

## Illinois Provider Communication (PCOM) Advisory Group Minutes

June 26, 2003 - 9:00 A.M. – 12:00 P.M.

Agenda Item	Discussion	Outcome/Action
<p><b><i>Welcome and Introduction</i></b></p>	<p><i>Roll Call</i></p> <p>Chairperson: Barbara Kahler <a href="mailto:bkahler@wpsic.com">bkahler@wpsic.com</a>            Medical Director: Stephen Boren, M.D. <a href="mailto:bboren@wpsic.com">bboren@wpsic.com</a>            Dreyer Medical Clinic, S.C            Edward Hospital            First Care Ambulance Services            Foot &amp; Ankle Clinic of America            Illinois State Medical Society            Little Company of Mary Hospital            McKesson HBOC            Medi-Data Services, LTD            Northwestern Medical Faculty Foundation (NMFF)            Professional Medical Business Systems            Quest Diagnostics            Senior Health Insurance Program (SHIP)            Resurrection Health Care, Saint Joseph Hospital            University of Chicago Physicians Group            Wolcott, Wood &amp; Taylor</p>	<p>Twenty-three PCOM Advisory Group members and four WPS staff attended this meeting. Seven members called to say they were unable to attend.</p>
<p><b><i>Medical Director's Corner</i></b></p>	<p><i>Communiqué:</i></p> <ul style="list-style-type: none"> <li>• There is no longer a Medical Director's Corner in the <i>Communiqué</i>. All such info will be posted to the web site.</li> <li>• <i>Communiqués</i> will no longer be published in hardcopy.</li> <li>• A quarterly summary (index) <i>Communiqué</i> of 32 pages will also be published.</li> <li>• There is no guarantee that publication of this document will continue.</li> </ul> <p><i>Appeals:</i></p> <ul style="list-style-type: none"> <li>• Do not send to the Medical Director.</li> <li>• All appeal letters should be addressed to, Marion, Illinois.</li> </ul>	<p>The PCOM Advisory Group asked if there would be any exceptions to this rule. They were told -no.</p> <p>McKesson HBOC representative proposed the following question: What will happen to the Quarterly issue? They were told that this document is posted to the web site monthly, and is intended only for those having no internet access.</p>

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<p><b>Medical Director's Corner (cont.)</b></p>	<p><b>NCPs:</b></p> <ul style="list-style-type: none"> <li>• National Coverage Policies are found in the carrier manual, Carriers cannot make changes.</li> </ul> <p><b>Policies:</b></p> <ul style="list-style-type: none"> <li>• We are retiring a number of policies – slight problem on some policies.</li> </ul> <p><b>Local Medical Review Policy (LMRP) meeting:</b></p> <ul style="list-style-type: none"> <li>• There will be open medical policy meeting on August 6<sup>th</sup>.</li> <li>• Anyone is welcome to come to LMRP.</li> </ul> <p><b>Benefit Integrity:</b></p> <ul style="list-style-type: none"> <li>• Contract awarded to Cahaba (only for IL), whose title is the Program Safeguard Contractor (PSC).</li> <li>• WPS's other three states went to Trust Solution.</li> <li>• Information on Cahaba is available on website.</li> </ul> <p><b>Provider's Top Issues:</b></p> <p>In preparation for a recent visit by Tom Skully (CMS) to Chicago, a request was submitted as to what the primary issues with Illinois physicians are at this time.</p> <p><b>Medical Director's Assistant:</b></p> <ul style="list-style-type: none"> <li>• Cora Calleja has been the Medical Director's Assistance since WPS took over the Illinois contract.</li> </ul> <p><b>Carrier Error Rate Testing (CERT):</b></p> <ul style="list-style-type: none"> <li>• Advance Med is conducting CERT testing through a random sample of 200 claims per month for each contractor,</li> <li>• Advanced Med may assess Carrier errors should provider not respond to requests for documentation.</li> </ul>	<p>These do not afford the opportunity for comment.</p> <p>There is a high-priority goal of having the policies within the WPS four-state jurisdiction standardized.</p> <p>More information on the transition of the workload to the new Program Safeguard Contractor (Cahaba) will be presented at the September PCOM meeting. We will try and get a Cahaba representative to attend.</p> <p>The two primary issues for Illinois physicians are:</p> <ol style="list-style-type: none"> <li>1. Malpractice insurance.</li> <li>2. The Medicare Physician Fee Schedule Database.</li> </ol> <p>Cora Calleja, Senior Medical Policy Analyst, will retire the end of July.</p> <p>The CERT process is forcing Carrier Medical Directors (CMD's) to be strict in their review of all claims.</p>

