

# Medicare Part B Chiropractic Provider Education and Training (PET)

## Advisory Group Minutes

9:00 a.m. – 12 noon (CT)

10:00 a.m. – 1:00 p.m. (ET)

Thursday, October 26, 2006

Marion, IL

Co-Chairpersons: Kim Slater/David Vaughn

Members: (9)

<b>Agenda Item</b>	<b>Discussion</b>	<b>Outcome/Action</b>
Opening	<p><u>Welcome and Introductions / Roll Call / Approval of Minutes</u></p> <p>Committee members were welcomed to the teleconference meeting by the chairpersons. Roll call was next and it was determined that nine participants were present via the toll-free phone lines. The chairs recognized two new members to the PET. The group was asked if there were any additions/corrections to the minutes from the last meeting and there were none.</p>	<p>Handouts previously emailed to members for this meeting included: Agenda, Chiropractic Comprehensive Error Rate Testing (CERT) Errors, National Provider Identifier (NPI) Information (2), "Did You Know?" (Fact Sheet), October 2006 <i>Communique</i>, National Recovery Contractor for New Medicare Secondary Payer (MSP) Recovery Claims</p>

Updates

“Did You Know?” Fact Sheet

Items discussed from the October 2006 Fact Sheet were:

*Competitive Acquisition Program (CAP)* – All the latest news for providers in regards to the CAP is available at:

<http://www.cms.hhs.gov/CompetitiveAcquisforBios>

*Medicare Prescription Drug Coverage (Part D) Resources for Providers* – CMS has developed several new products on this topic for health care professionals. You can review them at:

[http://www.wpsmedicare.com/provider/pdfs/d\\_resource.pdf](http://www.wpsmedicare.com/provider/pdfs/d_resource.pdf)

*Medicare Remit Easy Print (MREP)* – Software is available for viewing and printing the Electronic Remittance Advice (ERA). You can download the software by accessing:

<http://www.wpsmedicare.com/provider/mrep.shtml>

*National Provider Identifier (NPI)* – For answers to all of your important NPI questions, visit our Website at:

[http://www.wpsmedicare.com/provider/npi\\_resource.shtml](http://www.wpsmedicare.com/provider/npi_resource.shtml)

National Provider Update (NPI) Update

As a reminder, beginning May 23, 2007, Medicare systems will only accept claims with an NPI. Currently, we ask that submitters use both their legacy numbers and their NPI. At this time, if you submit Medicare claims with only an NPI, your claim may process and pay. However, if our system is unable to properly match the NPI with a legacy number, your claim may reject and you will need to resubmit it with the appropriate legacy number.

Chiro Demo Update

We have noticed a recent resurgence in billing in the Chiropractic Demonstration Area, particularly in the northeastern Illinois sector,

A member asked if there was a decision as to whether all currently enrolled Medicare physicians are required to apply for an NPI. Yes, this is a necessary step.

<p>Updates (cont.)</p>	<p>which includes Cook County. The participation level among eligible providers has remained constant at slightly above 40 percent, but again, recent activity seems to indicate the number will increase. To date, our Medical Review and Provider Outreach and Education teams have collaborated to present some 18 sponsored educational events, with several more planned through the end of 2006. The project is scheduled to conclude in May of 2007, with the corresponding report from the Secretary of Health and Human Services (HHS) due the following year.</p> <p><u>New Chiropractic Educational Materials</u></p> <p>As of September 28, 2006, several of our Chiropractic Care resources were updated, primarily to accompany the recently held teleconference on this specialty. The Local Coverage Determination (LCD), CHIRO-001, the related Coding and Billing Article and a supporting PowerPoint presentation are available on our Website for your review. If your system has audio capability, you can also listen to a playback of the teleconference. To access this information, please visit the following Website address:  <a href="http://www.wpsmedicare.com/provider/chirocare_tele_092806.shtml">http://www.wpsmedicare.com/provider/chirocare_tele_092806.shtml</a></p>	<p>The recent influx of physicians participating for the first time in the Demonstration Area is something of a two-edged sword. As one member close to the project noted, while we continue to support efforts to bolster participation numbers, providers unaccustomed to billing the expanded services are subject to a learning curve. Initially therefore, the error rate for new claim submissions is elevated until participants become familiar with the overall process.</p>
<p>Medicare Changes</p>	<p><u>IVR Changes</u></p> <p>In 2005, Medicare rolled out a new speech Interactive Voice Response (IVR) that allows providers to access eligibility and check status in addition to claim status. Based on customer feedback, we have recently implemented enhancements for the options of provider summary, eligibility and claim status. We feel these new improvements will make the IVR a better self-service tool for providers. Additionally, we will continue to identify provider needs within the IVR and make improvements to meet the needs of the future. For a comprehensive guide to the IVR, please consult the following Website address:  <a href="http://www.wpsmedicare.com/provider/pdfs/ivr.pdf">http://www.wpsmedicare.com/provider/pdfs/ivr.pdf</a></p>	<p>IVR toll-free numbers for the WPS Medicare jurisdiction are:</p> <p>Wisconsin (877) 567-7176  Illinois (877) 908-9499  Michigan (877) 567-7201  Minnesota (877) 908-8470</p>

