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**WPS Medicare
Provider Outreach and Education (POE) Advisory Group – Northeast Region
Meeting Minutes**

March 12, 2008
Via Teleconference

Members Attending:

Abington Hospital	Kim Roberts, (H,P,R)
Abington Hospital	Laprenda Thomas, (H, P, R)
Main Line Health Systems	Ruth McSparron, (H, P, R, S)
Main Line Health Systems	Sharon Taraborelli (H, P, R, S)
Memorial Hospital – York	Tina Seipple (H, P)
Lancaster General Hospital	Athena Hasik (H, P, R)
Thomas Jefferson Univ. Hospital	Ann Spitzkopf (H, P, R)
Montgomery Hospital	Marie White (H, P)
Montgomery Hospital	Tammy Schmeltzer
Berkshire Medical Center	George Soucy (H, P, R, S)
WPS Medicare B	Ellen Berra
WPS Medicare A	Janet Mateo
WPS Medicare A	John Wrynn

Meeting:

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

John welcomed everyone to the WPS Part A Provider Outreach & Advisory Group quarterly teleconference call. John asked if everyone had received the e-mail containing the Agenda, the minutes of the last quarterly call and the two Excel files containing the Claim Errors and Claim Denials Tracking Reports. Everyone had the documents.

Review of Minutes from the Prior Meeting

The minutes from the Provider Outreach & Education (POE) meeting of December 19, 2007 were referenced to determine if they were acceptable as published. There were no comments offered and the minutes will remain as published on the WPS Medicare Website, www.wpsmedicare.com, under Education/POE Advisory Groups and Minutes.

Group Input and Feedback on Provider Education and Training Topics**Training Topics for FY 2008**

Members were asked about their Medicare Education and training needs for 2008. Education can be conducted in any of three formats currently used which is, via Ask The Contractor Teleconference (ACT) calls, Computer Based Training (CBT) or via Seminars. John reviewed the upcoming training for March 2008 and some planned training for the next quarter from April to June 2008.



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Ask The Contractor (ACT) Teleconference Calls

The ACT teleconference calls scheduled for March 2008 include Medicare Advantage (MA) Billing Guidelines on March 25, 2008, Bone Mass Measurement Coverage on March 27, 2008 and Common Billing Errors on April 16, 2008. You may sign up for any or all of these ACT teleconference calls via the WPS web site referenced above under Education and then Teleconferences. One suggested topic for a future call was a Hospice Episodes of care and how they impact traditional patients such as someone getting hospital outpatient services. Another member asked about the new billing requirements in MM5699 for hematocrit or hemoglobin readings for non-ESRD ESA drugs (EPO), specifically the new modifiers.

Seminars

Seminars scheduled in the Northeast Region for March 2008 are a SNF Clinical Seminar on March 18, 2008 in Raleigh, NC and an MSP Seminar scheduled for March 26, 2008 in Marlborough, MA. Seminars are being planned for May and June 2008 and include an IRF Clinical Seminar on May 8, 2008 in Atlanta, GA, an MSP Seminar on May 20, 2008 in Jamesburg, NJ and a SNF Clinical Seminar in King of Prussia, PA. Member suggestions for seminars and topics include FISS system training. John stated that FISS training was currently being conducted via teleconference and members interested in this training should contact John via e-mail to be scheduled into one of the FISS training sessions. Another member asked if we could include a topic on Medicare Advantage eligibility and CWF eligibility information. The member will e-mail John with the details of the topic.

Computer Based Training (CBT)

There are currently 21 Computer Based Training (CBT) topics on the Medicare Part A Website. The CBT format will undergo some changes on the WPS Website. CBTs may be viewed; however, the audio portion will not be available until the audio is converted to the WPS audio format. Additional enhancements to the CBT presentation will include video capability. Member had no topics to suggest for CBTs. Members were also advised that WPS would be hosting a number of training sessions in April on our Media Site presentation format for CBT type education. Look for more information on these sessions on the WPS Website soon.

Members were reminded to submit any additional topics for consideration in any of the training formats.

