

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

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

Teleconference

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### **Members Present:**

Kelly Collins – Mutual of Omaha - Medicare  
Judy Lee – Mutual of Omaha - Medicare  
Susan LaPadula – ICMRS (S)  
Nanci Wilson – Plum Healthcare (S)  
Mary Nieder – Plum Healthcare (S)  
Sheretta Lane – California Hospital Association  
Debbie Wickersham – LTC Quick Recovery (S)  
Amy Rodriguez – LTC Consulting (S)  
Avery Melate – Skilled Healthcare (S)  
Meg Gelvezon – North American Healthcare (S)  
Diane Olivas – Tenet Healthcare (H)  
Sharon Sandow – Tenet Healthcare (H)

### **Meeting:**

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

Judy informed everyone that the new formal name for the advisory group is the Provider Outreach and Education (POE) Advisory Group. She reminded the members that even though the name had changed, the main purpose of the POE Advisory Group is to suggest training topics for future regional seminars. In addition to the regional seminars, suggestions from the POE group can drive other educational activities such as “Ask the Contractor” teleconference topics, Computer Based Training (CBT) subjects and “What’s New” newsletter topics.

### **Upcoming training sessions:**

- SNF Documentation roundtable teleconferences scheduled for December 7 and December 14, 2006
  - Provider Education team now includes two clinical people (Mary Sue Gardner and Doreen Reisetter)
- Small Provider call scheduled for December 19, 2006
- No additional workshops scheduled for the remainder of the first quarter in California

- SNF workshop in Santa Rosa, CA on January 26, 2007
- SNF workshop in Las Vegas, NV on February 28, 2007
- Will be conducting 15 clinical workshops during fiscal 2007
  - Some conducted by our clinical staff
  - Some conducted by Field Representatives with information from clinical staff

**New Computer Based Training (CBT) Modules:**

- Benefit period
- Preventive services
- Pulmonary rehabilitation
- Hospital 101

**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. UB-04
2. SNF certification and re-certification
3. Leave of Absence (LOA) and the MDS
4. Value Code ‘44’
5. Hospital, SNF and Home Health overlaps (‘74’ span code)
6. CWF discrepancies (MSP, etc.)
7. Coordination of SNF and hospital inpatient billing
8. SNF documentation
9. Medical review
10. Appeals

**Group Input and Feedback:**

- **Recommended Locations for FY 2007 Seminars**
  1. Ontario, CA
  2. San Jose, CA
  3. Santa Clara, CA
  4. Oakland, CA
  5. Stockton, CA
  6. Sacramento, CA (airport)
  7. Burbank, CA
  8. San Diego, CA
- Holding workshops near an airport would make it easier for providers outside of the immediate area attend seminars that they may not normally attend
- Combine clinical and billing workshops into one full-day seminar
- Inpatient Rehabilitation Facility (IRF) clinical and billing workshop
  - Working lunch with a short presentation by clinician
  - Solicit feedback from attendees

- What are two key issues for a facility to meet IRF level of care criteria?
- Providers would most likely be willing to pay for both a clinical workshop and a billing/business office workshop
  - Preferably on different days

### **Provider Issues:**

- **Can a hospital submit a claim with one or more non-covered procedures?** – Yes. The claim will process with a line-item reject code of 31993 (beneficiary liable).
- **Should condition code '08' be used if a provider cannot reach the patient to get Medicare secondary information?** – That code should only be used if the beneficiary truly refused to provide the information required on the MSP questionnaire. The MSP questionnaire should be completed before the beneficiary leaves the facility.
- **Could you put some examples in the hospital seminars on billing inpatient preventive services?** – Kelly will add preventive services examples to the hospital modules.

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

- **National POE Advisory Group Meeting** – Kelly gave an update on the national meeting in Las Vegas, NV. The meeting will be held over two days (February 26 and 27, 2007) at the Palace Station hotel, but the agenda has yet to be finalized. Kelly or Judy will e-mail the hotel contact information to the POE group.
- **www.mutualmedicare.com** – Judy said that the Mutual of Omaha – Medicare web page was being updated to make the provider education page clearer.
- **Benefits exhaust and no-pay SNF claims** – Full exhaust and Level of Care (LOC) claims are processing correctly. Partial exhaust claims are not processing as they should per Change Request 4292. CWF is assigning the wrong 'A3' date and is re-ordering the RUGs to show 'AAA00' as the "paid" RUG. This has been identified as a problem and we are waiting for a fix from the System Maintainer. If a provider identifies a claim that has paid incorrectly with 'AAA00', they should set the claim up as an adjustment and call the correction line immediately (same day).

The date of the next meeting is the national POE Advisory Group meeting to be held in Las Vegas, NV. The dates for the meeting are Monday, February 26, 2007 and Tuesday, February 27, 2007. An agenda and schedule will be sent as they are finalized.

Submitted by: Kelly Collins

December 21, 2006