

## **Mutual of Omaha – Medicare PCOM Advisory Group Minutes – Western Region**

September 6, 2006  
10:00 AM – 11:00 AM

Teleconference

---

### **Members Present:**

Kelly Collins, Mutual of Omaha – Medicare, Sacramento Office  
Judy Lee, Mutual of Omaha – Medicare, Sacramento Office  
Wesla Arambulo, Skilled Healthcare, California  
Maria Balderas, Presbyterian Intercommunity Hospital, California  
Charlie Harrison, Boulder City Hospital, Nevada  
Sherreta Lane, California Healthcare Association  
Susan LaPadula, CMBA, ICMRS, California  
Diane Olivas, Tenet Health System, Southern California  
Sharon Sandow, Tenet Health System, Northern California  
Cathy Schmidt, The Ensign Group  
Marylyn Walton, Tenet Health System, Southern California  
Debbie Wickersham, LTC Quick Recovery, California  
Nanci Wilson, RPT, North American Healthcare, California

### **Members Not Present:**

Steve Ferray, California Rehab Association  
Meg Gelvezon, R.N., N.H.A., North American Healthcare, California  
Jeannie Grigg, California Rehab Association  
Janelle Herman, Mutual of Omaha – Medicare, Home Office, Omaha, NE  
Dr. Hayden Hill, Washoe Rehab Hospital, Reno, NV  
Dan Martinez, Presbyterian Intercommunity Hospital, California  
Ophelia Peralejo, Tenet Health System, Western States Region  
Christine Rasmussen, HCA Healthcare, Director of Collections  
Amy Rodriguez, LTC Consulting Associates, California

### **Meeting:**

Kelly Collins facilitated the meeting and Judy Lee recorded the minutes. The meeting was called to order at 10:00 AM.

Kelly reminded the members that the main purpose of the PCOM Advisory Group is to suggest training topics for future regional seminars. In addition to the regional seminars, suggestions from the PCOM group can drive other educational activities such as “Ask the Contractor” teleconference topics, Computer Based Training (CBT) subjects and “What’s New” newsletter topics.

**Recommended Topics for Upcoming Training Sessions: Seminars, “Ask the Contractor” Teleconferences (ACT), Computer Based Training (CBT) sessions, Newsletter articles and “What’s New” updates**

1. SNF 101 (seminar and teleconference)
2. Medicare 101 (seminar and teleconference)
3. Medicare Secondary Payer (MSP) how to bill in accident-related cases, third party liability, etc. (Seminar, teleconference)
4. Speech Therapy Coverage and Billing (teleconference, CBT)
5. RAC Appeals Process – (ACT and/or CBT)
6. Hospice/HMO Enrollment/Billing – (ACT, CBT)

**Group Input and Feedback:**

• **Recommended Locations for FY 2007 Seminars**

1. Buena Park, CA
2. Los Angeles/Oxnard, CA
3. San Diego, CA
4. Santa Rosa, CA
5. Sacramento, CA
6. San Jose, CA
7. Reno, NV
8. Las Vegas, NV

**Provider Issues:**

- **RAC Denials** – Several members inquired as to what interaction exists between the RAC (Recovery Audit Contractors) and Fiscal Intermediaries. Kelly stated that there is very little interaction between the two. The RAC sends instructions to the FIs to adjust claims based on their reviews. Sherreta Lane stated that many California hospitals have received multiple claim denials resulting from the RAC reviews. Since the hospitals plan to submit appeals on all of the denials, she is concerned that these appeals will “overload” Mutual’s Appeals Department. She asked if the RAC denial process could be changed so that monies are not recouped until after the appeal is made. Kelly will ask our Appeals Department if they have noticed an increase in appeals recently. The processes for the RACs have been established by CMS and are not subject to change by the FIs.
- **UB-04 Training** – Members asked if Mutual of Omaha Medicare would be conducting any UB-04 training in the near future. Kelly stated that four ACTs have been scheduled for October 2006. The web postings for the teleconferences will be listed on the Provider Education section of the web page in the near future. Kelly will send the PowerPoint presentation for this training to the PCOM members immediately following this teleconference for their review and suggestions.

- **ABN Notifications** – CMS is offering an Open Door Forum on the new ABN Notifications. Kelly will e-mail the link for this ODF to the PCOM members immediately following this teleconference. The minutes for this ODF will be posted to our web page shortly after that teleconference.
- **No-Pay Claims** – Members had inquired as to the effective date and requirements for the latest changes to no-payment billing. Judy briefly explained the regulations outlined in CR 4292 for no-payment billing that are effective with dates of service on or after October 1, 2006. She emphasized that no-payment claims are only submitted after the patient's level of care has dropped to "non-skilled", but that CR 4292 now requires that a monthly *covered claim* be submitted when Part A benefits are exhausted. The benefits exhaust claims will no longer be submitted as "non-covered" and thus are not considered to be "no-payment claims".
- **9-Day Payment Hold (9/22/06-9/30/06)** – Kelly explained that the upcoming 9-day payment hold is a requirement of the Deficit Reduction Act and thus is a Congressional decision that is not subject to change by CMS or the Contractors. Providers must submit claims by 4:00 PM Pacific Time on 9/7/06 in order to be paid by 9/21/06, avoiding the 9-day payment hold.
- **Current Claim Problem** – Diane Olivas asked about claims that are being suspended in the S/L "SMABEX". The reason code states that these Part A hospital claims are overlapping the CMS FYE. Kelly will investigate this issue and report a resolution date to the PCOM members. Another issue is the batches of claims that were rejected on 9/5/06 before they reached the FISS system. Kelly stated that our IS Department is working hard to resolve this issue with CMS and the FISS Maintainer. He stated that a resolution is being worked on and information will be sent through the EML to report the resolution as soon as it is reached.

#### **Contractor Updates and Issues:**

- **Updated Regional Field Rep Responsibilities** – Kelly reported that due to the closing of our Dallas Field Office, the Field Rep responsibilities have been shifted between the remaining Field Reps. Therefore, Kelly will now be responsible for Provider Education in Texas, Oklahoma and New Mexico. Judy will now be responsible for the entire West Region. Kelly will remain in the Sacramento Field Office and will still be available for telephone inquiries and possibly onsite training in the West.
- **National Provider Identifier (NPI)** – Four Ask the Contractor Teleconferences (ACT) are being scheduled for September 2006. The web postings for those teleconference will be made in the next few days.

**Open Discussion:**

- **CWF Benefit Period Issue** – Diane Olivas asked for help with correcting a patient's benefit period. Kelly asked Diane to FAX the Medicare # and dates of service to him and he will try to get the problem corrected.

The date of the next meeting will be **Wednesday, December 6, 2006** from **10:00-11:00 AM PST** in the Sacramento Medicare Office in Roseville, CA. A conference call-in number will be available for members who are unable to attend in person.

Submitted by: Judy Lee  
September 7, 2006