



Provider Outreach & Education (POE) Advisory Group - Northeast Quarterly Meeting

March 26, 2009
Via Teleconference

Members Attending:

Abington Hospital	Mary Cepparulo, (H, P, R)
Memorial Hospital - York	Kathy Sipe (H, P)
Memorial Hospital - York	Tracey Hoover (H, P)
Mainline Health	Kim McNally (H, R, S)
Mainline Health	Louise Otto (H, R, S)
Lancaster General Hospital	Athena Hasik (H, P, R)
Thomas Jefferson Univ. Hospital	Mary Marrow (H, P, R)
Thomas Jefferson Univ. Hospital	Ann Spitzkopf (H, P, R)
Thomas Jefferson Univ. Hospital	Debbie Kirn (H, P, R)
Lifecare Management	Kathy Maris (H)
Baystate Health Systems	Dolores Noble (H, P)
Berkshire Medical Center	Peggy Ryan-Rockwell (H, P, R, S)
Berkshire Medical Center	George Soucy (H, P, R, S)
Berkshire Medical Center	Joann Willis (H, P, R, S)
Berkshire Medical Center	Lori Donaldson (H, P, R, S)
WPS Medicare A	Janet Mateo
WPS Medicare A	John Wrynn

This meeting was conducted via a teleconference call for the combined Provider Outreach & Education Advisory Groups (POE AGs) in Massachusetts and Pennsylvania. The teleconference began at 2:00 PM.

John welcomed everyone to the WPS Medicare Part A Provider Outreach & Advisory Group quarterly teleconference call. John verified that everyone received the e-mail containing the Agenda and the minutes of the December 18, 2008, meeting. Members were also sent a copy of the Top Claim Errors from January 2009.

Review of Minutes from the Prior Meeting

The minutes from the December 18, 2008, meeting were reviewed for accuracy and accepted without comment.

Group Input and Feedback on Provider Education and Training Topics

Training Topics for FY 2009

Members were asked about their Medicare education and training needs for 2009. Education can be conducted in any of three formats currently used (i.e., Ask the Contractor Teleconferences (ACTs), Computer Based Training (CBT) and Seminars). John reviewed the Seminars, ACT calls and CBTs completed during the second quarter of FY 2009. John conducted three seminars: one in Texas in February 2009 on SNF Billing, another in North Carolina in February on



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SNF Billing, and an OPSS Seminar in Pennsylvania in March. John also conducted an ACT call on the Medicare Advantage/HMO Billing for Hospitals and Skilled Nursing Facilities in March 2009. WPS Part A maintained 25 CBT trainings on the WPS Medicare Website on various topics.

John asked members for input on training for the third quarter of FY 2009, beginning April 2009. Massachusetts members agreed that OPSS would be a good topic for a seminar. Members were reminded that any of the training posted to the WPS Medicare Website is open to all providers, and not just those from the state or area where the seminar or ACT call is conducted. John reviewed with members the training planned for the third quarter.

Ask the Contractor Teleconference (ACT)

WPS Medicare has scheduled a number of ACT calls for the third quarter, all of which are listed on the WPS Medicare Website. The ACT calls listed include:

- April 7, 2009 - Short Term Hospital Medical Review Findings
- April 14, 2009 - Present on Admission Indicators
- April 15, 2009 - Medicare Secondary Payer (MSP) Questionnaire
- April 16, 2009 - Rural Health Clinics
- May 13, 2009 - SNF Benefits Exhausted & No Payment Billing
- May 14, 2009 - EDI Open Forum

Registration for any of these ACT calls may be made via the Website. WPS Medical Review area is also hosting an Open Meeting on April 15, 2009, to get input on the Part A Local Coverage Determinations (LCDs). Information on the teleconference call is available on the WPS Medicare Website under Policy/Coverage-Open Meeting.

John asked members for other topics for ACT calls about which they would like to learn more. John reminded members that they may sign up for any or all of these ACT calls via the WPS Medicare Website at <http://www.wpsmedicare.com> under Education/Teleconferences.

Seminars

Seminars planned for the Northeast Region for the second quarter 2009 are two SNF Billing Seminars in Massachusetts.

Computer Based Training (CBT)

There are currently 25 CBT topics on the Medicare Part A Website. See CBTs on the WPS Medicare Website:

http://www.wpsmedicare.com/part_a/education/cbt.shtml.

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

**Contractor Updates and Issues**

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

Provider Outreach & Education Topics - Medicare Updates
Medicare Program Updates and Changes for 2009

Members were made aware of several updates and changes:

▪ Hospital Updates

- April 2009 update to Hospital OPPS in MM6416 dated 3-13-09
- April 2009 update to Hospital OPPS Outpatient Code Editor in MM6413 dated 3-13-09
- April 2009 updates to OPPS Drug Pricing (ASP) in MM6380 dated 2-20-09

▪ SNF Updates

- Consolidated Billing HCPCS updates for 2009 in MM6220
- Outpatient Therapy Cap Exceptions in MM6321 dated 2-13-09

▪ All Providers

- Revised ABN Notice (CMS-R-131), Effective 3-1-09 in MM6136 dated 9-5-08
- April 2009 updates to CCI Edits in MM6388 dated 3-13-09
- New CMS Customer Service and IVR Authentication Requirements –All provider inquiries require a matching NPI number, PTAN (provider number) and TIN number (last five digits only) before WPS Medicare can discuss a Medicare claim.
- Members were also advised that the new EDC IDs they received recently from WPS must be used within 30 days of receiving them, or they will be suspended. If not used within 60 days, the EDC ID will deactivate. Reactivating a suspended ID can take up to ten days. Please inform staff to logon to the DDE system periodically to avoid delays in reactivating IDs.
- CMS Quarterly Provider updates -The CMS website contains a useful reference page containing all program changes during the past quarters for specific provider types as well as upcoming updates for the next quarter. See <http://www.cms.hhs.gov/quarterlyproviderupdates>.
- Top Ten Claim Errors published on the WPS Medicare Website for January 2009 revealed a few new codes. Error code W7080 indicates an error in billing CPT/ HCPCS codes for partial hospitalization. The OPPS OCE referred to above has Appendix N which displays the valid CPT codes for 2009. Also, Error Codes 32404 and W7006 indicate an invalid CPT/ HCPCS or procedure code was billed and may be due to the new codes effective January 1, 2009 or due to using old CPT codes terminated 12-31-08. Several other error codes have been among the top claim errors for some time including 38119: an inpatient claim with the admit date not equal to the from date with no pending claim, 12206: an inpatient claim with the covered plus non-covered days not equal to the days in the billing period from-through dates.



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Members were reminded to check the WPS Medicare Website <http://www.wpsmedicare.com/> for the monthly Newsletter, the Communiqué, and other current updates. Members should also ensure they have signed up for eNews via our electronic e-mail sign-up at <http://www.wpsmedicare.com/listserv>. Members should also check the Frequently Asked Questions (FAQs) in the Claims and Self-Service sections and the Education section for any upcoming educational sessions such as ACTs or Seminars. Also check out our online Computer-Based Training (CBT) topics.

Providers can also sign up on the CMS listserv to get Medicare updates. 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.

Contacting John Wrynn, Northeast Region

Members may contact John with any education topics via e-mail at: john.wrynn@wpsic.com

Next Meeting

Members agreed to hold the next meeting on Thursday, June 25, 2009. Members will be notified well in advance of the meeting. Members with conflicts on this date should contact John as soon as possible.

The meeting adjourned at 3:00 PM.

Respectfully submitted by John Wrynn, Northeast Region

March 31, 2009