

Provider Communications (PCOM) Advisory Group Minutes

9:30a.m.-12:00 noon
 December 15, 2005
 SpringHill Suites
 Walker, Michigan

Members: (8)

Agenda Item	Discussion	Outcome/Action
Welcome and Introductions	<ul style="list-style-type: none"> • Roll Call • Review of minutes from the September 2005 meeting. 	Minutes were approved as written.
Beneficiary Educational Activities - Medicare Prescription Drug Update	<p>Providers were encouraged to remind beneficiaries that enrollment for Medicare Part D coverage is voluntary. However, enrollment into the Medicare Part D program is mandatory to receive the new prescription drug coverage benefits. The Centers for Medicare and Medicaid Services launched a Drug Plan Finder on October 17, 2005 to help individuals find a Medicare drug plan that fits their needs. Anyone accessing this internet service should expect to take approximately 20 minutes to complete the process from beginning to end. Individuals that prefer to speak to a Customer Service Representative directly may do so at 1-800-MEDICARE (1-800-633-4227). Additional educational materials are available to assist your staff and patients at: http://www.cms.hhs.gov/medlearn/drugcoverage.asp</p>	Members were pleased to hear that this service is now available to assist beneficiaries.
Flu Shots	<p>During the 2004-2005 flu season, there was a shortage of flu vaccine. To ensure beneficiaries would be able to receive a flu vaccination, the Center for Medicare & Medicaid Service (CMS) made an exception to allow the payment of beneficiary – submitted flu claims for services provided by non-enrolled providers. This was a one-time event due to the flu vaccine shortage. However, Medicare will no longer except claims submitted by the beneficiary. Claims submitted for service dates on or after June 1, 2005, providers who offer flu shots to Medicare beneficiaries must submit claims to Medicare for these patients.</p>	No concerns were raised in regards to this benefit.

Provider Communications (PCOM) Advisory Group Minutes

9:30a.m.-12:00 noon
 December 15, 2005
 SpringHill Suites
 Walker, Michigan

Agenda Item	Discussion	Outcome/Action
<p>Provider Educational Activities – Enterprise Call Center Strategy (ECCS)</p>	<p>Wisconsin Physicians Service (WPS) is committed to providing the best customer service possible. It is our intent that inquiries be handled promptly, accurately and professionally.</p> <p>To ensure that our customers are continually receiving the highest level of customer service possible, staff initiated a conversation among members; the intent of the discussion was to capture feedback from members based on their interactions with representatives from our Customer Service department.</p>	<p>Members indicated that they are frequently referred to the Wisconsin Physicians Service Web site for medical policies and other guidelines.</p> <p>They further commented that their experience with the new Provider Relations Research Specialist (PRRS) has been favorable. They reported that PRRS representatives may contact them by phone in an attempt to further define the concern prior to responding in writing.</p>
<p>A Day with Medicare and Partners</p>	<p>WPS is offering the next “A Day with Medicare and Partners,” on Monday, February 13, 2006 in Waukesha, Wisconsin. As in the past, this event will offer general sessions, a presentation by WPS Medicare Carrier Medical Director, and other valuable break-out presentations, demonstrations and face-to face encounters. Informational booths will be set up at the event to offer educational opportunities and answer general questions. Live demonstrations of the Medicare Part B/CMS Websites and the CMS Secure Net Access Pilot (C-SNAP) are being offered. In addition, there will be presentations by representatives from The Centers for Medicare and Medicaid Services (CMS).</p>	<p>Members indicated that they are frequently referred to the Wisconsin Physicians Service Web site for medical policies and other guidelines.</p> <p>They further commented that their experience with the new Provider Relations Research Specialist (PRRS) has been favorable. They reported that PRRS representatives may contact them by phone in an attempt to further define the concern prior to responding in writing.</p>

