

**Mutual of Omaha – Medicare
National PCOM Advisory Group Meeting Minutes
Las Vegas, NV
February 26, 2007**

Members Present

Home Office Staff, Omaha, NE:

Mary Woon, Provider Communications, Mutual of Omaha – Medicare
Janelle Herman, Provider Communications, Mutual of Omaha – Medicare
Sheryl Torres, Provider Communications, Mutual of Omaha – Medicare
Mindy Troshynski, Provider Communications, Mutual of Omaha – Medicare
Doreen Reisetter, Provider Communications, Mutual of Omaha – Medicare
Mary Sue Gardner, Provider Communications, Mutual of Omaha – Medicare
Stephanie Kottich, Provider Communications, Mutual of Omaha – Medicare

Central Region:

Bob Haisch, Mutual of Omaha – Medicare, Kansas City Field Office
Aileen Sigler, Mutual of Omaha – Medicare, Home Office Omaha
Gary Toliver, Missouri Hospital Association
JP Greco, eSolutions
Jane Kurtz, North Kansas City Hospital
Becky Fisk, North Kansas City Hospital
Lisa Dillon, University of Missouri
Lisa Wright, University of Missouri
Tina Davis, University of Missouri
Pam Shiflett, University of Missouri
Amy Miller, IntegriGuard, LLC
Carolyn Duncan, Skaggs Community Health Ctr
Robert Henderson, Skaggs Community Health Ctr
Kathy Heckman, Southeast Missouri Hospital
Carolyn Kreissler, Claim Review Recovery Services

Northeast Region:

Janet Mateo, Mutual of Omaha – Medicare, Chicago Field Office
John Wrynn, Mutual of Omaha – Medicare, Hartford Field Office

Southeast Region:

Janice Tait, Mutual of Omaha – Medicare, Clearwater Field Office
Laurie Holtsford, CHS
Carrie Metts, Tenet
Veronica Small, Tenet

Chris Jackson, Tenet
Diane Olivas, Tenet
Alicia Stewart, Tenet
Debbie Pedroza, Tenet
Tabatha McAllister, Tenet
Paula Catalanotto, Tenet
Janet Del Rio, Tenet
Rose Hall, Tenet
Ivette Rodriguez, Tenet
Aaron Burkey, Tenet

West Region:

Kelly Collins, Mutual of Omaha – Medicare, Sacramento Field Office
Elaine KnappCenters for Medicare & Medicaid Services
Nanci Wilson, Plum Healthcare
Amy Rodroquez, LTC Consulting, Inc
Aaron Burky, Tenet Health
Wesla Arambulo, Skilled Healthcare
Susan LaPadula, ICMRS
Shereta Lane, California Healthcare Association
Tabatha McAllister, Tenet National Medicare
Paula Patalanotto, Tenet National Medicare
Diane Olivas, Tenet National Medicare
Charlie Harrison, Boulder City Hospital

Meeting

The second National Provider Outreach & Education (POE) Advisory Group Meeting was called to order by Mary Woon, Provider Education Manager, Mutual of Omaha – Medicare, at 9:00 a.m.

After welcoming all of the attendees & staff to the meeting, Mary thanked members for attending the national meeting. She began by informing the POE Advisory Group that in fiscal year 2006 we received 613 Change Requests, and 319 (out of 613) were for Claims. We provided education on the these changes through our Newsletters, Face to Face meetings, workshops, EML and teleconferences. Mary asked if the members if they felt that they had the education they needed on the changes that applied to them. She then emphasized the importance of their input to develop better ways to share information that is pertinent to the provider community.

POE Changes

Mindy Troshynski discussed the changes of Provider Communication (PCOM) to Provider Outreach & Education (POE). She related that in June of 2006 the

PCOM program was evaluated by CMS, and it was determined that Local Provider Education and Training (LPET) and PCOM education should be combined. In October of 2006 the Provider Outreach & Education area was developed.

Mindy then discussed the strategies, new functions and benefits of the Provider Outreach and Education area.

POE Advisory Group

Sheryl discussed the role of the POE Advisory Groups and the requirements that we must meet.

