

IA/NE Part B Provider Outreach and Education Advisory Committee Minutes (POE AG)

1:00pm – 3:00pm

Thursday, June 12, 2008

In-person and Teleconference

Attending Members: (12-inperson – remainder via teleconference) Creighton Medical Associates; Drs, Sextro, Larsen and Bandel: Urological Associates Grand Island, PC; Skyview Medical Management; University Medical Associates Business Office; Downtown Chiropractic; Grand Island Surgery Center; Advanced Medical Imaging; Columbus Family Practice; Iowa Chiropractic Society, Diagnostic & Critical Care Medicine, PC; McFarland Clinic; Mason City Clinic; Valley Medical Management; Nebraska Heart Institute; Kearney Clinic; UNMC Physicians; Nebraska Medical Association; IntegriGuard; Mason City Clinic University of Iowa, New West Sports Medicine, Iowa Physical Therapy.

WPS Medicare Staff: Ellen Berra and Mary E. Muchow, Provider Outreach & Education; and Molly Tull, Medicare Publications

Agenda Item	Discussion	Suggestions	Outcome/Action
Welcome and Introductions	<p>Mary Muchow welcomed members to the WPS Medicare Part B IA/NE POE AG meeting.</p> <p>Mary thanked K. Yinger and B. Lohrenz of Creighton Medical Associates for hosting today's meeting.</p> <p>We will take attendance by use of SurveyMonkey. We will send the survey via e-mail.</p>		E-mail sent 06/17/08 for attendance via SurveyMonkey. Members should respond by close of business 06/20/08.
Approval of Minutes from March 13, 2008	<p>Members approved the minutes from the March 13, 2008 POE AG meeting as written.</p> <p>Members received a copy of the Closed Suggestions/Comments and Action/Outcome documents.</p>		<p>03/13/08 Meeting Minutes are available at: http://www.wpsmedicare.com/mac/education/b_poeag_min031308.pdf</p>
Medicare Publications	<p>WPS Medicare completed the redesign to the Website in early November 2007, but we</p>		

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	<p>continue to make periodic updates to serve the needs of the provider community. The new Website contains three sections: Part A Legacy, Part B Legacy and J5 MAC. Providers should make sure they are on the appropriate site. To assist J5 MAC providers, WPS Medicare placed IA/NE/KS/MO near the MAC icon on the left hand side of the MAC homepage.</p> <p>One helpful addition to the Website is state-specific information. This may include information such as important claims processing updates.</p> <p>Medicare Publications asks all providers who visit the Website to complete the ForeSee survey that pops up shortly after entering. We use the feedback from these surveys to determine updates needed to the Website.</p> <p>Medicare Publications encouraged members to sign up for the J5 MAC Listserv and to share this information with anyone they deem appropriate. Medicare Publications recommends providers sign up for the J5 MAC General Listserv rather than only a specialty specific as we send the general messages on a weekly basis. We only send Specialty messages when specialty-specific</p>	<p>We will provide links to this information in the minutes.</p> <p>Members are encouraged to share Listserv messages with anyone they deem appropriate and let co-chairs know the number of people reached.</p>	<p>For IA: http://www.wpsmedicare.com/mac/transition/iowa_b_implementation.shtml</p> <p>For NE: http://www.wpsmedicare.com/mac/transition/nebraska_b_implementation.shtml</p> <p>An article on ForeSee is found in the May <i>Communiqué</i> at: http://www.wpsmedicare.com/mac/publications/0508comm.pdf</p> <p>Members should send ideas on how to increase provider subscriptions to our Listserv to the co-chairs.</p> <p>Members should submit feedback/ideas for improvement on the J5 MAC listserv. To do so, click on Feedback at the bottom of a WPS Medicare J5 MAC Webpage.</p>

