

Provider Communication Advisory Committee Minutes (PCOM)

8:30a.m. - 12:00 noon

December 2, 2004

Springfield, Illinois

Members: (16)

Agenda Item	Discussion	Outcome/Action
1. Welcome and Introductions	<ul style="list-style-type: none"> • Roll Call • There were no outstanding issues from the last meeting. • In addition to the sign-in sheet, the current membership address list was circulated for any possible corrections. 	
2. Customer Service Updates	<p>Top Claim Submission Error findings for the period of July 1 – September 30 of this year were presented. In addition, Duplicate Claims and how to prevent them was discussed with the audience. This is a section from the <i>Practical Solutions to Your Medicare Claim Denials</i> seminar workbook. This topic was addressed at the request of Customer Service due to the influx of duplicate claims received over the past several months. The section closes with a most frequently asked questions (FAQ) article, providing suggestions on how to reduce the frequency of duplicate denials.</p> <p><i>For more information, please consult the Handouts Packet for today's meeting.</i></p>	<p>One member stated that their firm had recently sent approximately 1,600 duplicate claims. The member will check claim status for these and contact Customer Service, if appropriate.</p>

<p>3. Provider Educational Activities</p>	<p><u>A Day With Medicare and Partners – 2004, 2005</u></p> <p>Next, a report was given to the committee on one of our most recent “Best Practices,” <i>A Day With Medicare and Partners</i>. This event was similar to the “Open House” conferences held in Madison, WI in October 2003 and in Champaign, IL in June 2004. The most recent in the series was held in Bloomington, MN on October 13 and was attended by approximately 170 people. The next of these is scheduled for May 2005 in Michigan.</p> <p><u>January Events and Spring 2005 Proposed Seminar Topics</u></p> <p>The upcoming calendar of events was reviewed with the membership and the group was advised that the schedule will be added to the web site in the immediate future. Seminars, teleconferences and LPET seminars will occur from identified needs. One of the impact specialties slated for focus in 2005 is Chiropractic Care, particularly in Illinois. Once again, Provider Education will collaborate with our Medical Review department in the development of this series. The announcement of other targeted specialties is forthcoming. We plan to supplement the upcoming sessions with on-site visits to requesting facilities.</p> <p>The announcement was made that in January 2005, Medicare will designate staff to oversee the completion of complex physician inquiries in accordance with new CMS directives.</p> <p><i>For more information, please consult the Handouts Packet for today’s meeting.</i></p>	<p>Prior to opening this segment, the announcement was made that this PCOM is celebrating an anniversary meeting of its existence. Charter members of the Springfield PCOM were recognized.</p>
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<p>4. MedPub</p>	<p><u>MEDLEARN MATTERS – MPFS National Abstract File for Purchased Diagnostic Tests and Interpretation</u></p> <p>The above referenced article was shared with the committee. Effective April 1, 2005, suppliers including labs, physicians and independent testing facilities, must bill their local carrier for purchased tests and interpretations, regardless of where the service was furnished. This does not apply to providers purchasing services from another provider within the same jurisdiction. They would bill as they have in the past. Providers purchasing services out of the jurisdiction would bill as though they performed the services. Instructions as to whether or not they can bill globally are forthcoming. They also need to bill using the zip code for their location, rather than the location where the service was actually performed.</p> <p><u>MEDLEARN MATTERS – Physician Education for the Revisions to the HPSA Bonus Payment Processes and Implementation of the Physician Scarcity Area (PSA) Bonus Payments</u></p> <p>This article highlights the upcoming changes to the incentive programs noted above, effective January 1. The PSA is a 5% bonus payment based on the actual payment, rather than the approved amount, as in the case of a HPSA payment. Some services are eligible for both incentives. The PSA will run from January 1, 2005 through December 31, 2007. Some specialties are excluded from the scarcity bonus. More information will appear on the web site in approaching days.</p>	<p>A member inquired as to whether or not the incentives will still be governed by where the service was rendered. This is correct. It was also determined that payments will continue on a quarterly basis and there is no actual sign up process for the reward programs.</p>
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MEDLEARN MATTERS – 2005 Annual Update for
Clinical Laboratory Fee Schedule and Laboratory Services
Subject to Reasonable Charge Payment

The above named article confirms that the annual update to the local clinical lab fees for 2005 is zero (0) percent. As in the past, deductible and coinsurance do not apply for services paid under the clinical lab fee schedule. National Minimum Payment Amounts (NMPA) are noted in a table in the document as well as other pricing information. Implementation is set for January 3, 2005.

