

Provider Communications (PCOM) Advisory Group

Quarterly Meeting

September 12, 2006

Via Teleconference

Members Attending:

Montgomery Hospital	Gloria Rudinski, (H,P)
Montgomery Hospital	Marie White,(H,P)
Montgomery Hospital	Maureen Hanna,(H,P)
Abington Hospital	Carolyn Fuller,(H,P)
Abington Hospital	Kim Roberts, H,P,R)
Main Line Health Systems	Karen Havers,(H,P,S,R,S)
Main Line Health Systems	Ruth McSparron, (H,P,S,R,S)
Main Line Health Systems	Linda Kowalick, (H,P,S,R,S)
Main Line Health Systems	Sharon Taraborelli. (H,P,S,R,S)
Thomas Jefferson University Hospital	Carol Parsons
Thomas Jefferson University Hospital	Mary Marrow
Central Montgomery Medical Center	Mandy Burrows
Geo. Washington University Hospital	Vicki Thompson
Baystate Medical Center	Dolores Noble, (H)
Berkshire Health Systems	Tammy Fitzsimmons, (H,S,P,R)
Mercy Hospital	Bruno Selva
Mercy Hospital	Michael Bokuniewicz
Sisters of Providence SNFs	Tammy Bouchard, (S)
Mutual of Omaha	John Wrynn

This meeting was conducted via a teleconference call for the combined Provider Communications Advisory Groups in Massachusetts and Pennsylvania. The teleconference began at 2:00 PM with a welcome by John Wrynn.

The minutes from our last meeting of June 22, 2006 were reviewed and accepted.

Group Input and Feedback on Provider Education and Training Topics

Training for FY 2006

The last scheduled seminar for FY 2006 is for Skilled Nursing Facilities (SNFs) in Massachusetts. It will be held September 27,2006 in Marlborough, MA. Information on this as well as other seminars that Mutual of Omaha is conducting around the country are on our web page under Provider Education, Seminars.

CMS has asked Mutual of Omaha to conduct Ask The Contractor (ACT) teleconference calls during September 2006 on the topic of National Provider Identifier (NPI). The Mutual of Omaha web page under Provider Education, Seminars / Teleconferences, has the dates and times of the teleconferences. The northeast teleconference is planned for September 20, 2006 from 10:00 AM to 12:00 PM. You must register to participate on any of the ACT teleconferences.

Training Topics for FY 2007

Members were asked for topics for FY 2007 for the period between October 2006 and March 2007.

UB-04 – New billing form to be implemented in May 2007

John indicated that Mutual of Omaha planned to hold four ACT teleconferences during October 2006 on the subject of UB-04, the new claim billing form and its electronic equivalent. This was based on feedback from members at the June 2006 meeting. Members also stated that additional UB-04 training should be done either as a training module as a part of some other seminar training or as an entire seminar devoted to this one subject.

National Provider Identifier (NPI)

John expects that there will be a need for additional training as the implementation date of May 2007 draws closer. Mutual of Omaha has received training materials from CMS but additional training information may be forthcoming from CMS. A decision will need to be made as to how to best incorporate that training material into our training for FY 2007.

Other Training Topics

Members also proposed training on outliers for inpatient billing to include example claims. Members would like to see a CBT developed on this topic as this topic comes up frequently in the hospital and it would be nice to have a place where staff could go and get training for Medicare coverage and billing. Members also proposed training via an ACT call and also as a CBT on the correct use of value codes in Medicare billing. An ACT call was also suggested for training on the CWF screens and what to do if information on those screens is incorrect and/or needs updating.

Training Locations for FY 2007

Members generally agreed that the locations currently being used are satisfactory. Two members indicated they may be able to assist with meeting rooms for training at their facilities. Members who have meeting space available should let John know the particulars, such as the size of the space and its suitability for a seminar with around 75 attendees.

