



<http://www.wpsmedicare.com>

**Provider Outreach & Education Advisory Group (POE AG) Meeting Minutes
West Region
December 9, 2009
11:00 a.m. - 12:00 p.m. (Pacific Time)**

Attendees

Tanya Hardiman	WPS Medicare (Chairperson)
Debbie Wickersham	LTC Quick Recovery, Inc.
Susan LaPadula	ICMRS
Wesla Arambulo	Skilled Healthcare, LLC

Meeting

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

• **Contractor Updates and Issues**

- Provider Outreach & Education Team announcements
 - WPS Medicare Part A Provider Outreach and Education Manager, Mary Woon, retired on November 20, 2009. The new manager is Roz Hart
 - Benjamin Doll has left the company, so Tanya has taken over the states of New Mexico, Oklahoma, Texas, and Utah
 - Customer Service Specialist, Janelle Herman, has accepted a new position within WPS Medicare Part A
- J1 MAC transition
 - Effective April 19, 2010, most WPS Medicare providers located in California, Nevada, Hawaii, Guam, American Samoa, and the Northern Mariana Islands will transition to Palmetto GBA for all:
 - Claims Processing
 - Provider Enrollment activities
 - Customer Service via the Provider Contact Center
 - Redetermination requests (first-level appeals)
 - Education needs of the Provider Community

This change is being made at the direction of the Centers for Medicare & Medicaid Services (CMS), and is consistent with a regulation which requires that most providers be assigned to Medicare Administrative Contractors based on their geographic location.

WPS Medicare is actively coordinating the transition with Palmetto GBA, and will make every effort to ensure that providers continue to receive quality Medicare services during the transition period.

Please refer to <http://www.palmettogba.com/J1WPS> for more transition information.

- Upcoming educational activities
 - Ask-the-Contractor Teleconferences (ACTs)
 - SNF Consolidated Billing
 - Thursday, December 17, 2009
8:00 a.m. - 9:30 a.m. PT
 - SNF Common Medical Review Findings for WPS Medicare Part A and the Comprehensive Error Rate Testing (CERT) Contractor
 - Thursday, January 21, 2010
11:00 a.m. - 12:30 p.m. PT
 - Required SNF Medicare Advantage (MA) Information Only Billing
 - Thursday, February 25, 2010
11:00 a.m. - 12:30 p.m. PT
 - 2nd quarter ACTs (planned, but not yet posted for registration)
 - IRF Clinical Updates – February
 - SNF Skilled Services – March
 - Medicare Advantage (MA) Billing for Hospitals – March
 - 2nd quarter Seminars (planned, but not yet posted for registration)
 - Skilled Nursing Facility Billing (SNF) Seminar
 - Thursday, February 11, 2010
Santa Clara, California
 - Skilled Nursing Facility Billing (SNF) Seminar
 - Thursday, March 25, 2010
Austin, Texas
- Group Input and Feedback
 - Ask-the-Contractor topics
 - No new topics were suggested
 - Members feel WPS Medicare is doing a good job of addressing topics suggested in prior meeting
- **Open discussion / Conclusion**
 - Members complimented WPS Medicare Part A's Customer Service department
- **Fiscal Year 2010 (FY10) Meeting Schedule:**
 - Via teleconference March 10, 2010, 11:00 a.m. – 12:00 p.m.
 - Via teleconference June 9, 2010, 11:00 a.m. – 12:00 p.m.
 - Via teleconference September 8, 2010, 11:00 a.m. – 12:00 p.m.

Visit WPS Medicare's Website anytime for a list of POE AG members, upcoming meeting dates, and minutes of previous meetings:

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