

**Mutual of Omaha – Medicare  
National PCOM Advisory Group Meeting Minutes  
Las Vegas, NV  
February 27, 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  
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**

Mary Woon, Provider Education Manager, Mutual of Omaha – Medicare, called day two of the second National POE Advisory Group Meeting to order at 9:00 a.m.

**Charging for workshops**

Mary mentioned that we started to charge for the workshops last year and she would feedback from the members in regards to cost and the value of face to face training. They responded they felt the cost was reasonable and they wanted face to face education.

**Marketing Workshops**

Mary asked the providers for ideas of how to market the workshop to help increase attendance. She stated that we put them on the web, send out EMLs, and provide paper invitations. There were no other suggestions.

**Computer Based Training (CBTs)**

Janet Mateo discussed our Computer Based Training (CBT) modules. She went over the CBT's that we have published on our website. Janet then asked for additional topics that the members felt would be beneficial.

**Suggested topics:**

- Messages on RAs
- Value Code 44
- Overlap Hospital & SNF
- Documentation Requirements for IRF
- Leave of Absence (LOA) as it pertains to MDS
- 3 day rule & hospitals (Inpatient)
- Pre-Entitlement
- Clinical Studies
  
- HMO/Hospice Billing

- Timeline Filing
- Navigation of Website
- Notice of Non Coverage
- GA, GY and GZ Modifiers
- Part B Coding

### **Ask the Contractor Teleconferences (ACTs)**

Janelle Herman informed the members the purpose of ACTs. She mentioned that we have 4 ACT's that usually last about 1½ hours. These calls consist of about 30 minutes in presentation and the remaining time is used for open questions and answers.

Janelle asked the members what topics, length, frequency and time that best works for them.

#### **Suggested topics, length and frequency:**

- No Mondays or Fridays
- Not at the beginning or the end of the month
- 30 minutes for presentation is adequate
- Limit the information at the beginning of the call
- Topics should consist of information that may cause altercations (e.g. UB-04, NPI)

### **POE Advisory Workgroup Improvements**

Bob asked the POE Advisory Group their thoughts on any improvements to the meetings, including handling providers who are on the workgroup, but do not regularly attend and/ or do not provide the leader with any feedback when they attend.

#### **Suggestions on improvements:**

- 2-fold pamphlet is handed out to market POE Advisory Group
- Present CBT's to member to review and comment

—Presentation was given by Amy Miller, from IntegriGuard, on Fraud and Abuse in the Medicare Program.

The National POE Advisory Group meeting was adjourned at 11:30 a.m., to be resumed at 12:30 p.m., for POE Advisory Group evaluation of new training modules from Mary Sue Gardner on Documentation and the Link Between Delivery of Care and Coverage and Ambulance Coverage and Aileen Sigler on Ambulance Billing and Consolidated Billing with comments and suggestions from the POE members.

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

