

Provider Communications (PCOM) Advisory Committee Minutes

9:30am – 12:00p.m. (E.S.T)

June 15, 2006

SpringHill Suites

Walker, Michigan

Attendees Present: Bronson Healthcare Group, Covell & Harwood Associates, Kalamazoo Cardiology, Lakeview Family Care, MedTrust LLC, Michigan Medical P.C., Sturgis Medical Group, West Michigan Nephrology, West Michigan Orthopedics, Young Medical Consulting

Staff Present: Matthew C. Friedrichs, Senior Analyst, Provider Outreach & Education (POE) department

| Agenda Item | Discussion | Suggestions | Outcome/Action |
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| Welcome and Introductions | Roll Call – Eleven members attended in person and two members participated through teleconferencing technology. | One member commented that participating by phone is a great option, and is hopeful that Wisconsin Physician Service (WPS) Medicare will continue to provide this connectivity for future meetings. | WPS Medicare staff will continue to offer teleconferencing capability for those individuals that are unable to attend in person. |
| Approval of Minutes from March 16, 2006 Meeting | No comments or concerns were raised in regards to the minutes from the previous meeting held on March 16, 2006 | | |
| Review Suggestions/Actions/Outcomes from Previous Meeting | Members received a document prior to this meeting, detailing actions taken by Wisconsin Physicians Service (WPS) Medicare staff in response to suggested enhancements to the General Medicare Seminar workbook that members provided during the last meeting. If additional hardcopy seminar books are available, members would like to receive a copy, and then compare the updated book to suggested enhancements previously made by members. | Members would like more time to review the actions taken by WPS Medicare staff. | WPS Medicare staff will inquire whether or not hardcopies are available for members to review. If books are available they will be distributed to members as soon as possible. If additional books are not available, WPS Medicare staff will pursue placing the seminar workbook on the WPS Medicare Website and provide notification to members. Members will review the seminar workbook and provide any specific feedback they may have regarding the actions taken by WPS Medicare staff by the next meeting, scheduled for September 21, 2006. |

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| Review Suggestions/Actions/Outcomes from Previous Meeting | Members expressed a note of thanks to WPS Medicare staff for responding so quickly to suggestions made during the previous meeting. | <p>1. A suggestion was made at the previous meeting to shorten the length of Listserv messages, "Five too six pages are more than enough."</p> <p>2. A suggestion was made at the previous meeting for WPS Medicare staff to provide training on the 855I enrollment application.</p> | <p>1. WPS Medicare staff will make every effort to keep Listserv messages brief and to the point.</p> <p>2. Members of the group will receive and review Computer Based Training (CBT) material developed on the 855I enrollment application following this meeting. Members will provide feedback to WPS Medicare staff by June 26, 2006. Once reviewed and completed, training for the 855I will be announced to the provider community.</p> |
| Topics for Education-Discussion and Feedback | A copy of the current training schedule was distributed to members for review and comment. Based on current educational offerings, members made suggestions for future trainings. | <p>Based on the current educational schedule the following suggestions were made for FY2007 series by the members:</p> <p>One member commented, "The Modifier seminar is a big hit with everyone and fills-up fast, so more Modifier seminars need to be offered in the Lansing and Grand Rapids, Michigan area." This topic should be offered by face-to-face seminar and iLinc formats.</p> <p>The following topics should also be offered in face-to-face seminar format:</p> <ul style="list-style-type: none"> • Beyond the Basics • Practical Solutions • Evaluation and Management Services <p>Consider developing short presentations on audio tapes, computer (CD's) and or motion pictures experts group technology (MP3). This will meet the needs of the provider community.</p> | <p>Members agreed to provide suggestions for each suggested topic:</p> <ul style="list-style-type: none"> • Type of educational venue best suited for topic material • Geographical location for event • Issues and concerns related to the topic • How to ensure provider participation and attendance <p>Comments and suggestions by PCOM members will be discussed with Outreach management.</p> |

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| Topics for Education-Discussion and Feedback | Members acknowledged that educational needs might vary among specialty groups and geographical areas within the state. | <p>Training sessions that might be considered in the distant future by WPS Medicare are as follows:</p> <ul style="list-style-type: none"> • Electronic Funds Transfer (EFT) • Medicare Remit Easy Print (MREP) | Members will continue to look at educational needs that they believe require training by WPS Medicare. |
| Education Methods – Initiative | <p>Members commented that currently, providers pay outside companies a tremendous amount of money for educational materials on a variety of topics. Providers would be more willing to pay WPS Medicare to produce the same material. However, members also recognize that the carriers’ staffing resources may be limited.</p> <p>One member commented, “The topics currently being offered are very much needed and very good!”</p> | <ol style="list-style-type: none"> 1. Members further suggested that a subcontractor be considered to produce materials in various electronic formats. 2. Teleconferences should be taped and transcribed for individuals that are unable to listen to electronic media format. 3. Questions and answers that are posted to the WPS Medicare Website should be identified with the event they are received from when possible. | <ol style="list-style-type: none"> 1. WPS Medicare staff will consider suggestions and respond to members at the next meeting. 2. This suggestion was also made by members of the Metropolitan Detroit PCOM group last week and is currently being considered. 3. WPS Medicare staff will forward this suggestion to appropriate individuals for consideration. |
| Medicare Learning Network Articles | <p>The following Medicare Learning Network (MLN) articles were forwarded to members prior to the meeting to allow them time to review the information.</p> <p>MM4064 – Competitive Acquisition Program (CAP) for Part B Drugs – Coding, Testing, and Implementation</p> <p>MM4398 – Update to Chapter 24 (EDI Support Requirements) of the Medicare Claims Processing Manual to Show New CMS Web Site References</p> | There were no comments, concerns, or suggestions shared regarding MLN articles. | |

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| Medicare Learning Network Articles - <i>continued</i> | <p>MM5015 – Full Replacement for Change Request (CR) 4266, Revision for Health Professional Shortage Area (HPSA) and Physician Scarcity Area (PSA) Bonus Billing for Some Globally Billed Services. CR4266 Is Rescinded</p> <p>MM4309 – Additional Requirements for the Competitive Acquisition Program (CAP) for Part B Drugs and Biologicals.</p> | There were no comments, concerns, or suggestions shared regarding MLN articles. | |
| Other Issues - Membership | No other issues were raised by group. | | |
| Next meeting | <p>Meeting Schedule for this year:</p> <p>September 21, 2006</p> <p>December 14, 2006</p> | Hope to see you at the next meeting! | |