

**Wisconsin Physician Service (WPS) Medicare
National POE Advisory J5 Group Meeting Minutes
North Kansas City, MO
August 13, 2008**

August 13, 2008
8:00 AM – 11:30 AM

Members Present

Mary Woon	WPS Medicare
Aileen Sigler	WPS Medicare
Serita Hammel	WPS Medicare
Pam Hollman	ABCM Corp
Michelle Rochford	ABCM Corp
Pam Blazek	Adair County Health System
Michael Hayden	Care Initiatives
Karel Sysel	Dialysis Center of Lincoln
Dennis Dinslage	Franciscan Care Services
Susan Fink	Fremont Area Medical Center
Eldon Schumacher	Great Plains Health
Jeanine Soneson	Howard County Community Hospital
Joanne Townsend	Hutchinson Hospital
Vicki Caywood	Hutchinson Hospital
Tish Hollingsworth	KS Hospital Association
Stacy Cope	Lawrence Memorial Hospital
LaDonna Johnson	Medical Revenue Solutions LLC
Gale Whitehair	Memorial Health System
Cathy Smith	Millennium Therapy
David Burd	NE Hospital Association
Kevin Conway	NE Hospital Association
Sandra Lindley	Ray County Hospital
Sandra Soerries	Revenue Medical Solutions
Mike Metro	Salina Regional Health Center
Teri McGaffin	Via Christi Regional

Meeting

The National Provider Outreach & Education (POE) Advisory Group (AG) Meeting was called to order by Mary Woon, Provider Education Manager, WPS Medicare, on August 13, 2008, at 8:00 am.

After welcoming all of the attendees and staff to the meeting, Mary advised the members of the POE Advisory Group of the difference between Legacy providers and J5 providers. Mary explained that the Legacy providers who formerly submitted claims to Mutual of Omaha Medicare did not transition into a MAC contract; however, their claims are now being processed by WPS Medicare.

Mary advised that J5 providers transitioned to WPS after WPS acquired the MAC J5 contract.

Mary emphasized the importance of their input to develop better ways to share information that is pertinent to the provider community. The group was then split between Legacy and J5 members.

POE J5 Advisory Group

The J5 POE Advisory Group was facilitated by Aileen Sigler, Outreach Analyst for Nebraska and Iowa. Aileen discussed the role of the POE Advisory Groups and the requirements that must be met. Aileen verified that the present participants of the Advisory Group consisted of Skilled Nursing Facilities, Acute Hospitals, Hospital Organizations, Consultants, and Critical Access Hospitals.

Aileen referenced the POE Advisory Group charter and explained the document and its purpose. Aileen advised the group of the current media used to provide education: seminars, Ask-the-Contractor Teleconferences (ACTs), computer-based trainings (CBTs), and newsletters. Aileen indicated that future education is dictated by the budget that CMS provides. Meeting minutes will be taken and dispersed in the upcoming weeks. Aileen also requested that anyone not signed up for the WPS Listserv to please sign the log so they can be enrolled to receive up-to-date information. Aileen encouraged the members to be actively involved and to advocate for the changes that they would like to see by giving their input and feedback. Aileen then requested training topics from the group.

Suggested Seminar Topics:

- Medicare Never Events
- Medically Unlikely Edits (MUEs)
- Hospital-Based Ambulance
- Recovery Audit Contractor (RAC), Medical Review (MR), Comprehensive Error Rate Testing (CERT) and Program Safeguard Contractor (PSC) (*completed together*)
- Skilled Nursing Facility (SNF) Consolidating Billing
- Benefits Exhaust
- No Pay Billing
- Inpatient Rehabilitation
- Inpatient Psychiatric
- Outpatient Prospective Payment System (OPPS) Updates
- Critical Access Hospital
- New Provider Billing (*from start to finish*)
- Fiscal Intermediary Shared System (FISS) System
- Local Coverage Determination (LCD) Changes
- Quality Improvement Organizations (QIOs)
- Separate Activity Response (*by provider type*)

Suggested Seminar dates, locations, and times:

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

Recommended Timeframes for Education:

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

Suggested Clinical Topics:

- SNF/Swing Bed
- 700-701 forms for rehabilitation in conjunction with the facility type
- Inpatient Psychiatric
- Emergency Room documentation
- Therapy / Wound Care
- Part A & B documentation

Suggested Ask the Contractor Teleconference Topics:

- Immunization and Roster Billing
- SNF Advance Beneficiary Notices (ABNs)

Feedback on ACT Calls

- Advisory Group members advised that OPPS and Critical Access Hospital calls should be facility separate because when they are held together the information presented becomes ambiguous. Members did agree that the format of ACT calls were good.

Suggested Computer-Based Training Topics:

- Rural Health Clinic
- New Provider Training A-Z
- Indirect Medicare Education Billing
- Medicare Secondary Payer (MSP) for J5 providers

Feedback on Computer-Based Training:

- In order to receive the group's feedback, Aileen asked if computer-based training modules could be sent to members of the POE Advisory Group. Members approved of this idea.

Webinar Suggestions:

- Direct Data Entry (DDE) Training

Slide Handouts for Presentation:

- POE AG members decided that they would like to receive 3 slides to a page when given their packet for seminars. Members prefer that slides are not highlighted, as this is visually unappealing. Members advised that circles around important information would be better.

CMS Handouts:

- No CMS handouts were recommended. However, Aileen still encouraged the members to use the Medicare Learning Network (MLN) and see all the diverse product offers and to advise POE if additional items should be recommended.

WPS Handouts:

Providers would like to see the followings items on the WPS Website under the reference section:

- Billing quick reference guides
- Type of Bill (TOB) guide
- Condition codes guide
- Revenue codes guide
- MSP guide
- List of Frequently Asked Questions (FAQs) divided by category and facility type
- *Important Message from Medicare* pamphlet
- Pamphlet or quick reference guide showing steps to follow when a beneficiary contest the ABN
- Addresses should be listed by provider type (J5 or legacy) on resource card

WPS Website suggestions:

- Would like separate listservs
 - i. Members would like to see WPS information separate from CMS requirements according to facility type.
- Printer friendly
- User Friendly
- Members would like to receive individualized e-mails
- Archive communication and listserv sections

Communiqué Suggestions:

- WPS-created Medicare articles on front page
- “Contact Us” should be listed on one page

Next Meeting:

Meetings for the Nebraska/Iowa J5 POE Advisory Group are tentatively scheduled for 10:00-11:30 AM on 10/16/2008, 1/15/2009, 4/16/2009, and 7/16/2009. Future meetings for the Missouri/Kansas J5 POE Advisory Group will be determined when an Outreach Analyst is hired for the area.

The meeting was adjourned at 11:30 a.m.