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## Provider Outreach and Education Advisory Group (POE AG) Minutes Iowa and Nebraska

November 11, 2009  
10:00 AM – 11:30 AM

Teleconference

### **Members Present**

Cathy Jaschke - Wesley Retirement Services (Skilled Nursing)  
Vivian Beaudette - Phelps Memorial Health Center (Critical Access Hospital)  
Cheryl Petersen - University of IA Hospitals (Acute Hospital)  
Connie Tim - University of Iowa Hospitals (Acute Hospital)  
Susan Fink - Fremont Area Medical Center (Acute Hospital)  
Cindy Waters - ABCM Corporation  
Carole Rogers - University of Iowa Hospital (Acute Hospital)  
Kathy Jasa - Providence Medical Center (Critical Access Hospital)  
Shelby Healey - Skiff Medical Center (Acute Hospital)  
David Burd - Nebraska Hospital Association  
Sarah for Jill Vogel-Tague - Genesis Medical Center (Acute Hospital)  
Mike Hayden - Care Initiatives (Skilled Nursing)  
DiAnn Bakkum - University of IA Hospitals (Acute Hospital)  
Gretchen Heckenlively - Tri-County Hospital (Critical Access Hospital)  
Gwen Eich - Wheaton Franciscan Healthcare (Acute Hospital)  
Rebekah Mussman - Kearney County Health Services (Critical Access Hospital)  
Sheila Chick - Lutheran Homes Society (Skilled Nursing)  
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)  
Lynn Wright - Washington County Hospital and Clinics (Critical Access Hospital)  
LeAnn Kai - Iowa Methodist Medical (Acute Hospital)  
Lisa Blazek - Adair County Memorial Hospital (Critical Access Hospital)  
Lynn Dolan - Diversacare, LLC (Skilled Nursing)  
Aileen Sigler - WPS Medicare

### **Meeting**

The J5 Part A Provider Outreach and Education Advisory Group for Nebraska and Iowa took place via teleconference on November 11, 2009. Aileen Sigler, Outreach Analyst, called the meeting to order at 10:00 a.m.

### **Newly Suggested Education Topics**

- Navigating the WPS website
- Medicare Secondary Payer
- Provider based Rural Health Clinics
- E & M for encounters with no CPT

### **Suggested Seminar locations**

- Ankeny
- Omaha
- North Platte
- Norfolk
- 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 Medicare Physician Fee Schedule notification that was received from CMS on November 11, 2009. Our office was instructed not to load the November 2nd Fee Schedules or post them to our Website due to some issues that were identified with the files. More information on this topic can be found on the WPS Medicare Website.

The group was asked about the 935 demand letter (Limitation on Recoupment) education that our office has done and if it is sufficient or if the group has suggestions concerning it. Aileen e-mailed the 935 PowerPoint to the group for their review and feedback.

The manager of the Part A Outreach team, Mary Woon, is retiring on November 20<sup>th</sup>. She is being replaced by Roselyn Hart in the Madison office.

### **Provider Education**

There are 3 remaining seminars being planned for the J5 states of Missouri, Nebraska, Kansas and Iowa in the first quarter of FY 2010. They are as follows:

- CAH Billing, November 17, 2009 in Ames, Iowa
- CAH Billing, November 19, 2009 in Norfolk, Nebraska
- SNF Clinical, December 17, 2009 in Springfield, 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:

- 11/12/09-EDI Teleconference
- 12/17/09-SNF Consolidated Billing Ask-the-Contractor 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 at [http://www.wpsmedicare.com/j5macparta/training/training\\_programs/](http://www.wpsmedicare.com/j5macparta/training/training_programs/). Contact the Outreach Analyst hosting the event for more information.

**Member Issues:**

**Q. I would like clarification regarding the condition code 44 teleconference that was held on November 10<sup>th</sup>. There is confusion surrounding the billing of observation hours when the patient is changed from an inpatient status. There was a statement made that it's not appropriate to bill for observation services from the hospital admit date."**

A. In order to bill for observation hours, there must be a physician's order for observation as stated in 100-04, Chapter 4, Section 290.1 "Observation services are covered only when provided by the order of a physician or another individual authorized by State licensure law and hospital staff bylaws to admit patients to the hospital or to order outpatient services." Also see section 290.2.2, which states: "Observation time begins at the clock time documented in the patient's medical record, which coincides with the time that observation care is initiated in accordance with a physician's order."

**Q. It was also stated in that teleconference that the Utilization Review Case Manager must make a statement of concurrence with any physician order to revert back to observation. I could not find this in the manual. I believe further education is needed on this subject.**

A. I could not find this statement in the teleconference. The minutes will be posted to our Website soon and an educational article will be forthcoming as well.

**Q. Who can we contact to see what address the 935 Demand letter is going to, and how can we change it?**

A. All correspondence for your facility will be sent to the address on the 855 form. If you wish to change that, you must submit a new form to the Provider Enrollment department.

**Q. I would like to stop receiving paper RTP reports. They weren't mailed for a while, but now they have begun again.**

A. Please send me an e-mail with your provider number and I will forward it to the correct department.

**Q. Why has the decision been made to go to a quarterly newsletter?**

A. The Medicare Contractor Beneficiary and Provider Communications Manual, Publication 100-09, Chapter 6, Section 20.4.1 states: "contractors shall print and distribute regular provider bulletins/newsletters, at least quarterly, that contain Medicare program and billing information."

**Next Meeting**

The next meeting will be February 16, 2010 from 10:00 – 11:30 AM.