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**WPS Medicare
Provider Outreach & Education (POE) Advisory Group - Northeast
Quarterly Meeting
September 29, 2009
Via Teleconference**

Members Attending:

Memorial Hospital – York	Tracey Hoover
Memorial Hospital – York	Cathy Sipe
Memorial Hospital – York	Tina Sipple
Montgomery Hospital	Maria White
Montgomery Hospital	Tammy Schmeltzer
Lancaster General Hospital	Athena Hasik
Lancaster General Hospital	Beth Toms
Lancaster General Hospital	Jen Traeger
Baystate Health Systems	Pam Bain
Baystate Health Systems	Maria Savageau
Berkshire Medical Center	Joann Willis
WPS Medicare Part A	John Wrynn
WPS Medicare Part A	Janet Mateo

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

John welcomed everyone to the WPS Medicare Part A Provider Outreach & Education Advisory Group quarterly teleconference call. John verified that everyone received the e-mail containing the agenda and the minutes of the August 13, 2009, national meeting held in Kansas City, MO.

Review of Minutes from the National Meeting

The minutes from the August 13, 2009, meeting were reviewed specifically to discuss the topics for future Medicare education that were suggested by WPS POEAG members from Advisory Groups around the country.

Group Input and Feedback on Provider Education and Training Topics

Training Topics for FY 2010

Members were asked for their comments on the August 13, 2009, POEAG meeting and the topics suggested. Several members agreed with the minutes about having difficulty finding information on the WPS Website and suggested some form of education on navigating the WPS Website. Members suggested an Ask-the-Contractor Teleconference (ACT) call where all providers could take a walk through the important areas of the WPS Website.

Regarding their Medicare training needs for 2010, members suggested seminars on Medicare Secondary Payer (MSP), Outpatient Prospective Payment (OPPS) including Observation and acute non-acute billing with using Condition Code 44, and Skilled

Nursing Facility (SNF) Consolidated Billing. One member asked about basic Medicare education for billing staff who are new to Medicare. John explained that this type of education is better suited for our Computer-Based Training (CBT) education format, based on the limited requests WPS Medicare receives for such education. John asked the member to contact him with what she would want included in such education so he can determine if our current CBT training might meet this need or how we could possibly enhance our CBT training to accommodate basic Medicare education.

Education Events Conducted in 4th Quarter 2009

John reviewed the seminars and ACT calls he completed during the fourth quarter of FY 2009. John conducted two seminars: one on August 19, 2009, in Monroe Township, NJ on SNF Billing, and another on September 10, 2009, on Hospital OPPS in Burlington, MA. John also conducted an ACT call on July 29, 2009, on Acute Hospital outliers and billing Medicare days including Lifetime Reserve (LTR) days.

Education Events Planned for the 1st Quarter 2010

John informed members of education events he has planned for the first quarter of 2010 including an MSP Seminar on November 18, 2009, for providers in North Carolina, South Carolina and Virginia as well as an ACT call on December 3, 2009, on OPPS Observation Services.

Members were reminded to check the WPS Medicare Website for other ACT calls in the first quarter of 2010 which are being posted to the WPS Medicare Website. John reminded members 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.

Members were also reminded to submit any additional Medicare education 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 and 2010

- **Final Regulations**
 - Final Regulations are being published. The Inpatient Prospective Payment System (IPPS) Final Rule for FY2010 can be found at <http://edocket.access.gpo.gov/2009/pdf/E9-18663.pdf>. The Skilled Nursing Facility Prospective Payment System Final Rule for FY2010 can be found at <http://edocket.access.gpo.gov/2009/pdf/E9-18662.pdf>. The Inpatient Rehabilitation Facility (IRF) Final Rule for FY2010 can be found at <http://edocket.access.gpo.gov/2009/pdf/E9-18616.pdf>.
- Quarterly Provider Updates
 - The CMS Quarterly Provider Update is found on the CMS Website and contains references to all program changes for the current quarter as well as changes in

past quarters for specific provider types. See <http://www.cms.hhs.gov/quarterlyproviderupdates>.

- **Top Claim Submission Errors**

- The Top Ten Claim Submission Errors published on the WPS Medicare Website for August 2009 revealed little or no change from prior month reports. One error reason code still needing attention is reason code 31715 for units in excess of the medically reasonable frequency, or Medically Unlikely Edit (MUE) edit. This edit continues to be among the top ten error codes despite CMS publishing most of the unit edits by CPT/ HCPCS code and WPS education efforts on the MUE edit.

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 as well as the Education section for any upcoming educational sessions such as ACTs or seminars.

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 suggested education topics via e-mail at: john.wrynn@wpsic.com

Next Meeting

Members agreed to hold the next meeting on Wednesday, December 16, 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.