



WPS Medicare
J5 Provider Outreach & Education Advisory Group Minutes – NE, IA, KS, and MO

August 13, 2009
9:00 AM – 11:30 AM

North Kansas City Hospital
North Kansas City, Missouri

Members Present:

- Aileen Sigler - WPS Medicare
- Susan Fink - Fremont Area Medical Center (Acute Hospital)
- DaLaina Gobeli - Signature Care Centers LLC (Skilled Nursing)
- Dennis Dinslage - St. Francis Memorial Hospital (Critical Access Hospital)
- Kevin Conway - Nebraska Hospital Association
- Mike Hayden - Care Initiatives (Skilled Nursing)
- Sandra Lindley - Ray County Memorial Hospital (Critical Access Hospital)
- Mike Metro - Salina Regional Health Center (Acute Hospital)
- Gale Whitehair - Memorial Hospital Abilene (Critical Access Hospital)
- Catherine Smith - Millennium Therapy (Rehabilitation)
- Stacy Cope - Lawrence Memorial Hospital (Acute Hospital)
- Brenda Olson - Great Plains Health Alliance
- Linda Knox - Cox Health Care (Acute Hospital)
- Sylvia Titchenal - Jefferson Regional Medical Center (Acute Hospital)
- Joy Hohmann - Memorial Home (Skilled Nursing Facility)
- Marcia Cooper - Armour Oaks Senior Living (Skilled Nursing)
- Brenda Fiori - Guest
- Mary Woon - WPS Medicare
- Mary Sue Gardner - WPS Medicare
- Maria Diaz - WPS Medicare

Meeting:

The J5 Part A Provider Outreach and Education Advisory Group for Nebraska, Iowa, Kansas, and Missouri took place on August 13, 2009. Aileen Sigler, Outreach Analyst, called the meeting to order at 9:00 a.m.

Aileen began with a discussion and requesting feedback about the WPS Medicare Part A Website, training topics, locations, and dates for upcoming POE AG meetings.

Newly Suggested Education Topics:

- FISS Direct Data Entry (DDE)
- Hospital Inpatient Notice of Non-coverage (HINN)
- Advanced Beneficiary Notices (ABNs)
- Recovery Audit Contractor (RAC)
- Changing Inpatient to Outpatient
- Modifiers
- Outpatient Perspective Payment System (OPPS)
- Observation
- Navigating the CMS Internet Only Manual

- Blood Transfusion Billing
- Proper Billing of Supplies
- Skilled Nursing Facility (SNF) Clinical
- Billing Pharmaceuticals
- Requesting Co-insurance and Deductible Payments
- Medicare Secondary Payer (MSP) and SNF Billing
- Beginner Billing to Advances Billing Courses
- Local Coverage Determination (LCD) Process
- SNF and Critical Access Hospital (CAH) Contracting
- SNF Billing Myths vs. Realities
- SNF No Pay Billing and Benefits Exhaust
- Proper Billing of a National Drug Code (NDC)

Suggested Seminar locations:

Nebraska Locations:

- Kearney
- Omaha
- North Platte
- West Point
- Scottsbluff

Iowa Locations:

- Davenport
- Ames
- Cedar Rapids
- Waterloo
- Sioux City
- Des Moines
- Bettendorf
- Cedar Rapids
- Carroll

Kansas Locations:

- Wichita
- Topeka
- Salina
- Hayes

Missouri Locations:

- Kansas City
- St. Louis
- Columbia
- Springfield
- Cape Girardeau

Recommended Timeframes for Education:

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

Provider Education:

Five billing seminars have been planned for the J5 states of Missouri, Nebraska, Kansas, and Iowa for the fourth quarter of Fiscal Year 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 2 teleconferences posted on the Website, they are:

- 8/27/09-Critical Access Hospital Open Question & Answer Forum
- 9/10/09-Electronic Data Interchange (EDI) Teleconference

Check the "Education" area of the Website for upcoming seminars and teleconferences. Suggestions made today, along with Comprehensive Error Rate Testing (CERT) data, will drive topics and locations for future education.

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

http://www.wpsmedicare.com/j5macparta/training/training_programs/seminars/

For teleconferences:

http://www.wpsmedicare.com/j5macparta/training/training_programs/teleconference/

Contact the Outreach Analyst hosting the event for more information.

Member Issues:

Q. Are Legacy and J5 providers ever going to be conjoined?

A. Legacy providers are not part of the MAC regions at this point in time. Once all of the MAC conversions have taken place, Legacy providers will be joining those MAC Contractors. WPS Medicare will then be receiving more providers as well as losing some.

Q. Is there an issue with the amount of people that attend seminars, are there overflow problems?

A. The number of people for seminars is based on attendance from the prior quarter. There have not been any overflow or people placed on waiting lists.

Q. Are there any CAH seminars planned for the state of Missouri this quarter?

A. No there are not. There are SNF seminars planned for the remainder of this quarter in Missouri.

Q. What steps should providers go through when they find that claims are processing incorrectly and the answers received from the Customer Service Department are not sufficient or consistent?

A. 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 who you spoke with can help pin-point 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. At the end of each call the customer service representative is required to ask if your needs have been met.

Note: It was noted that this has not been happening, this information has been sent to the manager of the Customer Service department.

Q. When told to contact the CMS Regional Office, how does a provider know who specifically to contact?

A. 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.

Q. Is there anything in the works for the Fiscal Intermediary Standard System (FISS) online manual training?

A. There is a DDE manual on our Website, but not a FISS manual.

Q. We would like to see WPS offer more Webinars and teleconferences.

A. Our Part B Outreach staff already offer 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 Teleconferences (ACTs) and we encourage all providers to sign up for e-News so they are notified as soon as they are posted to our Website.

Q. Are seminar handouts available through the WPS Medicare Part A Website?

A. Not at this time, but we are looking into it.

Q. What are the regulations and restrictions on requesting Medicare patients' co-payments and deductibles?

A. A provider may request payment where it appears that the patient will be responsible for a deductible or coinsurance and this recoupment policy is used for both Medicare patients and non-Medicare patients. However, any request for payment must be made as a request and without undue pressure. For more information, please see the CMS Internet-Only Manual (IOM), Claims Processing Manual, Pub. 100-04, Chapter 2, Section 10.4:

<http://www.cms.hhs.gov/manuals/downloads/clm104c02.pdf>

Q. Does WPS Medicare Part A perform any training on Minimum Data Set (MDS) SNF assessments?

A. WPS Medicare Part A educates on the SNF MDS assessment schedule. The state does training on completing assessments.

Q. Does WPS Medicare Part A have information booths?

A. No, WPS Medicare Part A does not have information booths.

Q. Would it be possible to tour the Omaha Medicare offices?

A. No, WPS Medicare Part A is a lockdown facility due to Protected Health Information (PHI).

Next Meeting:

Meeting dates for next fiscal year were decided by the groups. These dates are tentative, will be held via teleconference beginning at 10:00 a.m. Another joint face-to-face meeting will be planned in August 2010 pending approval.

Dates for IA/NE group: 11/17/09, 02/16/10, and 05/18/10

Dates for KS/MO group: 09/22/09, 01/20/10, and 04/27/10