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	<p>information is available.</p> <p>We are discontinuing the transition Listserv. We have auto-enrolled those receiving the transition Listserv in the J5 MAC General Listserv.</p> <p>Members can manage their existing e-News account by clicking on the “Manage your existing e-News account” link found on the left-hand side of the J5 MAC provider homepage.</p> <p>WPS receives comments about the current text format of the Listserv. We include a Table of Contents to help providers sort information. We do not have plans to change formats at this time. If we make any changes, we will notify providers through the Listserv.</p>		
Provider Information	<ul style="list-style-type: none"> • Modifiers WPS Medicare has fact sheets on our Website that contain excellent information on modifier use. These Part A and Part B Modifier Fact Sheets can be found under Education/Modifiers. • CMS Secure Net Access Portal (C-SNAP) Part A and Part B J5 MAC providers will be able to register to receive secured access to the C-SNAP site, beginning tomorrow (June 14, 2008). C-SNAP users will have access to national eligibility information and claims status information. An article will be posted to our Website shortly. A Mediasite presentation is 	<p>A member stated she has tried numerous times to register and has not succeeded.</p>	<p>Modifiers Web link: http://www.wpsmedicare.com/mac/education/modifiers.shtml</p> <p>Members should wait until tomorrow to register/login to C-SNAP. Target go-live dates are late June for IA, KS, NE, and Western MO. The date is late July for Eastern MO. Providers should not attempt to register or contact support personnel until the program is available.</p>

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	<p>already available on the MAC homepage. The toll-free Technical Support number is 866-886-2891.</p> <ul style="list-style-type: none"> • Sunset on Physician Scarcity Area (PCA) Bonus Payments Medicare may pay an additional 5% bonus to physicians who render services in a designated Physician Scarcity Area (PSA). These payments are based on the lowest primary care and specialty care ratios of Medicare beneficiaries to active physicians in every county or the lowest primary care and specialty care ratios of Medicare beneficiaries to active physicians in each identified rural census track. The bonus payment is based on the actual amount paid, not the Medicare approved amount for that date of service. These are for dates of service January 1, 2005, through December 31, 2007. The incentive program has been extended into 2008; however, the sunset date for the PSA bonus is June 30, 2008. • POE AG Participation POE AG is a requirement for Medicare contractors by CMS. Member participation and input is a vital part of these meetings. WPS Medicare will begin tracking members' attendance and responses to information solicited from members. If a member is not able to attend or to respond to a request, please designate someone else within your organization and let us know. 		

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Member Issues	<ul style="list-style-type: none"> • Recovery Audit Contractor (RAC) The RAC initiative is a three-year demonstration program using contractors to detect incorrect or improper payment in the Medicare fee-for-service program. The demonstration took place in New York, Massachusetts, Florida, South Carolina, and California and ended March 27, 2008. CMS compensates the RACs through retention of a percentage of the overpayment recoveries. By 2010, CMS plans to make this a permanent program, to have four RACs in place and be expanded to include all 50 states. • Overpayments WPS provided a document with instructions on appropriate actions when a primary payer requests payment – often after the Medicare timely claim filing limit. WPS Medicare suggested submitting a secondary claim to Medicare at the time of service even if the primary payer pays the claim in full. This allows the claim into Medicare’s system and applies any unmet deductible. • Incident-to Services We discussed Medicare Learning Network (MLN) Matters article, MM5288, related to CR Transmittal number R87BP, Incident-to Policy Update. CMS issued a release on Friday, May 30, 2008 that effectively rescinds CR Transmittal #R87BP subject Incident-to Policy Update. 	<p>A member asked when RAC audits would be operational in this jurisdiction. A member had a copy of her organization’s newsletter with her and stated that the RAC audits will begin in this area in 2009 or later.</p>	<p>Co-chairs did not know specific dates. The CMS Website location will be posted in the minutes.</p> <p>For more information, including the RAC expansion schedule and the RAC jurisdictions, visit CMS’ Recovery Audit Contractor (RAC) homepage at: http://www.cms.hhs.gov/rac/01_overview.asp?</p> <p>We published this information on June 9, 2008, on our Website. Found at: http://www.wpsmedicare.com/mac/business/denial_secondary.shtml</p> <p>Instructions for electronic submission of MSP claims are located at: http://www.wpsmedicare.com/mac/business/b_msp_claims.pdf</p>

