

Provider Communication Advisory Committee Minutes (PCOM)

9:00 a.m. – 12:00 noon.

Thursday, September 14, 2006

Southfield, Michigan

Attending Members: Continuum Management Services, Henry Ford Health System, Mid-Michigan Family Medical Center, Professional Practice Resources, Thornton Consulting Group, Trinity Health (new).

Participation by Phone: Henry Ford Health System, McClaren Health System, Organizational Integrity (new), University of Michigan,

WPS Staff: Lydia Bean, Matthew Friedrichs, WPS Medicare Provider Outreach and Education (hereafter referred to as POE), Holly O’Neal, WPS Medicare Publications

Agenda Item	Discussion	Suggestions	Outcome/Action
Welcome and Introductions	Members were welcomed to the September Southfield PCOM meeting. Roll call was taken; 10 members were present in person, two of which were new to the group, in addition to 4 organizations that participated by teleconference. The committee approved minutes from the June PCOM with no additions/corrections.	Members that participated via teleconference suggested that we continue to provide this toll free line for members unable to attend in person.	
Provider Education Strategies	<p>Review Suggestions/Actions/Outcomes from June PCOM Meeting</p> <p>Members were provided with a copy of the minutes from the June PCOM meeting. Minutes were approved as written.</p>	One member suggested that the committee table discussions on the Competitive Acquisition Program (CAP) that was mentioned in the minutes from the June meeting, until further notice. This suggestion was agreed to by fellow members as well.	<p>Members agreed to provide an update at the next meeting on educational opportunities required on the following three topics:</p> <ul style="list-style-type: none"> • Supervising Physicians in Teaching Setting • Non-Physician Practitioners • Incident to Services

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Provider Education Strategies-continued	<p>Educational Methods Through the Website and Website Suggestions/Improvements</p> <p>A representative from the Wisconsin Physicians Service, WPS Medicare Publications team participated by teleconference, offering highlights of three new technology resources that are in the planning stages for the upcoming year. They are as follows:</p> <p>iLinc: Is a Webinar product that allows for both synchronous and asynchronous learning for providers. Usually, about 20 providers will participate as a group in a live Webinar session. Individuals may conference in via phone line, or connect via their PC using Voice Over IP. A presenter provides a live audio presentation and controls a PowerPoint slide show that is available to all participants. Participants have the option of asking a question verbally, or by typing their question on-line. A facilitator will assist the presenter with questions that are typed on-line throughout the presentation.</p> <p>Lectora: This is an on-line training tool utilized for both internal and external education. This on-line technology is considered easy to use and requires very little programming. 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</p> <p>Mediasite: An on-line training tool used as a replacement for a face-to-face seminar, with visual aids such as PowerPoint. Mediasite offers recordings to be viewed 24/7.</p>	<p>Members suggested that educational offerings be advertised through the WPS listserv, Monthly Communiqué publication and posted to the WPS Medicare Website.</p>	

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	<p>Educational Methods Through the Website and Website Suggestions/Improvements-continued</p> <p>Communiqué Index Substitute: WPS Medicare is currently looking at a new search engine for the WPS Medicare Website that will allow one to search faster for information and articles.</p> <p>Customer Satisfaction Survey: To date, WPS Medicare has received approximately 6,600 completed surveys, as a result of the pop-up box that appears on the WPS Website. Upon review of the surveys, staff is currently seeking ways to improve our search engine and navigation. Members received a survey for website improvements in advance of the meeting.</p>	<p>Members suggested that WPS enhance the search feature so that individuals have the option to exclusively search for information in the monthly Communiqué publication, medical policies, or the entire WPS Website.</p>	<p>WPS Medicare staff is currently considering this suggestion. Staff will update members with a status on procuring a new search engine for the WPS Medicare Website via e-mail.</p> <p>Members are encouraged to complete the surveys after they have had an opportunity to return to their office and take another look at recent changes made to the WPS Medicare Website. Completed surveys made be faxed or mailed 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 are as follows:</p> <ul style="list-style-type: none"> • MLN Matters (MM 5037) – Flu/PPV Vaccine Claims • MLN Matters (MM 5032) – MREP Update • MLN Matters (MM 4374) – NPP Payment for CPO • MLN Matters (MM 5081) – Stage 2 NPI • MLN Matters (MM 5047) – Hold on Medicare Payments • MLN Matters (MM 5229) – Modification of NPI Editing Requirements • Prostate Cancer Awareness Month <p>The PCOM chairs asked members to review all information made available on NPI to stay abreast of changes as they occur.</p>		<p>Members that have obtained a NPI number are asked to participate in end to end testing with the WPS Electronic Data Interchange (EDI) department prior to submitting claims with their new NPI number. Providers are then asked to submit both the new NPI number and their legacy number (current provider number) on the claim at this time.</p>

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Open Discussion/Conclusion	<p><u>Ask-the Contractor Teleconference (ACT)</u></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>		
Future meetings	<p><u>Changes in Future PCOM Meetings</u></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>	A suggestion was made that meetings be extended to half-day sessions.	Chairpersons will share results of the informal solicitation with management for consideration.
Next meeting	The PCOM chairs will notify members by e-mail of the next meeting to be held in December.		