **Our Customer Service Area has a three-tiered approach to elevate complicated, more in-depth inquiries. Every call is logged, so getting specifics such as when you called and whom you spoke with can help pinpoint who needs individual education. If you are not treated properly when calling Customer Service, we also need to know that and can refer those issues to the proper people.**
- Q6.** When told to contact the CMS RO, how does a provider know whom specifically to contact?
- A6.** **The number for the Kansas City Regional Office at CMS is 816-426-5233 for general questions. Once you state your issue, your call may be redirected to the proper area. If you have questions on a specific claim or Medicare beneficiary, call 816-426-5033.**
- Q7.** When setting up associates to log onto FISS/DDE and we have people go out for medical leave, we have to start all over and get them re-activated. This can take MONTHS to be done and everything has to be in writing. How can this be fixed so it is more efficient?
- A7.** **The DDE Logon process does not typically take months. The typical time line is 30 business days, which includes the time it takes the EDC for their handling. We require the documents in writing for verification and security purposes.**
- Q8.** How can we get the dates for formerly incarcerated beneficiaries updated on the Common Working File? Social Security states their information is correct. Customer Service Representatives (CSRs) will not give us the dates of incarceration.
- A8.** **The State Department of Corrections can verify and update incarceration dates. CSRs cannot divulge that information based on regulations in 100-9, Chapter 6, Section 80.5.4 Desk Disclosure Reference #7. If you cannot get the issue resolved with the State Department of Corrections, contact your CMS Regional Office.**
- Q9.** We are having issues billing medically necessary units in excess of the allowed per the Medically Unlikely Edits. We have split them out and added modifiers, but the FISS system is rolling them together and editing the claims with reason code 31715. When will this be corrected?
- A9.** **The provider was instructed to send examples to the Omaha office for research.**
- Q10.** The group would like to attend seminars with less travel expense and that do not require an overnight stay, perhaps seminars within 30-60 minutes from their facility. Can WPS hold events at hospitals so other providers in the vicinity can attend, lowering the cost?
- A10.** **We have partnered with facilities in the past that have hosted events, but there are still travel costs involved for Outreach staff which must be considered. WPS is limited to the number of events it can host based on budget. It is our goal to schedule events for our providers in a way that is most beneficial for the majority of providers. CERT data, input from the**

POE AG and provider population concentration all play a role in where WPS holds events.

- Q11.** There was a request made for Beginner, Intermediate and Advanced training options on topics. Can WPS furnish an outline of the items to be discussed?
- A11.** **During most seminars, we start with basics, or an overview of the topic or payment system and progress to advanced billing situations. Depending on the subject matter, there may not be any new or in-depth material to cover. Again, aiming our education at the majority of the providers is part of our focus. It has been our experience, that due to turn over at facilities, there are always relatively new billers in the audience. We post an agenda on our Website with the registration information so that providers have an idea of the topics to be presented.**
- Q12.** We would like to see WPS offer more Webinars and teleconferences.
- A12.** **Our Part B Outreach staff already offers Webinars, and Part A staff is working with them to bring that technology into the Part A education we provide. This is something that we will offer in the future. We regularly hold Ask-The-Contractor (ACT) teleconferences and we encourage all providers to sign up for the e-News listserv so they are notified as soon as they are posted to our Website.**
- Q13.** Can WPS do a teleconference on CERT findings and give us information regarding how this will impact providers?
- A13.** **We currently discuss the CERT program and findings at every in-person seminar. We will add this as a training topic for a future teleconference.**
- Q14.** Our Appeals requests are being returned to us because they lack the ICN/DCN of the claim. When did this become a requirement? In addition, I had another provider's claims attached to mine. Is this a HIPAA violation?
- A14.** **The ICN of the original claim is not required when submitting an Appeal. If a UB04 was attached to the Appeal, it may have been mistaken for an adjustment, which does require the ICN. Providers are discouraged from sending the UB04 with their appeal documentation; it is not needed at that time. Our office contacted the affected provider and received the faxed information that was sent in error. Upon internal investigation, it was not a mailroom issue. We are taking corrective action to prevent this from happening in the future.**

Next Meeting:

The next meeting will be at North Kansas City Hospital on August 13, 2009 from 9:00 AM – 3:00 PM.

Submitted by: Aileen Sigler
July 29, 2009