

Provider Communications (PCOM) Advisory Group Minutes

9:00a.m. – 12:00 noon

March 09, 2006

Comfort Suites

Southfield, Michigan

Members: (13)

Agenda Item	Discussion	Outcome/Action
Welcome and Introductions	Roll Call Review of Minutes from the December 2005 meeting.	Minute were approved as written.
Focus of Forum	<p>Members were asked to review a two page document defining the primary responsibilities of Provider Communications (PCOM) Group members. Several of the members commented that the major points discussed in the document appeared to be consistent with previous documents that explained the focus of the forum in the past such as Transmittal 146, which was discussed initially at the March 13, 2003 meeting. A few of the members expressed concern whether the meeting would be conducted in a similar format as in past meetings. While others commented that it appears that the focus of the group is a bit more defined than it was in the past.</p> <p>Some individuals also mentioned that they understand why they have been encouraged to let their chairperson know when they have participated in a teleconference call, iLinc session, Lunch N Learn session, face to face seminar or any other educational offering made available by Wisconsin Physicians Service (WPS). When individuals acknowledge their participation in one of the educational venues, it provides an avenue for feedback regarding the specific material discussed and how they personally thought the material was received and interpreted.</p>	<p>Overall, the discussion concluded with a general consensus that everyone understood their role and the intent of the forum.</p> <p>The President of the Michigan Patient Accounting Association (MPAA), Warren Chapter, extended an invitation for WPS staff to attend their next meeting in May. This will allow WPS staff an opportunity to also solicit feedback on the General Medicare seminar workbook, from Medical Billers in the group.</p>
General Medicare Workbook	The January 2006 publication of the General Medicare Workbook was distributed for all members to participate in the ongoing development of educational materials. This collaborative effort began with members volunteering to review educational material during the June 12, 2003 meeting and has continued to this date.	

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<p>General Medicare Workbook – <i>continued</i></p>	<p>Suggestions/comments received during the meeting will be considered by the Provider Outreach and Education staff prior to the next publication update. A summary of suggestions and comments received are bulleted below as follows:</p> <p>Appearance –</p> <ul style="list-style-type: none"> • The bright and colorful front cover is most attractive. <p>Table of Contents -</p> <ul style="list-style-type: none"> • An alpha index would serve a broader audience in the provider community. Not all provider specialties categorize items as illustrated in the current table of contents. • There appears to be too many styles of lettering, font sizes and italicized lettering. This makes it difficult to read, it seems as though it changes too frequently. • Members would like a section in the book on forms commonly used by Medical Billers. <p>Beneficiary Information –</p> <ul style="list-style-type: none"> • Patient eligibility information found in the book is good, however information found on pages 191-200 of the WPS “Provider’s Guide to Medicare Part B 2000 publication ties it all together. • A complete listing of health insurance claim number suffixes would be nice or at least a reference to the Social Security Administrations Web site where this information can be found. 	<p>Members would like to see inclusion of an alpha index versus or in addition to a Table of Contents that is not italicized. This would alleviate some frustration when attempting to find items of interest.</p> <p>Members of the forum will forward examples of commonly used forms that they would like to see included in the book to WPS staff.</p> <p>Forum would like WPS to consider inclusion of Medicare Secondary Payer information into this section so that the presenter can illustrate the relationship between patient eligibility into the Medicare Part B program and the MSP rules that apply based on that entitlement when submitting secondary claims.</p>

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General Medicare Workbook – <i>continued</i>	<p>National Correct Coding Initiative/Medicare Physician Fee Schedule Database (MPFSDB) –</p> <ul style="list-style-type: none"> • Providers do not understand how to read these files. Examples of screen prints from The Centers for Medicare and Medicaid Services (CMS) Web site would help our staff better understand these files, in addition to narrative explanations on how to read the files illustrated. <p>Part B Carrier Functions –</p> <ul style="list-style-type: none"> • Contact us section under carrier functions would be a bit more useful as a quick reference tool if the actual contact information was included immediately following the narrative portion. Currently this information is in a separate section near the back of the book. 	Staff will provide a status on suggestions made after staff has had an opportunity to review them.
2006 Fee Schedule	<p>On February 28, 2006 a “Ask the Contractor (ACT) teleconference call was hosted by WPS on the 2006 Fee Schedule to address concerns of the provider community regarding the anticipated 0% average decrease for reimbursement of services during this calendar year. Some fees are being reimbursed at a higher rate than in 2005, some at a lower rate, and some have stayed the same as 2005 rates. The Centers for Medicare and Medicaid Services (CMS) had adjusted Geographical Price Cost Indexes (GPCIs) and the Relative Value Units (RVUs) on some procedure codes, resulting in changes from 2005 to 2006 reimbursement rates. WPS Medicare will reprocess claims and perform mass adjustments on claims processed for dates of service beginning January 1, 2006 through February 8, 2006 prior to the new fees being loaded to the claims processing system. This will ensure that accurate reimbursement is made under the newly revised 2006 fee schedule.</p>	Members commented that they did not participate in this call, because they were checking the WPS Web site frequently for the new anticipated fees to be loaded.
Provider Enrollment Applications	<p>Effective 2/10/06, incomplete provider enrollment applications will be returned to providers for completion along with a detailed letter explaining what information is missing. We will no longer routinely contact providers to obtain missing information.</p>	Providers are encouraged to review all applications for completeness before they submit them.

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Provider Enrollment Applications - <i>continued</i>	Once all missing information, including any related attachments are added to the application, it can be resubmitted again as a new application or change of information request and will be processed as an initial request.	Information is available on the WPS Web site to assist individuals in completing the 855 enrollment applications, in addition to frequently asked questions about provider enrollment at: www.wpsmedicare.com
Medicare Part A Update	A representative from United Government Services provided updates on educational offerings, various Medlearn Matters Articles, Modifiers and the National Provider Identifier (NPI) resources that are available.	
Medlearn Matters Articles	<p>Members appreciate WPS staff sending frequent updates to program benefits and changes as they occur between quarterly meetings. There were no concerns regarding the following articles that were distributed prior to the meeting.</p> <p>Medlearn Matters # 4215 – Consultation Services Current Procedural Terminology (CPT) Codes 99241 – 99255:</p> <p>Medlearn Matters # 4246 – Nursing Facility Services (Codes 99304-99318):</p> <p>Medlearn Matters # 4177 – Eliminate the Use of Surrogate Unique Physician Identification Numbers:</p> <p>Medlearn Matters # 4364 – Therapy Caps Exception Process:</p>	
Open Discussion	<p>During the open discussion session of the program members asked for clarification on the following:</p> <p>When providers are searching for information that is not available on the WPS Web site, is it possible that they receive a response back from their search that indicates what Web sites have the information they are looking?</p>	The WPS search engine does not have this capability.

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Open Discussion-continued	Although members appreciate that WPS provides updates via the Listserv, a suggestion was made by members to consider making them a little shorter. "Five to six pages are more than enough."	This suggestion will be considered.
	<p style="text-align: center;">Meeting Schedule for this year: June 8, 2006 September 14, 2006 December 07, 2006</p>	