

Mutual of Omaha - Medicare
Provider Outreach and Education (POE) Advisory Group Minutes
Southeast Region

June 13, 2007
1:00 PM – 2:10 PM EDT
Teleconference

Members Present:

Patty Singewald – HQM, Inc. (S)
Veronica Small – Tenet Healthcare (H)
Barbara Morales – Tenet Healthcare (H)
Christine Jackson – Tenet Healthcare (H)
Aaron Burky – Tenet Healthcare (H)
Stephanie Hewitt – HQM, Inc. (S)
Aida Leon – Iasis Healthcare (H)
Laurie Holtsford – CHS (H)

Janice Tait, Field Representative for the Southeast Region, facilitated the meeting. The meeting was called to order at 1:00 PM.

After all the members introduced themselves, Janice explained the purpose and function of the POE Advisory Group. Accordingly, Janice asked for training topics in FY08.

- 1). Veronica Small recommended Medicare Secondary Payer training on the East Coast of Florida.
- 2). Patty Singewald recommended a Skilled Nursing Facility Consolidated Billing Workshop for Hospitals. Patty said that there is a lot of confusion because hospitals do not know what is included in and excluded from Consolidated Billing and to whom the bill should be sent. Laurie agreed with Patty that this type of workshop would be beneficial for the Hospitals. Janice agreed that training Hospitals on SNF Consolidated Billing was an excellent idea. Janice suggested that perhaps we could form a workgroup for this training that would include Patty, Laurie and herself. Janice will discuss this suggestion when she goes to Omaha in July.
- 3). Christine suggested that we include training for all providers on the discharge status codes when we conduct our workshops. When the incorrect discharge status code is used, it causes overlaps with SNFs and Hospices. Everyone agreed that incorrect discharge status codes cause major problems for providers.
- 4). Patty recommended additional education on SNF No-Pay Bills to eliminate the SNF Part B denials for overlaps with a previously submitted 22X bills. There is a notice on our website under the “What’s New” section that addresses this issue and provides a fairly simple workaround that will bypass the Medicare edits causing the overlap denials. When billing Part B services, the SNF must use the occurrence span code 74 and from and through service dates on the claim. For additional information, SNFs can refer to Change Request CR5583 and MM5583.

5). Timely filing of claims should be included in all future workshops. Janice said she would ask for an EML to be sent out and/or an article in a future Newsletter.

6). A workshop on ABNs and Modifiers would be helpful.

Open Discussion

The final rule has been issued that CMS will publish a file of NPIs that can be downloaded by the provider. At this time, the publication date is unknown.

Janice will check on when the providers will see NPIs on the FISS claims inquiry screen.

Janice explained that there are system issues with Value Code 44 that are causing overpayments or denials in error. Some providers are experiencing rather large quarterly Credit Balance Reports. The problem only exists with claims with dates of service in 2006. The provider needs to call our MSP department and have them review the UB-04. There are circumstances under which MSP staff can make an adjustment.

Janice then discussed Encrypted Emails. CMS has a policy that no Personal Health Information (PHI) can be sent over the Internet even if the email is encrypted and password protected. Therefore, when the encrypted email is received, it cannot be opened and will be deleted. When this happens, Janice will email or call the sender to advise him/her that the email has been deleted without being opened. The alternative to an encrypted email that contains PHI is to send the claims information via fax.

Janice thanked everyone for their input and reminded them that their suggestions for educational events are taken seriously by Management.

Barring any unforeseen circumstances, the next POE Advisory Group teleconference will be held on Wednesday, September 13, 2007 at 1:00 PM EDT. If there is a change in date or time, Janice will notify all members via email. The teleconference concluded at 2:10 PM EDT.

Submitted by: Janice M.Tait - Field Representative in the Clearwater Office.
July 6, 2007