



## Provider Outreach & Education (POE) Advisory Group - Northeast Quarterly Meeting June 25, 2009

Via teleconference

### **Members Attending:**

Memorial Hospital – York	Tracey Hoover
Mainline Health	Kim McAnally
Mainline Health	Louise Otto
Lancaster General Hospital	Athena Hasik
Lancaster General Hospital	Chris Clerico
Lancaster General Hospital	Connie Coulson
Lancaster General Hospital	Beth Toms
Thomas Jefferson Univ. Hospital	Mary Marrow
Thomas Jefferson Univ. Hospital	Ann Spitzkopf
Thomas Jefferson Univ. Hospital	Debbie Kirn
Lifecare Management	Kathy Maris
Baystate Health Systems	Pam Bain
Baystate Health Systems	Maria Savageau
Berkshire Medical Center	Peggy Ryan-Rockwell
Berkshire Medical Center	George Soucy
Berkshire Medical Center	Joann Willis
Berkshire Medical Center	Lori Donaldson
WPS Medicare A	John Wrynn

This meeting was conducted via a teleconference call for the combined Provider Outreach and Education Advisory Groups (POEAG) in Massachusetts and Pennsylvania. The teleconference began at 2:00 PM.

John welcomed everyone to the WPS Medicare Part A Provider Outreach & Advisory Group quarterly teleconference call. John verified that everyone received the e-mail containing the Agenda and the minutes of the March 26, 2009 meeting. Members were also sent a copy of the Top Claim Errors and Top Claim Denials Tracking Reports.

### **Review of Minutes from the Prior Meeting**

The minutes from the March 26, 2009, meeting were reviewed for accuracy and accepted without comment.

### **Group Input and Feedback on Provider Education and Training Topics**

#### **Training Topics for FY 2009**

Members were asked about their Medicare education and training needs for the remainder of FY 2009. Education can be conducted in any of three formats currently used, i.e., Ask-the-Contractor Teleconferences (ACTs), Computer-Based Training (CBTs), and seminars. John reviewed the Seminars and ACT calls completed during



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the third quarter of FY 2009. John conducted two seminars: one in Marlborough, MA, on May 21, 2009, on SNF Billing, and another on SNF Billing in Springfield, MA, on June 18, 2009.

John asked members for input on training topics for the fourth quarter of FY 2009, beginning July 2009. Massachusetts members agreed that OPPS would be a good topic for a seminar. Members also suggested training on billing EPO for cancer patients and Interrupted Stays for Long Term Care Hospitals (LTCH). Members were asked if there was a need for MSP training and members agreed this topic was a good one for a seminar. Members were reminded that any of the training posted to the WPS Website is open to all providers, and not just those from the state or area where the seminar or ACT call is conducted. John reviewed with members the training planned for the fourth quarter.

### **Ask the Contractor Teleconference (ACT)**

WPS has scheduled a number of ACT calls for the third quarter, all of which are listed on the WPS Website. The ACT calls listed include:

- July 9, 2009 - Electronic Data Interchange (EDI) Open Forum
- July 16, 2009 - Outpatient (OPPS) Repetitive Services Billing
- July 28, 2009 - Recoupment 935 Demand Letter Provider Rules
- July 29, 2009 - Acute Hospital (IPPS) Outlier Billing
- August 20, 2009 - Common Billing Errors & Denials for 2009
- August 26, 2009 - Medicare Secondary Payer (MSP) Billing
- September 10, 2009 - EDI Open Forum

Registration for any of these ACT calls may be made via the WPS Website.

John asked members for other topics for ACT calls about which they would like to learn more. John reminded members that they may sign up for any or all of these ACT calls via the WPS Website at

[http://www.wpsmedicare.com/part\\_a/education/teleconferences.shtml](http://www.wpsmedicare.com/part_a/education/teleconferences.shtml) under Teleconferences.

### **Seminars**

Seminars planned for the Northeast Region for the fourth quarter 2009 are two, an OPPS Seminar for Massachusetts hospitals scheduled for September 10, 2009, and a SNF Billing Seminar in New Jersey on August 19, 2009.