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<p><b><i>Provider Education</i></b></p>	<p><b><i>Provider Education</i></b></p> <ul style="list-style-type: none"> <li>• WPS is the official Medicare contractor. All WPS educational outreach offerings are offered free of charge.</li> </ul> <p><b><i>Summer Schedule</i></b></p> <ul style="list-style-type: none"> <li>• An updated schedule shows classes for the Summer including a Beyond the Basics Workshop, HIPAA, and a Medicare Updates presentation. HIPAA and Medicare Updates are ½ day classes, Beyond the Basic is a full day class.</li> <li>• Physicians are welcome to attend aforementioned classes.</li> </ul> <p><b><i>Updates</i></b> PCOM Advisory Group given survey of frequently asked questions.</p> <p><b><i>Volunteers for feedback on the topics for the Medicare Updates Seminar</i></b></p> <ul style="list-style-type: none"> <li>• Request for volunteers to take workbook “Beyond the Basic” to review for 1, 2 or 3 weeks in spare time.</li> <li>• Committee members will provide feedback on “Beyond the Basic” workbook.</li> </ul>	<p>Those interested in attending outreach presentations should be aware that others (consulting firms) offer seminars posing as Medicare and their programs may vary in quality and accuracy.</p> <p>Additional workshop/seminars will be listed in the July Communiqué.</p> <p>Although attendees are frequently billers and office managers, physicians are always welcome to attend.</p> <p>Members of the PCOM Advisory Group were asked to review the FAQs and give WPS suggestions for topics that will be valuable to both provider and beneficiaries.</p> <p>Three committee members from Northwestern Medical Faculty Foundation, Inc. (NMFF), McKesson HBOC and Quest Diagnostics volunteered to look over “Beyond the Basic”.</p>
<p><b><i>Medical Review (MR) Quarterly Update</i></b></p>	<p><b><i>Medical review quarterly update</i></b></p> <ul style="list-style-type: none"> <li>• Review of slides provided by WPS Medical Review Unit.</li> <li>• Medicare strategy is to support provider education.</li> <li>• Proactive Approach allows for several means of educational approach.</li> </ul>	<p>Medi-Data services discussed problem with providers who do not provide ICD-9 to support diagnostic test. Quest diagnostic said is cheaper to write off charges rather than requesting ICD-9 from provider.</p>

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<b><i>Claim Submission errors</i></b>	<ul style="list-style-type: none"> <li>• Top claim submission error: group number not on lower right hand corner.</li> <li>• CMS-1500 claim does not include: item 24k has no PIN number and item 32 has wrong address or no zip code.</li> <li>• Claim needs to have provider name on it.</li> <li>• Carrier may not accept request for review without specific information can not process implied requests.</li> </ul>	<p>Submit claim with PIN number.</p> <p>When a provider leaves a group they should notify the Provider Enrollment Unit.</p> <p>Unable to process claims if individual provider does not include their tax number on every claim.</p>
<b><i>Financial: Refunds</i></b>	<p>Members of PCOM Advisory Group advised that providers should have:</p> <ul style="list-style-type: none"> <li>• One check per Medicare Provider number.</li> <li>• Checks need to be sent to Marion.</li> <li>• Reviewed P O Box numbers.</li> </ul>	<p>Members of PCOM Advisory Group will ask peers to:</p> <p>Clearly identify Beneficiary.</p> <p>Include procedure code and date of service.</p> <p>Record reason for refund.</p> <p>Send overpayment to correct PO box.</p>
<b><i>Medigap/Crossover and Crossover Connection</i></b>	<ul style="list-style-type: none"> <li>• Reviewed Medigap and Crossover report.</li> <li>• Discussed Crossover requirements.</li> </ul>	<p>Members of PCOM Advisory Group had no comments.</p>
<b><i>Reinstatement of Beneficiary Outreach Activities</i></b>	<ul style="list-style-type: none"> <li>• CMS reinstated funding for Outreach activities.</li> <li>• Activities focus on people who have a problem with language, location and culture.</li> <li>• A list of Beneficiary programs was given to PCOM Advisory Group</li> </ul>	<p>Members of PCOM Advisory Group were asked to provide input and offer suggestions for beneficiary activities that support CMS' focus.</p>