She reviewed Publication 100-9, Medicare contractor Beneficiary and Provider Communications Manual, Chapter 6, Section 20.4 to draw out the individual regulations. Sheryl explained the various types of educational services that we provide, which include Ask the Contractor Teleconferences (ACTs), Small Provider Teleconferences and Computer Based Training (CBT) courses. Sheryl asked each of the 4 Field Representatives who lead POE Advisory Groups in their Region to explain how the meetings are handled in each respective region.

Bob Haisch, Central Region Field Representative, hosts the POE Advisory Group that is held in the Central Region. Bob has a very diverse group. He stated that his group has decided to meet in person in June and September and meet by teleconferences in February and December. Bob tries to get guest speakers. The Missouri POE Advisory Group is based mainly of Hospitals, Rural Healthcare, Critical Access Hospitals, and Quality Improvement Organization, Missouri Hospital Associations, two carriers Arkansas and Blue cross Blue shield HMFA is represented. Bob's in person meetings typically last 3 hours and many times he has guest speakers.

Kelly Collins, West Region Field Representative, hosts the POE Advisory Group in the West Region. The meetings are held by teleconference, because it is difficult to have them in person due to the cost of travel and time constraints. Having them in a teleconference format has worked out well for the members. The West POE Advisory Group consist of various provider types, including Hospital Associations, SNF, and Inpatient rehab facilities, Critical Access Hospitals. He relies on his members to tell which specific issues they are having so that our training may be directed to those subjects.

Janice Tait, Southeast Region Field Representative, states that her members usually meet by teleconference. Her Advisory Group consists of Hospitals, Swing Bed, SNF, ESRD and IRF. She also has 2 Quality Improvement Organizations.

John Wrynn, Northeast Region Field Representative, John's group meets quarterly by Teleconference. John's group suggests training topics for seminars

and other educational options, as well as decides when and where the seminars should be held. The group also discusses better topics, places and times to hold seminars to help accommodate providers. The Northeast POE Advisory Group members are primarily hospitals and SNFs.

After this discussion, Sheryl handed out and discussed the updated Provider Outreach and Education (POE) Advisory Group Charter.

Sheryl then request training topics from the group.

Suggested Topics:

- Timely Filing
- Pre-Entitlement Billing
- Medicare Notice of Discharge
- Medicare Part B Billing
- Contact Information
- Revenue Code Billing
- No-Pay Billing
- MSP Overlap
- Split Billing-at CY & FY
- Split Billing with MSP
- Coordination of Benefits
- Medicare HMO with Hospice
- Cancer Centers
- FISS System at your finger tips
- Cardiac Rehabilitation Updates
- SNF Consolidating Billing
- Repetitive Billing
- Dialysis
- Common Working File Errors
- How to Bill Covered and Non-Covered Procedures
- Conditional Billing
- Bill with Benefits Exhaust
- Continuing Education Units

Suggested locations, times and types of educational activities:

- Webinar Technology
- Satellite offices or facilities to hold teleconferences
- Ability to listen in on Workshop as a teleconference 3-4 hours
- Half day workshops
- Avoid scheduling activity at the beginning of month and end of month
- Avoid scheduling activity on Monday's and Friday's

Suggested topics on Billing Issues:

- Patient self-pay or additional insurance information
- When is it appropriate to bill patient
- Medical Review & Appeals Process
- Having someone from those areas available at workshops
- Number the pages on the Newsletters, PDF format the Numbers sometimes drop off
- Acute Rehab
- Putting a Clinician on POE Groups
- Define Skilled Services
- Communication of Billing and Clinical staff
- Observations
- Shorten length of the News Letters, Example Feb 15, three articles

Mary adjourned the meeting at 11:30 a.m. to be resumed at 12:30 p.m., for POE Advisory Group evaluation of new training modules from Doreen Reisetter on Comprehensive Error Rate Testing (CERT), Kelly Collins on National Provider Identifier (NPI) and Janice Tait on UB-04 Changes with comments and suggestion given by the POE Advisory Group.

Submitted by : Stephanie Kottich, Administrative Assistant, March 14, 2007