Contractor Updates and Issues

New WPS Medicare Website

Members were informed of changes to the WPS Medicare Web page, www.wpsmedicare.com, to make it more user-friendly. For example, the front page under Part A now contains a reference to providers formerly serviced by Mutual of Omaha so there is less confusion that that is the correct selection to make. Members were also asked what they thought about the WPS Website and comments were favorable, some indicating it was even easier to navigate than the old site. Members were reminded that they may also select the Web Tutorial Help option on the Web page for a tour of the Website.

Other 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.

**Provider Outreach & Education Topics - Medicare Updates****Medicare Program Updates and Changes for 2008**

Members were made aware of several updates and changes;

▪ Hospital Updates

- ***Investigational Device Exemption Submissions – WPS has published a new address in Chicago, IL to submit request.***
- Pub 100-4, Transmittal 1311, CR 5647 provided instructions to hospital to submit claims for Medicare Advantage (MA) beneficiaries in IRF and LTCH to receive payments for LIP and DSH. It also addressed instruction for submitting information only claims for teaching hospitals for IME payments.
- MM 5699, CR 5699 gave new billing instruction for submitting ESA claims for non ESRD patients. New coding of hematocrit or hemoglobin readings and three new modifiers to be billed with non-ESRD ESA drugs. A new National Coverage Determination was also published on ESA use with cancer patients in Pub. 100-3, Transmittal 80, CR 5818 dated 1-14-08.

▪ SNF Updates

- MM 5872, CR 5872 introduces new billing requirements for SNF patients who do not have a 3 day qualifying hospital stay but require skilled level of care on admission. SNFs must now submit covered claims in order to update the beneficiary's benefit period.

▪ All Providers

- NPI- CMS will begin rejecting Medicare claim containing a legacy provider number (six digit number) beginning May 23, 2008, see Medlearn Matters article SE 0802. If a provider bills the legacy provider number, even if it is billed with the NPI, the claim will reject. Providers who do not have an NPI for the rendering or attending or operating after several attempts to secure it, may bill using it's providers name and NPI until such time as it secures the physicians NPI.
- CMS Quarterly Provider updates - the CMS Website contains a useful reference page containing all program changes during the past quarters for specific provider types. See <http://www.cms.hhs.gov/quarterlyproviderupdates>.
- Top Claim Error tracking Report displayed two error codes for discussion. One, 31023 was a new error code and indicated a missing No Payment Code. Also 31715, the error code for Medically Unlikely Edits on the units billed has generated a number of inquiries to me. The edit module is CMSs and members were directed to the CMS Website www.cms.hhs.gov/NationalCorrectCodInitEd/08_MUE.asp for an address to submit concerns about the edits.
- Top Claim Denial Tracking Report – the December 2007 report showed here primary categories of denial reason codes for training consideration. One, involved modifiers or more specifically the absence of a modifier e.g. W 7039, W7040, W7020 and W 7021. Another category is duplicate or overlapping claims, e.g. 38200, 38020,38139,3804110415. Another category is 54 NCD wherein lab claims are submitted with a diagnosis code that is not covered for that particular lab code. 54 NCS also indicated that the provider is liable since there was no indication on the claim that the beneficiary was given a notice that the lab would not be covered. Would providers benefit from education on these denials and what is the most effective type of education? No recommendations were made however John did point out that a training module currently exists for modifiers. Those members who have seen this training can offer suggestion of possible enhancements to this education module.



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WPS Medicare and CMS Medicare Website Updates

Members should check the Website www.wpsmedicare.com for the monthly Newsletter and other current updates in the What's New section. Member should also insure they have signed up for e-News Listserv, via our electronic e-mail sign-up, check the Frequently Asked Questions (FAQ) in the Claims and Self-Service sections and the Education section for upcoming educational sessions such as Ask the Contractor (ACT) teleconferences or Seminars. Also, check out our on-line Computer Based Training (CBT) topics.

Members were reminded to also check the CMS Website for the latest CMS Provider Quarterly Update at <http://www.cms.hhs.gov/quarterlyproviderupdates>.

Provider can also sign up on the CMS listserv to get this update. The updates contain 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.

Office Closing

John announced that the Hartford office would be closing at the end of March 2008. All staff, including John, would be working from home. Members should contact John via e-mail until such time as a contact telephone number is published. Contact e-mail address is john.wrynn@wpsic.com.

Next Meeting

Members agreed to hold the next meeting on June 25, 2008. Members will be notified well in advance of the meeting. Members with conflicts on this date should contact John as soon as possible.