Most Effective means of Disseminating Training

Members were asked to comment on our means of communicating Medicare training information. Members like our Newsletters, our CBTs and our Seminars best, followed by our Web page and lastly our ACT calls. Some felt the ACT calls were too focused

and didn't leave much time for asking questions or questions unrelated to the primary topic.

Educational Materials

Members were asked for comments on our 2006 presentation documents as well as handouts. Members indicated the educational materials were generally good and helpful especially the claim examples. Some members would like to see claim examples requiring some of the more difficult coding. Members with suggestions on these claim examples should send them to John.

Ask the Contractor Teleconference Calls (ACT)

Members were reminded that the next round of ACT conference calls would be held in September 2006 covering the subject of NPI. CMS requested these ACT calls and has provided the training presentation. The four ACT calls have all been scheduled and are listed on our Web page under Provider Education, Seminars/ Conferences. The ACT call for the Northeast is scheduled for September 20, 2006, from 10:00 AM to 12:00 PM. Registration for the call is via the Mutual web site. Providers may sign up for any one of the four ACT calls based on the convenience of the date of the call for each provider.

Mutual of Omaha will also host four ACT calls in October 2006 on the subject of UB-04 and it's electronic equivalent. This will focus attention on the new billing form and the numerous Form Locator changes to be implemented in May 2007. Members may identify training needs and areas to focus on in their registration or by e-mail to John.

Computer Based Training (CBT)

The Mutual of Omaha web site currently contains fourteen CBTs. A new CBT on the new SNF Benefit Exhausted/ No Payment Billing was just added on September 12, 2006. Members were reminded to send John topics that they would like to see presented in the CBT training format.

PCOM Workshop/Seminar Discussions

John indicated that he had plans to hold two seminars during the first quarter of FY 2007 between October and December 2007. Members suggested staying away from dates close to the Thanksgiving and Christmas holidays. Members with suggestions for seminar topics are to e-mail John. Members will also check for the availability of meeting space.

Agenda Item Discussions

Many of the topics discussed below at the teleconference are current Medicare topics and are discussed to determine if the topic is one that members believe require education and training for their provider staff.

Medicare Updates

FISS System

EMC claims rejected by the system on September 5, 2006 were reprocessed on September 6, 2006. As this may create some duplicate claims, members should look to insure that the FISS system auto denies all these claim as duplicated. Any claim that pays and is a duplicate should be cancelled by the provider.

EMC Reject reports beginning on September 6, 2006 were also incorrect and have been suspended until the report is fixed. The EMC Accept Report is correct and providers will continue to receive it in their Connect Mailbox.

Medicare Claim Processing Issues

John reviewed the Claim Processing Issues List from the Mutual of Omaha web site with members, asking if any of these issues warranted discussion or a need for training. One member questioned if error reason code 32440 was truly resolved in May 2006 as indicated on the listing. The member indicated that claims are still editing even though the claim has both the PET HCPCS and the appropriate tracer HCPCS. John stated that this reason code did appear on the top ten error codes list for July 2006. The member was asked to send John an example claim to review.

John reminded members of the Nine Day Payment Hold on claim payments required by the Defecit Reduction Act of 2005, beginning September 22, 2006 through September 30, 2006. Mutual of Omaha has published information on this in every Newsletter since August 1, 2006. Providers reimbursed via PIP will not see any impact as the last PIP payment for September 2006 will occur prior to September 22, 2006.

CMS will host a Town Hall meeting on September 26, 2006 at 1:00 PM on the proposed new SNF ABN form. The call-in number is 1-888-889-6348 and the pass code is 9413933. SNFs who wish to obtain more information on the new form should go to the following web address,
http://www.cms.hhs.gov/BNI/04_FFSSNFABNandSNFDenialLetters.asp

Members were also advised to obtain a copy of the revised MSP Questionnaire from the Mutual of Omaha web site under the Medicare Secondary Payer, Provider Information section. This new version replaces prior versions and is effective September 11, 2006.