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<p><b><i>EDI / HIPAA :</i></b> <b><i>HIPAA Seminars</i></b></p>	<p><b><i>EDI/HIPAA</i></b></p> <ul style="list-style-type: none"> <li>• October 16<sup>th</sup> is dead line and 88% of providers have not completed testing</li> <li>• Discussed guide to the ANSI X12N format.</li> <li>• Updated Crossover Connection (May 2003).</li> <li>• Five information fliers regarding HIPAA were distributed to members of the PCOM Advisory Group:               <ul style="list-style-type: none"> <li>○ #1-HIPAA Information 101,</li> <li>○ # 2-Covered Entity,</li> <li>○ #3-Key HIPAA Dates,</li> <li>○ #5 -Vendor, Billing Service.</li> </ul> </li> <li>• Members of the PCOM Advisory Group were advised of review of the HIPAA Privacy Rule and the latest on HIPAA transaction and code sets.</li> </ul>	<p>PCOM Advisory Group will discuss, with their peers, the need to test HIPAA programs.</p> <p>PCOM Advisory Group told that current list of upcoming HIPAA seminars can be found on WPS web site.</p>
<p><b><i>Customer Service</i></b></p>	<p>Customer Service</p> <ul style="list-style-type: none"> <li>• Customer service support includes scripted response.</li> <li>• Providers must send WPS medical records that are complete, legible, and timely.</li> <li>• Down coding may occur when documentation does not support the services billed.</li> <li>• Reviewed rules regarding how to amend the medical record.</li> </ul> <p><b><i>Eligibility Information –</i></b></p> <ul style="list-style-type: none"> <li>• Biggest volume of calls are regarding issues.</li> <li>• Specific providers can get Medicare number.</li> <li>• Medicare card does not mean they have Medicare patient is responsible for giving correct insurance information.</li> <li>• WPS reviews claims to determine reason for eligibility denial</li> </ul>	<p>Northwestern asked WPS to send overpayment letters to billing address rather than provide address. Barbara Kahler will discuss issue with financial department.</p> <p>Members of PCOM Advisory Group reported problems obtaining correct beneficiary information. Members of PCOM Advisory Group request a computer program that will allow them to obtain beneficiary eligibility information. WPS is working with CMS to address this.</p>

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<i>Customer Service cont.</i>	<p><i>New Provider Monitoring</i></p> <ul style="list-style-type: none"> <li>• WPS monitors new Medicare Providers.</li> <li>• Identify providers who have baseline percentage higher than providers peer group.</li> <li>• New providers are tracked to identify billing issues.</li> <li>• Identify new provides who have problems with processing of claims are identified.</li> <li>• New providers receive instruction how to submit claims.</li> </ul> <p><i>Calls Concerning Unprocessable Claims</i></p> <ul style="list-style-type: none"> <li>• WPS is looking for ideas and suggestion regarding how to prevent unprocessable claims.</li> <li>• WPS reviewed rules for submitting 1500 Claims such as which fields are require.</li> <li>• Valid current ICD-9 Codes were discussed.</li> </ul>	<p>PCOM Advisory Group feel that remark codes are not specific and are hard to understand.</p>
<i>Q&amp;A, Summary and Adjournment</i>	<ul style="list-style-type: none"> <li>• Providers want assistance regarding modifier 59 and 76. Barbara Kahler will review rules and e-mail to members of the PCOM Advisory Group.</li> <li>• Providers want modifier seminar.</li> </ul>	<p>The suggestion for a modifier seminar was accepted and will be considered for a future educational offering.</p>
<p>The meeting was adjourned at 12:00 P.M. Next PCOM Advisory Group meeting will be held on <b>Thursday, September 25, 2003.</b></p>		