

Provider Communication Advisory Committee Minutes (PCOM)

9:30 a.m. – 12:00 noon.

Thursday, September 21, 2006

Walker, Michigan

Attending Members: Covell & Harwood Associates, Lakeview Physicians Service, Mercy Family Care, Michigan Medical P.C., Mid-Michigan Physicians P.C., ProCare Systems, Sturgis Hospital,

Participation by Phone: Bronson Healthcare Corporation

WPS Staff: Lydia Bean, Matthew Friedrichs, Wisconsin Physicians Service (WPS) Medicare Provider Outreach and Education, Holly O’Neal, WPS Medicare Publications

Agenda Item	Discussion	Suggestions	Outcome/Action
Welcome and Introductions	<p>Members were welcomed to the September Walker PCOM meeting.</p> <p>Roll call was taken; 10 members were present in person, one organization participated by teleconference.</p> <p>The committee approved minutes from the June PCOM with no additions/corrections.</p>	<p>The one participant that used the teleconference line commended WPS Medicare for providing this service for any member that is unable to attend.</p>	
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 15, 2006 PCOM meeting. Minutes were approved as written.</p> <p>Members would like an opportunity to review any training materials that are developed for the following topics:</p> <ul style="list-style-type: none"> • Electronic Funds Transfer (EFT) • Medicare Remit Easy Print (MREP) 	<p>Members suggested that they allow a little more time for all members to have an opportunity to review the suggested enhancements to the General Medicare Seminar workbook.</p> <p>Two members commented that they thought the Computer Based Training (CBT) material that was sent to them on 855I enrollment application was a bit too long.</p>	<p>Members would like an opportunity to review any training materials that are developed for the following topics:</p> <ul style="list-style-type: none"> • Electronic Funds Transfer (EFT) • Medicare Remit Easy Print (MREP)

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Provider Education Strategies- <i>continued</i>	<p>Educational Methods Through the Website and Website Suggestions/Improvements</p> <p>A representative from 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><i>iLinc</i>: 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><i>Lectora</i>: 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>Members are pleased that WPS is adopting their suggestion to have questions and answers from teleconferences posted to the WPS Medicare Website.</p>	<p>Members will forward their suggestions to WPS Medicare staff via e-mail once they have had an opportunity to review these new technologies.</p>

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Provider Education <i>Strategies-continued</i>	<p>Educational Methods Through the Website and Website Suggestions/Improvements-continued</p> <p>Mediasite: Is an on-line training tool used as a replacement for a face-to-face seminar with visual aids such as a PowerPoint. Mediasite offers recordings to be viewed 24/7.</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 the search feature be enhanced so that individuals have the option to exclusively search for information either in the monthly Communiqué publication, medical policies, or the entire WPS Website.</p>	<p>This suggestion is currently being considered by WPS Medicare staff. 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 may be faxed or mailed to the attention of Medicare Publications at: Fax: 608-301-2625 or by email to: MedicareAdmin@wpsic.com</p>
Updates	<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>Members were asked 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	WPS staff had inquired whether or not any member had attended the Ask-the Contractor Teleconference (ACT) call conducted the previous day.		Members indicated that they did not have an opportunity to attend.
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>	<p>A suggestion was made that meetings be extended to half day sessions.</p> <p>One member volunteered to host a central meeting site for members in Michigan to gather for the next PCOM Teleconference meeting. This would save WPS Medicare revenue associated with the use of each phone line.</p>	<p>Chairpersons will share results of the informal solicitation with management for consideration.</p> <p>WPS Medicare staff will forward an updated membership list based on information gathered by each member at the meeting.</p>
Next meeting	PCOM chairs will notify members of next meeting to be held in December via e-mail.		