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## Minutes

### **Provider Outreach and Education Advisory Group (POE AG) Wisconsin Physicians Service (WPS) Medicare**

**June 17, 2009****11:00 a.m. - 12:00 p.m. (Pacific Time)**

#### Attendees

Tanya Hardiman	WPS Medicare (Chairperson)
Liz Uraga	WPS Medicare
Amy Rodriguez	LTC Consulting Associates
Cathy Schmidt	Ensign Facility Services
Christine Rasmussen	HCA Medicare Service Center
Debbie Wickersham	LTC Quick Recovery, Inc.
Diane Olivas	Conifer Health Solutions
Judy Lee	Ensign Facility Services
Kelly Collins	Plum Healthcare
Meg Gelvezon	North American Healthcare
Nancy Pearson	LTC Consulting Associates
Sharon Sandow	Conifer Health Solutions
Susan LaPadula	ICMRS
Wesla Arambulo	Skilled Healthcare, LLC
Patricia Cannon (for Janet Walthew)	Northwest Hospital

#### Meeting

Tanya Hardiman facilitated the teleconference. The meeting was called to order at 11:00am Pacific Time. The call began with introductions. Tanya then went over the purpose of the POE AG and the expectations of the members.

#### Purpose of POE Advisory Group

The Advisory Group shall provide advice and recommendations for the selection of provider education and training needs and topics, the appropriate form(s) of communicating the education, as well as the date and location for such training.

#### Member Expectations

- *attend quarterly meetings*
- *provide input on Medicare high priority topics as solicited from provider staff*
- *collaborate and work actively with other members to identify and prioritize educational needs*
- *assist in planning and coordinating education and training needs and activities*
- *assist in identifying/securing appropriate location(s) for education and training*
- *assist in sharing information with other provider organizations, as appropriate*

**Group Input and Feedback**

Members suggested the following topics for ACTs:

- Documentation guidelines for Skilled Nursing Facilities
- Consolidated Billing
- Benefits Exhaust / No-Pay Billing – SNFs
  - Tanya mentioned there was just an ACT on this topic, but members believe another one would be beneficial; possibly after CR 6523 goes into effect
- MSP Billing
  - Tanya mentioned this ACT topic will be held on August 26, 2009, at 11:00am Pacific Time
- Proper Billing of Provider-Liable Claims

Members suggested the following topic for a CBT:

- Certifications / Re-certifications

**Scheduled Training Events**

ACTs

- SNF Notices of Non-Coverage
  - June 18, 2009
  - 11:00-12:30pm Pacific Time
- Hospital Outpatient Repetitive Services Billing
  - July 16, 2009
  - 11:30-1:00pm Pacific Time
- Clinical – 935 Demand Letter (*will be posted to Website on 6/22*)
  - July 28, 2009
  - 11:00-12:30pm Pacific Time
- Acute IPPS Outliers (*will be posted to Website on 6/22*)
  - July 29, 2009
  - 8:00-9:30am Pacific Time
- Common Billing Errors/Denials/Frequently Asked Questions (FAQs)
  - August 20, 2009
  - 8:00-9:30am Pacific Time
- MSP Billing
  - August 26, 2009
  - 11:00-12:30pm Pacific Time

Seminars – West Coast

- SNF Billing Seminar
  - June 25, 2009
  - Renton, WA
- SNF Billing Seminar (*will be posted to Website on 6/22*)
  - July 23, 2009
  - Buena Park, CA
- SNF Billing Seminar (*in the works*)
  - August 20, 2009
  - Portland, OR



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- *MSP & Other Medicare Billing Topics?*
  - *September?*
  - *Phoenix, AZ?*

### **Open Discussion/Conclusion**

CR 6523 - Revised Billing Instructions for Occurrence Span Code 74 for Skilled Nursing Facility (SNF) No Payment Claims

- Tanya informed providers of this CR and advised POE will start educating SNFs on this change to no-pay billing
- Effective Date: October 1, 2009; Implementation Date: October 5, 2009

Provider-Liable claims:

- Members are having issues with billing provider-liable claims, especially since the recent guidance on the proper use of default RUG code AAA00
- Members feel this may be a good topic for a future ACT

Bans:

- Members are also having issues with getting their claims to process when the SNF is put on a ban

### **Next Meeting**

National POE AG – Kansas City, MO – August 11, 2009

- 4 members of our group are planning to attend
- Tanya advised to not book travel until she gets in touch with the 4 members
- We may need to have a face-to-face meeting with just the West POE AG, instead of a National Meeting
  - Tanya will let all members know and may ask a member to volunteer to host the event
  - Date should remain the same

Submitted by:  
Tanya Hardiman  
June 17, 2009