Members were reminded to look at recent articles on the Mutual Medicare Web page regarding CMS's ERA initiative to move all ERA users the latest ERA version, the 4010A1. Providers who are currently receiving other versions must convert to the 4010A1 by October 1, 2006. The 4010A1 ERA is the only version that will be sent to providers beginning October 2, 2006.

Members were also advised that beginning January 1, 2007, CMS will install a new edit in the FISS system that looks at the number of units billed. The edit, called the Medically Unlikely Edits, will be a part of the CCI edits and contain a table with HCPCS codes and the maximum number of units allowed for that HCPCS. Units in excess of the maximum will be automatically denied. The Medicare beneficiary cannot be billed for the charges associated with this denial as the denial is set as provider liable.

HIPAA and NPI Update

In addition to the National Provider Identifier (NPI) ACT conference calls to be conducted by Mutual of Omaha in September 2006, CMS will host a national NPI Roundtable on Tuesday September 26, 2006 from 2:00 to 3:30 PM. The call-in number is 1-877-203-0044 and the pass code is 4795739. Providers may send questions in advance of the call to CMSNPIQuestionsfromFIBillers@cms.hhs.gov.

Claim Errors and Denials

The Claim Error Tracking Report containing the top ten claim errors through July 2006 was sent to all attendees. The Mutual Web site carries a listing of these errors at www.mutualmedicare.com/claims/top10.html. The July 2006 error reason code 32440 will be reviewed based on comments from a member. An example claim will be submitted for review by the member.

The data continues to show that five of the top ten errors continue on the Tracking Report as part of the top ten errors. Current information on the Mutual of Omaha web site and in education /training materials address these errors. Members with training topics related to these errors should contact John.

The Top Denial Reason Code Tracking Report focuses on the most frequent denial reason codes. The tracking report compares July 2006 denials with the prior period denials. Most of the denial reason codes tracked to denial reason codes from the prior period, e.g., exact duplicate outpatient claims. There is a noticeable decline in the trend of duplicate claims which is good. The greatest percent increase in denials occurred in reason code 36428 - Mammography claim - No current mammography certification on file. One hospital accounted for 90 percent of the claims denied. Hospitals are reminded to submit a copy of their updated certifications to Omaha prior to the termination date on their old certification. This will avoid these unnecessary denials and the need to resubmit the claims once the updated certification date is posted in FISS.

The number of Reason code 54NCD – NCD Lab denial because the claim did not have a covered diagnosis is still the number one denial reason code. This indicates that providers are not giving an ABN notice to the patient and therefore are being held liable for the test according to the NCD rules.

Mutual's and CMS Medicare Web Site Updates

Members were reminded to check the web site www.mutualmedicare.com for the Newsletter, twice monthly on the 1st and 15th, and other current updates in the What's New section. Member should also check out the electronic e-mail list (EML) sign-up, the Frequently Asked Questions (FAQ) section and the Provider Education section. Members should also look for upcoming educational sessions such as Ask the Contractor (ACT) teleconferences or Seminars. Also check out our on-line Computer Based Training (CBT). There are now fourteen CBTs on our web site. Members who have comments on the Web page should

forward them to John. Members were directed to a recent EML wherein Mutual of Omaha published its updated Self-Administered Drug listing.

Members were reminded to also check the CMS web site for the latest CMS Provider Quarterly Update. All of the FY 2007 PPS rates changes have been published and are available at <http://www.cms.hhs.gov/QuarterlyProviderUpdates/JUL2006/list.asp> Provider can also sign up on the CMS listserv to get a copy of this update. The update contains 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.

Next Meeting

Members agreed to do a teleconference for the next meeting. December 12, 2006 at 2:00PM has been tentatively selected for this call. Members with conflicts should contact John as soon as possible.

The meeting was adjourned at 3:20 PM.

Respectfully submitted by John Wrynn. Medicare Field Representative, Glastonbury, CT

September 14, 2006