

# Provider Communication Advisory Committee Minutes (PCOM)

9:00 a.m. – 12:00 noon.

Thursday, September 14, 2006

Springfield, IL

**Attending Members:** Prairie Cardiovascular, Springfield Clinic, Quincy Medical Group, Southern Illinois University (SIU) Physicians & Surgeons, IL Dept. of Financial & Professional Regulation/Dept. of Insurance/Senior Health Insurance Program (SHIP), Rehberger Chiropractic Office, Springfield Eye Consultants

**Participation by Phone:** None

**WPS Staff:** Kim Slater, David Vaughn, WPS Medicare Provider Outreach and Education (hereafter referred to as POE), Clare Peterson, WPS Medicare Publications

Agenda Item	Discussion	Suggestions	Outcome/Action
Welcome and Introductions	Members were welcomed to the September Springfield PCOM meeting and a chairperson introduced guest speaker Clare Peterson, WPS Medicare Publications. Roll call was taken; 11 members were present in person and no organizations participated by teleconference. The committee approved minutes from the June PCOM with no additions/corrections.		
Provider Education Strategies	<p><b><u>Review Suggestions/Actions/Outcomes from June PCOM Meeting</u></b></p> <p>There were no pending issue resolutions shared with the membership at this time.</p> <p><b><u>Educational Methods Through the Website and Website Suggestions/Improvements</u></b></p> <p>Clare Peterson of the WPS Medicare Publications</p>		

team in Madison participated by teleconference to offer details on some of the learning initiatives via technology resources planned for the upcoming year (2007).

**iLinc:** We receive positive feedback on our iLinc programs, which can currently accommodate 20 providers in a live Webinar. Participants connect via their PCs and view a live audio presentation and a PowerPoint slide show. The audience can pose questions, either verbally or by typing them. The program allows us to record and load sessions on our website for playback later.

**Lectora:** This is an on-line training tool utilized for both internal and external education. It has the capability of incorporating video, such as animation, thereby improving the quality of the Computer Based Training (CBT). To view this vibrant learning resource, you can visit our website and choose the tutorial entitled “The WPS Medicare Website” at <http://www.wpsmedicare.com/tlm/index.html>

**Mediasite:** Used to train those office staff unable to travel, this product can record a live seminar, incorporate visual aids and allow staff to view it on the Internet, 24/7. Mediasite captures the feeling of an auditorium setting in which you can see the presenter. It also records audience questions/comments, which gives the viewer the feeling of being there.

**Communiqué Index Substitute:** WPS Medicare discontinued the quick reference of topic articles for the newsletter several years ago, coinciding with the arrival of the website and search engine. The current search engine allows one to search by any topic or word and allows you instant access to needed articles.

Clare asked the members if they thought it would be useful to develop a search option exclusively for the *Communiqué*. The response by the group was decidedly affirmative, with a resounding endorsement by one member in particular.

Chairpersons will share results of the informal solicitation with management for consideration.

	<p><b>Customer Satisfaction Survey:</b> For several months, we have featured a customer satisfaction survey on the website via a pop-up box when you visit the site. We have received approximately 6,600 completed surveys, many indicating we have two areas of needed improvement, our search engine and navigation. With this in mind, we are proposing the following changes to the site in the approaching year:</p> <ul style="list-style-type: none"> <li>• New Search Engine: We are in the process of purchasing a new search engine to better suit the needs of customers and staff. We expect it to be operational by the end of this calendar year, 2006.</li> <li>• Website Improvements: We are asking for your help in updating our website by providing feedback on changes you would like to see. We appreciate ideas for improvement as we strive to meet and exceed your expectations.</li> </ul>		<p>A special thanks to all members who have submitted surveys.</p> <p>Members received a survey for website improvements in advance of the meeting; several members returned surveys to chairpersons that day. Please fax surveys to the attention of Medicare Publications at:  Fax: 608-301-2625  or by email to:  MedicareAdmin@wpsic.com</p>
<p>Updates</p>	<p>The list of MLN Matters articles and other updates submitted to the membership for review prior to the meeting included:</p> <ul style="list-style-type: none"> <li>• MLN Matters (MM 5037) – Flu/PPV Vaccine Claims</li> <li>• MLN Matters (MM 5032) – MREP Update</li> <li>• MLN Matters (MM 4374) – NPP Payment for CPO</li> <li>• MLN Matters (MM 5081) – Stage 2 NPI</li> <li>• MLN Matters (MM 5047) – Hold on Medicare Payments</li> <li>• MLN Matters (MM 5229) – Modification of NPI Editing Requirements</li> <li>• Prostate Cancer Awareness Month</li> </ul>	<p>A member questioned the current phase of NPI, whether the legacy number had to be correct or will the NPI override it and allow claims to process.</p>	<p>Currently, all data must be accurate, including the legacy number and NPI, for claim processing.</p>

	<ul style="list-style-type: none"> <li>• Demo 49, CR 5205 “Laboratory Competitive Bidding Demonstration” (requested by a Springfield PCOM member)</li> </ul>		
Open Discussion/Conclusion	<p><b><u>Ask-the Contractor Teleconference (ACT)</u></b></p> <p>Members received a handout announcing the upcoming ACT on Wednesday, September 20, from 9:00 am to 10:30 am (CT); dial in directions were included in the handout. According to the newly revised format, providers and staff are welcome to call with any questions on Medicare issues. The new structuring no longer includes pre-planned, specific topics offered by presenters.</p> <p><b><u>Medicare Part D Update</u></b></p> <p>Sandy Leith, Illinois Senior Health Insurance Program (SHIP), provided a comprehensive presentation on the latest developments regarding Part D benefits, complete with a PowerPoint handout.</p> <p><b><u>Changes in Future PCOM Meetings</u></b></p> <p>Beginning December 2006, PCOM meetings will transition to a single, jurisdiction-wide forum, with the inaugural meeting held in Wisconsin. All members from the current states’ PCOM not attending in person should connect via toll-free teleconference lines. PCOM meetings will continue on a quarterly basis and will rotate face-to-face meetings within the four states of the WPS Medicare jurisdiction.</p>	<p>Sandy Leith invited members to attend the local SHIP conference on October 30, 2006 in Springfield to learn more details on Part D issues.</p>	<p>For complete details on the upcoming event, call SHIP at 800-548-9034.</p> <p>The group is encouraged to remain supporters of this educational initiative, as your continued participation is vital to the committee’s success. Details concerning the December meeting are forthcoming.</p>