

**Mutual of Omaha – Medicare
Provider Outreach and Education (POE) Advisory Group Minutes
Western Region**

September 5, 2007
10:00 AM – 11:00 AM PT

Teleconference

Members Present:

Susan LaPadula – ICMRS (S)
Patricia Blaisdell – California Hospital Association (H)
Meg Gelvezon – North American Healthcare (s)
Shirley Guzman - LTC Consulting
Judy Lee - Ensign Group
Maria Balderas - Presbyterian Intercommunity Hospital
Kelly Collins - Plum Healthcare
Tanya Hoagland - Mutual of Omaha - Medicare
John Wrynn – Mutual of Omaha - Medicare
Janet Mateo – Mutual of Omaha - Medicare

Meeting:

John Wrynn and Tanya Hoagland facilitated the meeting.
The meeting was called to order at 10:00 AM.

John Wrynn introduced Tanya Hoagland, the new Medicare Field Representative for the West Region. Tanya has a Medicare background in the Customer Service area with a number of years of experience with Medicare topics and issues. Tanya's contact information is contained on the revised Resource Card e-mailed to all members with the Agenda.

John reiterated to the members that the primary purpose of the POE Advisory Group is to suggest educational topics and the format for future outreach and education events. These educational events include seminars, Ask the Contractor teleconference (ACT) calls, Computer Based Training (CBT) subjects via Mutual of Omaha's web site and our bi-monthly newsletter articles.

Group Input and Feedback:

Training Topics and Upcoming Training : John Wrynn

John recapped the education and training that has taken during the 3rd Quarter of FY 2007, from April through June 30, 2007. This included three Ask The

Contractor Teleconference (ACT) calls for hospitals, one on our IRF LCD and two on the new Medicare Expedited Determination form called the "Important Message on Medicare"; two Small Provider Teleconference calls; nineteen Computer Based Training (CBTs) modules were available via the Mutual Medicare web site, www.mutualmedicare.com. Four CBTs on the web site are currently under revision due to coding changes. There were no seminars held during the quarter as Mutual of Omaha was filling the Field Representative vacancy for the West Region.

Training scheduled for the remainder of the last quarter includes two seminars, one on September 13, 2007, for Inpatient Rehabilitation Hospitals (IRF) at Buena Park, CA, and the other for Skilled Nursing Facilities (SNFs) clinical staff on September 20, 2007, in Salt Lake City, UT. Three ACT calls are scheduled, one for September 12, 2007 and is an Open Question & Answer Forum for acute hospitals, a second on Medicare Secondary Payer (MSP) on September 20, 2007 and a SNF Open Question & Answer Forum on September 21, 2007. Three new CBTs will be finalized and available on the Mutual Medicare web site on Ambulance Coverage, Ambulance Billing and Inpatient Part B Coverage and Billing.

Recommended Topics for Upcoming Training: Seminars, “Ask the Contractor” Teleconferences (ACT), Computer Based Training (CBT) sessions, Newsletter articles.

Members recommended workshop(s) in California for SNF Clinical Issues, Nevada and California Inpatient Rehabilitation Facilities (IRFs) on Clinical Issues such as clinician's documenting active hospital level care with examples of such documentation. Other training requested either via a training module or a CBT included proper use of the SNF ABN, the new Important Message on Medicare notice with the Expedited Determination process for hospitals, the new coding required for HMO utilization claims for SNFs as published in Medlearn Matters article 5653 and the new billing instructions for No Payment Bills with the occurrence span code 74 and dates of the No Payment Bill as required by Medlearn Matters article MM 5583 to avoid overlaps edits with processed SNF Part B claims.

Contractor Updates and Issues:

The topics discussed below at the teleconference are current Medicare changes and are being discussed to determine if the topic is one that members believe may require education and training for their staff.

- **2008 Updates to PPS rates published in the Federal Register including;**
 - **Inpatient Psychiatric Facilities PPS - FR - May 4, 2007**
 - **Long term Care Hospitals PPS- FR - May 11, 2007**
 - **Skilled Nursing Facility PPS FR - August 3, 2007**
 - **Inpatient Rehabilitation Facility PPS - FR - August 7, 2007**

- **Inpatient Acute Hospital PPS - August 22, 2007**
- **Outpatient PPS Proposed Rates - August 2, 2007**
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- **Hospital Updates**
 - **Present on Admission Indicator (POA)- in CR 5679** CMS will require new coding with all diagnosis codes beginning with acute hospital discharges on or after 10-1-07. Discharges on or after 4-1-08 billed without the POA will RTP back to the hospital for correction.
 - **New Important Message From Medicare and Expedited Determination Procedures- CR5622-** introduces the new notices that all Medicare patient will get from hospitals related to the patient's discharge effective for all hospital types beginning 7-1-07.
- **SNF Updates**
 - **No Payment Billing- MM5583-** coding change to use occurrence span code 74 to avoid edits for overlapping with 22x Type of Bills, effective 8-27-07
 - **Medicare Advantage MA (HMO) Plan utilization/ information only billings - MM 5653** -requires SNFs to submit covered bills for all MA beneficiaries with Condition code 04 to update SNF days utilized in CWF, beginning with dates of services on or after 1-1-08.
 - **Medical Review of SNF MDS - CR 5418** - if no MDS is found in the CMS national MDS repository - deny the period covered by the missing MDS.
 - **Policy Clarification - Initial Therapy Evaluation MM 5532** - initial therapy evaluations dated prior to the SNF admission will result in a denial of the SNF claim.
- **All Providers**
 - **NPI- CMS has established the national NPI database accessible via the CMS web site at http://nppesdata.cms.hhs.gov/cms_NPI_files.html.**
 - **CMS Quarterly Provider updates - the CMS web site contains a useful reference page containing all program changes during the past quarters for specific provider types. See <http://www.cms.hhs.gov/quarterlyproviderupdates/downloads>.**
 - **Mutual of Omaha Frequently Asked Questions (FAQs)** - another source of reference for answers to the most commonly asked questions.

Tanya Hoagland, the new Field Representative for the West Region will be hosting the next teleconference which has been scheduled for December 5, 2007 at. 10:00 AM PT. A proposed agenda will be sent prior to the meeting.

Submitted by: John Wrynn and Tanya Hoagland
September 11, 2007