### **Computer Based Training (CBT)**

There are currently 25 CBT topics on the WPS Medicare Part A Website. See CBTs on the WPS Website:

[http://www.wpsmedicare.com/part\\_a/education/cbt.shtml](http://www.wpsmedicare.com/part_a/education/cbt.shtml).

Members were reminded to submit any additional topics for consideration in any of the training formats referenced above.

### **Contractor Updates and Issues**

Many of the topics discussed below at the teleconference are current Medicare published topics and are discussed to determine if the topic is one that members believe



requires education and training for their provider staff.

### **Provider Outreach & Education Topics - Medicare Updates**

#### **Medicare Program Updates and Changes for 2009 and 2010**

Members were made aware of several updates and changes:

- Proposed Regs for FY 2010 for all provider types including hospitals and skilled nursing facilities are on the CMS web site under Provider Updates.
- **Hospital Updates**
  - July 2009 update to Hospital OPPS in MM6492 dated 6-23-09
  - July 2009 update to Hospital OPPS Outpatient Code Editor in MM6480 dated 5-15-09
  - July 2009 updates to OPPS for Billing Unclassified Drugs in MM6330 dated 2-13-09
- **SNF Updates**
  - Revised Billing Instruction for Occurrence Span Code 74 on No Payment Bills in MM6523
- **All Providers**
  - July 2009 Updates to the Correct Coding Initiative (CCI) Edits in MM6469 dated 5-22-09
  - July Updates to the Lab National Coverage Determination Edits in MM6481 dated 5-15-09
  - CMS Quarterly Provider updates -The CMS website contains a useful reference page containing all program changes during the past quarters for specific provider types as well as upcoming changes for the next quarter. See <http://www.cms.hhs.gov/quarterlyproviderupdates>.
  - Top Ten Claim Submission Errors published on the WPS Website for May 2009 revealed a few error codes to discuss. One, Error reason code 31715 for units in excess of the medically reasonable frequency, or MUE edit, continues to be among the top ten error codes. One member will send John an example of a typical claim for allergy billing that is hitting this edit and they still cannot resolve in FISS. Also Error reason codes 38031 and 38038 indicating duplicate or overlapping OPPS claims remain among the top claim errors.
  - Top Ten Reject or Denial Reason codes for April 2009 also include denial reason code 38200 and 38032 for duplicate or overlap claims. Members indicate their billing systems are automatically submitting these claim despite attempts to suppress their submission. Also, Denial reason code 54 NCD continues as one of the top denial reason codes. Some member hospitals attempt to get correct diagnosis codes to avoid this but other members say the expense of chasing the correct diagnosis code isn't worth the effort and so they write off the denied charge. Denial reason codes W7021, W7039 and W7040 are denials that could be prevented if an appropriate modifier were used. Our OPPS education does include education on the appropriate modifiers to use in various situations.



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Members were reminded to check the WPS Medicare Website <http://www.wpsmedicare.com> for the monthly Newsletter, the *Communiqué*, and other current updates. Members should also ensure they have signed up for eNews via our electronic e-mail sign-up at <http://www.wpsmedicare.com/listserv>. Members should also check the Frequently Asked Questions (FAQs) in the Claims and Self-Service sections as well as the Education section for any upcoming educational sessions such as ACTs or Seminars.

Providers can also sign up on the CMS listserv to get Medicare updates. The updates contain all the important Medicare regulatory changes as well as all documents published by CMS that are related to their provider type, e.g., a hospital or a SNF.

### **Contacting John Wrynn, Northeast Region**

Members may contact John with any suggested education topics via e-mail at: [john.wrynn@wpsic.com](mailto:john.wrynn@wpsic.com)

### **Next Meeting**

Members agreed to hold the next meeting on Tuesday, September 29, 2009. Members will be notified well in advance of the meeting. Members with conflicts on this date should contact John as soon as possible.

The meeting adjourned at 3:00 PM.

Respectfully submitted by John Wrynn, Northeast Region  
June 26, 2009