

RE: Legacy Dark Days

Dear Provider:

Effective April 19, 2010, most WPS Medicare providers located in California, Nevada, Hawaii, Guam, American Samoa and the Northern Mariana Islands, will transition to the Jurisdiction 1 (J1) A/B Medicare Administrative Contractor (MAC), Palmetto GBA, for all Medicare processing activities.

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 (MACs) based on their geographic location.

The purpose of this letter is to explain the impact this transition will have on your organization's Medicare payments. It also provides a detailed transition timeline, revised payment schedules, and other important information regarding upcoming changes. In an attempt to make the transition as smooth as possible, we are providing you with this information to ensure minimal disruption in your Medicare payments.

WPS Medicare received CMS approval for "Dark Days" on Friday, April 16, 2010, through Tuesday, April 20, 2010, to complete the transition activities. **These Dark Days will affect all WPS Medicare Part A Legacy providers, not just those transitioning to the J1 A/B MAC.** We ask that you please take time to read this information carefully and share it with appropriate staff.

During the Dark Days, there will be:

- No claims processing
- No Fiscal Intermediary Standard System (FISS) / Direct Data Entry (DDE) access
- No Common Working File (CWF) access
- No Electronic Data Interchange (EDI) claims acceptance – no accept or reject reports will be available
- No payments made to providers or beneficiaries (except on Friday, April 16, 2010)
- No paper or Electronic Remittance Advices (ERAs) produced (except on Friday, April 16, 2010)
- No Interactive Voice Response (IVR) access

The following Business Areas will not be available for calls:

- Claim Corrections: (866) 580-5979; (866) 580-5985; (866) 580-5980; (866) 580-5982
- Medicare Secondary Payer (MSP): (866) 734-1521
- Remote (FISS DDE) – password resets: (866) 580-5986
- Interactive Voice Response (IVR): (866) 580-5983

The following Business Areas will be available during the Dark Days, but will not have access to the Medicare claims processing system (FISS):

- Provider Customer Service: (866) 580-5981; (866) 580-5945; (866) 580-5984; (866) 580-5987
- Finance: (866) 734-1522
- Appeals: (866) 734-1519
- Audit & Reimbursement (A&R) / Provider Enrollment: (866) 734-9444
- Systems (DDE) – user agreements: (866) 734-6656 option 2
- Systems (EDI): (866) 734-6656

EDI Users:

The cycle time will begin early on Thursday, April 15th, therefore all electronic files need to be received by 1:00 p.m. CT on Thursday, April 15, 2010, to meet the cut off time. Any files received after 1:00 p.m. CT on Thursday will be held until Wednesday, April 21, at which time files will be sent through for processing.

WPS strongly encourages all J1 transitioning providers to pay close attention to the documents sent by Palmetto GBA and to take advantage of the EDI early boarding option to prevent any cash flow or service level issues.

Non-J1 Providers – Periodic Interim Payments and Level Payments:

The April 14, 2010, Level Payments (LP) and Periodic Interim Payments (PIP) will be issued in accordance with the normal bi-weekly schedule and will not be affected by the transition. For those providers who receive their payments via electronic funds transfer, your payment will be available on April 15, 2010.

J1 Providers – Periodic Interim Payments and Level Payments:

WPS Medicare will continue to issue the Level Payments (LP) and Periodic Interim Payments (PIP) in accordance with the normal bi-weekly schedule through April 14, 2010, which is the date of the last PIP and LP that WPS Medicare will make to its Jurisdiction 1 providers. Palmetto GBA will be responsible for issuing the bi-weekly PIP and LP after April 14, 2010.

Last day for transitioning Providers to do business with WPS is April 15. Any additional information regarding Palmetto GBA and post cut over activities should be directed to Palmetto GBA. <http://www.palmettogba.com/>

J1 A/B MAC Transition Timeline

Date	Action
April 15, 2010 1:00 p.m. CT	<ul style="list-style-type: none"> For Providers who are transitioning to the J1 A/B MAC, the last day claims will be accepted
April 15, 2010 1:00 p.m. CT	<ul style="list-style-type: none"> For Providers not transitioning to the J1 A/B MAC any electronic files received after 1:00 p.m. CT April 15 will be held until Wednesday, April 21
April 15, 2010 5:00 p.m. CT	<ul style="list-style-type: none"> FISS Systems will be shut down
April 16, 2010	<ul style="list-style-type: none"> Dark Day Any claims that should have paid during the Dark Days will be paid
April 19, 2010	<ul style="list-style-type: none"> Dark Day No payments, ERAs, or paper RAs issued
April 20, 2010	<ul style="list-style-type: none"> Dark Day No payments, ERAs, or paper RAs issued
April 21, 2010	<ul style="list-style-type: none"> J1 A/B MAC transition completed Payments, ERAs, and paper RAs resume All systems resume as normal 997, accept & rejects reports will begin

If you have any questions regarding the information contained in this letter, please contact the **Part A Provider Customer Service** toll-free at:

Region	Provider Customer Service
Northeast	(866) 580-5945
Southeast	(866) 580-5981
Central	(866) 580-5984
West	(866) 580-5987