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	<ul style="list-style-type: none"> Medicare Denials Members received a handout regarding Medicare denials for secondary insurers. Secondary insurers will sometimes request a Medicare denial prior to processing for payment even though the provider is not eligible to enroll with Medicare. The document provided references a provider can use with the supplemental insurer. WPS Medicare does not provide individual letters. 		
Updates	<ul style="list-style-type: none"> New Advance Beneficiary Notice of Noncoverage (ABN) Members received a copy of the new ABN form with instructions. The new ABN will replace the current ABN and the (Notice of Exclusion of Medicare Benefits (NEMB) form as of September 1, 2008. Provider Quality Reporting Incentives (PQRI) CMS expanded the reporting possibilities for 2008. CMS will pay the 2008 financial incentives in mid-2009. Members received a handout with a brief overview of the changes for 2008 and frequently asked questions regarding PQRI. Complete information and a toolkit for PQRI are available on the CMS Website at http://www.cms.hhs.gov/pqri. CMS recommends providers register now in order to gain access to 2007 feedback 	A member asked if when the patient signs the form they could scan the document, store it electronically, and give the patient the original.	<p>WPS Medicare will ascertain if this is acceptable.</p> <p>For addition information, refer to WPS Medicare Website address: http://www.wpsmedicare.com/mac/publications/07pqrifdbackreport.shtm</p> <p>Also available - MLN Articles: http://www.cms.hhs.gov/MLNMaterialsArticles/downloads/SE0747.pdf http://www.cms.hhs.gov/MLNMaterialsArticles/downloads/SE0753.pdf</p>

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	<p>reports.</p> <ul style="list-style-type: none"> • Prolonged Care Members received a copy of the MLN Matters article, MM5972 regarding Prolonged Services (Codes 99354-99359). The article includes information on the different prolonged services codes, required companion codes, threshold times for codes 99354 and 99355 (office or other outpatient setting) and billing examples. • Education Schedule WPS Medicare Provider Outreach and Education (POE) is providing three face-to-face seminars, <ul style="list-style-type: none"> - Medicare Basics - Beyond the Basics - Save Dollars, Avoid Denials <p>Other education advertised/available on our Website is Computer-Based Trainings (CBTs), teleconferences, and Ask-the-Contractor Teleconferences (ACTs).</p> <p>POE staff will begin developing Evaluation and Management (E/M) Service training and will contact members using Survey Monkey to solicit input and information from POE AG members. Ellen asked that IA/NE members share their input and asked how we might get the practitioners to attend.</p>	<p>A member is concerned that they do not receive a confirmation for in-person seminars until WPS Medicare receives payment.</p> <p>One suggestion was to limit the teleconference training programs to 15 – 20 minutes in length. One suggestion is to record the training and post it to our Website making it available at times convenient for the provider community. One member suggested offering the training during the lunch hour. One</p>	<p>Members should check on the WPS Website for dates, times, and locations of these seminars as well as the Computer-Based Training (CBTs) available.</p> <p>Co-chairs confirmed this and explained this eliminates holding places unnecessarily for people that later decide not to attend the seminar.</p> <p>Co-Chairs will solicit additional input for this training in the near future.</p>

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		member suggested that we combine training topics with topics such as documentation.	
Open Discussion	<p>A member expressed frustration with issues involving Medicare Advantage Plans. She added that it is sometimes difficult to get answers from the Plan. The member is interested in where she can go for assistance to resolve issues when the Plan is not cooperative.</p> <p>A member asked if Continuing Education Units (CEUs) are available for the Consultations Teleconferences recently held.</p> <p>A member stated he has received erroneous information from Customer Services and has disseminated that incorrect information to Listserv subscribers.</p>	A member mentioned he has information on the Kansas City CMS RO staff to contact in such cases.	<p>Co-Chairs stated that the MAC is unable to intervene and added that perhaps a CMS contact may be able to assist.</p> <p>The member will forward the information to co-chairs for dissemination to all IA/NE POE AG members, either via e-mail or in the meeting minutes.</p> <p>CEUs are not currently available for teleconferences sponsored by WPS Medicare.</p> <p>If a member believes they have received incorrect information, please ask to have the call escalated. Co-chairs recommend waiting to forward information until publication by WPS Medicare.</p>
Next POE AG Meeting	<p>The next POE AG meeting is Thursday, September 11, 2008, and will be via teleconference only.</p> <p>We will hold the December 11, 2008, meeting in Des Moines with teleconference capability. We will follow with more information.</p>		