Medicare Changes (cont.)

CSNAP Changes

We encourage Medicare providers to utilize self-service options for routine questions as much as possible. One of these options is the CMS Secure Net Access Pilot (CSNAP). This is a free Internet-based self service application which now allows providers access to:

- Claim status Information
- Patient Eligibility Information
- Deductible Information
- Medicare Secondary Payer Information
- HMO/MCO Information
- Ask your claim specific questions through this secure Internet application.

To become a CSNAP registered user, please visit the following Website: <https://www.medicareinfo.com/apps/cms/home.do> or call our toll-free hotline 877-476-8116, Monday through Friday 8:00 am to 4:00pm (CT).

Provider Enrollment Update

We reminded members that the NPI is a required data element on the CMS 855 Medicare enrollment forms. For individual providers, a copy of the NPI notification from the NPI Enumerator or Electronic File Interchange Organization (EFIO) via e-mail or letter must be included with each application submitted for the provider's initial enrollment, reassignment of benefits and changes; groups and organizations must do likewise. Individuals, groups and organizations are not required to report their NPI to WPS Medicare when no change is being made to their enrollment information.

Several group members commented favorably in regards to CSNAP, particularly for the recent enhancements and the support received via the dedicated hotline.

Comprehensive Error Rate Testing  
(CERT) Error Summary

Insufficient Documentation Examples

Ninety-seven percent of chiropractic errors from the recent sample pull were related to insufficient documentation. Some examples of documentation requested included:

- Progress and treatment notes, including plan of care to support course of treatment
- All related medical records/documentation for the period covering the preceding six months prior to the date of service, if the services in those six months are associated with the same condition
- Documentation to support services billed with the AT modifier
- Copy of subsequent visit office notes for dates of service including required periodic history update, physical exam for dates billed and assessment of change in patient condition since last visit

Medically Unnecessary Service or Treatment Example

In the same sample pull mentioned above, there was an error pertaining to a medically unnecessary service/treatment. In this instance, the documentation submitted supported that the service reported was monthly maintenance therapy. The claims history file verified there was monthly billing for the services for the span of dates.

Service Incorrectly Coded Example

In the final sample from this same pull, the CERT contractor reported an incident of a service incorrectly coded. Documentation was requested to support the service billed, chiropractic manipulation of five regions. The received documentation identified three regions, not five as the procedure code indicated. The code was subsequently down coded appropriately.

A participant plans to offer a proposal to the Carrier Advisory Committee (CAC) to request a standard documentation form for chiropractic care to reduce the current claims submission error rate. This could subsequently be developed as a software package.

<p>Comprehensive Error Rate Testing (CERT) Error Summary (cont.)</p>	<p><u>Accumulative Error Percentages</u></p> <p>In summary, the accumulative error percentages for traditional chiropractic care in the WPS Medicare jurisdiction currently, according to CERT findings, translate as follows:</p> <ul style="list-style-type: none"> <li>• 97% - Insufficient Documentation</li> <li>• 2% - Medically Unnecessary Service or Treatment</li> <li>• 1% - Service Incorrectly Coded</li> </ul>	
<p>Open Discussion</p>	<p><u>2007 Fee Schedule</u></p> <p>The 2007 fees will be available on the WPS Medicare Website after the Physician Fee Schedule Final Rule is on display in November 2006. We will send a WPS Medicare e-News (Listserv) message out as soon as the fees are available. To sign up to receive WPS Medicare e-News messages, please access <a href="http://www.wpsmedicare.com/listserv">http://www.wpsmedicare.com/listserv</a></p> <p><i>Our next meeting is scheduled for Thursday, April 26, 2007.</i></p>	<p>Several members wished to thank the Medicare contractor for these PET meetings and for the continued involvement with this medical specialty.</p>