2005 Medicare Fee Schedule CD-ROM

Members were each given the new fee schedule CD-ROM. All fees are correct with the exception of the CSW and MNT quick reference guides – those contain 2004 fees. We have corrected our web site and sent an emergency ListServ announcement regarding this. We mailed 45,074 CD-ROMs on November 16 and included in excess of 200 educational files and fee schedules/disclosure documents. To date, we have had 21 surveys returned. The charge for a hard copy fee schedule is \$13.89 and is only available if a provider lacks the equipment to use the CD. Only one CD has been reported non-functional to date. The packaging is eye-catching and less costly because it is 100% recyclable. It has also met with CMS approval. The product contains tutorials that members should find useful.

For more information, please consult the Handouts Packet for today's meeting.

A committee member suggested that the CD-ROM would be an excellent way to feature a newsletter index.

Members were asked to complete the accompanying survey for the CD-ROM at today's meeting.

<p>5. HIPAA</p>	<p>The latest information in regards to HIPAA was shared with the group, including the compliance percentage, which is hovering at the 99% level. The committee was furnished with hard copies of an upcoming HIPAA PowerPoint presentation, scheduled for December 3 in Naperville, IL. WPS is endeavoring to raise the percentage of electronic remittance receivers (currently at approximately 80%). Also covered in the presentation were HIPAA myths and rumors, the CMS Contingency Plan and the Administrative Simplification Compliance Act (ASCA).</p> <p>The HIPAA Collaborative of Wisconsin (COW) was introduced to the audience and its function as a supportive association of HIPAA was outlined as well. This group meets on a regular basis and WPS Provider Education plays a key role in its administration.</p> <p><i>For more information, please consult the Handouts Packet for today's meeting.</i></p>	<p>There was discussion in regards to the National Provider Identifier (NPI), with an effective date of May 23, 2005. Medicare free billing software was discussed, along with key points from the program and what to expect HIPAA-wise in the immediate future.</p>
<p>6. Other Issues</p>	<p><u>Demonstration of Improved Quality of Care for Cancer Patients Undergoing Chemotherapy</u></p> <p>Beginning in Calendar Year 2005, Medicare will initiate a one-year demonstration project for the quality of care for cancer patients undergoing chemotherapy. Information on how to bill the appropriate codes is forthcoming (prior to January 1). Basically, for eligible patients, Medicare will allow one charge per day per patient. CMS recently held a Physician Open Door (POD) Forum call on this subject.</p>	

Demonstration of Coverage of Chiropractic Services Under Medicare

The new two-year demonstration project in the Chiropractic Care arena was announced to the committee. It will evaluate the feasibility of covering additional chiropractic services under Medicare. Factors involved include cost, quality of care and the satisfaction of participating beneficiaries. The Secretary of Health and Human Services will provide a Report to Congress during the year following the demonstration project. As much of the information pertaining to this demonstration project is still in DRAFT, additional direction is forthcoming.

New E-Mail System / Address Changes

The members were advised of our new e-mail system and addresses for attending Provider Education and Outreach representatives.

For more information, please consult the Handouts Packet for today's meeting.

<p>7. Beneficiary Educational Activities</p>	<p>Members were given copies of the <i>Medicare & You 2005</i> handbook from SSA and a listing of the premiums and deductibles for 2005. Additionally, an overview of the Medicare-Approved Drug Discount Card was provided to the audience.</p> <p>A PCOM member from the Senior Health Insurance Program (SHIP) provided an insightful summary of the Medicare Modernization Act (MMA) and its inter-workings.</p> <p><i>For more information, please consult the Handouts Packet for today's meeting.</i></p>	<p>Comment was given on the status of the act currently and a prospectus on the probable impact to the beneficiary communities was offered as well.</p>
<p>8. Open Discussion</p>	<p><u>CMS Town Hall Meeting Review</u></p> <p>Various members of the committee who had the opportunity to dial in to the CMS Town Hall Meeting held in November offered comment in regards to topics discussed and the interaction generated during the course of the conference.</p> <p><u>December Crossover Connection</u></p> <p>Members were provided the latest edition of <i>The Crossover Connection</i>, which includes a remittance advice remark code and claim adjustment reason code update.</p> <p><i>The next meeting is scheduled for Thursday, March 17, 2005.</i></p>	