Provider Communications (PCOM) Advisory Group Minutes

9:30a.m.-12:00 noon
 December 15, 2005
 SpringHill Suites
 Walker, Michigan

Agenda Item	Discussion	Outcome/Action
<p>Small Provider Education – Provider Education Training (PET) Advisory Groups</p>	<p>To date, three Small Provider Education and Training (PET) Advisory Group meetings have been held. Each PET will focus on specific educational needs unique to small provider offices in the areas of General Practice, Chiropractic Care, Foot Care and the fourth PET Advisory Group being Physical Therapy, scheduled to kickoff in early 2006.</p>	<p>Members were glad to hear that the PET Advisory Group meetings have started and will seek out individuals that might be interested serving on one of these unique forums.</p>
<p>2006 CD-ROM</p>	<p>To ensure greater flexibility in making any last minute changes to the 2006 Fee Schedule, the CD-ROM will not contain the Medicare reimbursement fees. Carriers will post fees on the WPS Web site to assure that providers will have the most current and correct information. However, the 2006 CD-ROM will contain educational materials such as:</p> <ul style="list-style-type: none"> • Communiqué archive • Handbooks from WPS presented seminars • Links to important Web sites • A listing of Medicare acronyms and their meaning • Frequently Asked Questions (FAQ)s • The latest HIPAA data • Downloadable forms • Helpful hints for using the CD-ROM • Medicare prescription drug benefit <p>Information on the 2006 Fee Schedule is available at: http://www.wpsmedicare.com/provider/pricing_fees.shtml</p>	<p>A copy of the 2006 CD-ROM was distributed to members.</p>

Provider Communications (PCOM) Advisory Group Minutes

9:30a.m.-12:00 noon
 December 15, 2005
 SpringHill Suites
 Walker, Michigan

Agenda Item	Discussion	Outcome/Action
2006 Seminar and Teleconference Schedule E-Medicare & You	<p>A listing of educational offerings was distributed to members containing all events scheduled through July 2006.</p> <p>The staff of WPS has compiled an information packet containing available electronic resources for those individuals still learning about the advantages of submitting claims electronically. An advantage of using the product is saving the staff of a small provider office invaluable time they need to carry out the day to day activities within their office. Information in this packet includes instructions on the purchase of a computer, how to get started, important facts and tips and how to receive faster reimbursement.</p> <p>To order your free copy of the <i>E-Medicare & You: Your Guide to Computers, Electronic Billing, and the Internet</i> packet, contact WPS Medicare today: E-mail: medicareadmin@wpsic.com (please indicate 'E-Medicare Packet' as the subject) Mail: WPS Medicare Provider Outreach - Medicare Publications E-Medicare Packet P.O. Box 7758 Madison, WI 53707-7758 Fax: (608) 301-2625 (please indicate 'E-Medicare Packet' as the subject)</p>	<p>Members were encouraged to provide feedback on seminars they would have an opportunity to attend and to make suggestions for new programs needed.</p> <p>Comments received on the packet were as follows;</p> <p>Nice idea!</p> <p>Appealing to the eye!</p> <p>This will save time for staff seeking this type of information!</p>
MedPub – Medlearn Matters	<p>To allow ample time for members to review the following articles, each article was electronically sent prior to the meeting. Thus, allowing members an opportunity to better determine how the changes might impact the provider offices.</p>	

Provider Communications (PCOM) Advisory Group Minutes

9:30a.m.-12:00 noon
 December 15, 2005
 SpringHill Suites
 Walker, Michigan

Agenda Item	Discussion	Outcome/Action
MedPub	<p>A concern was raised regarding Medlearn Matters article MM4183 – Physician Voluntary Reporting Program Using Quality G-Codes. The concern is whether or not the Centers for Medicare and Medicaid Services will mandate these codes for services provided in the year 2007.</p> <p>To access the CMS Medlearn Matters Web page, which contains all Medlearn Matters articles, as well as any related Change Request (CR) information, please go to: http://www.cms.hhs.gov/MedlearnMattersArticles/</p> <ul style="list-style-type: none"> • MM3960 – Claim Status Code/Claim Status Category Code Update • SE0570 – Important Information about Medicare Coverage of Drugs under Part B and the New Medicare Prescription Drug Coverage (Part D), and Vaccines Administered in a Physician’s Office – The Ninth in the Medlearn Matters Series on the New Prescription Drug Plans • MM3890 – Implementation of Carrier Guidelines for End Stage Renal Disease (ESRD) Reimbursement for Automated Multi-Channel Chemistry (AMCC) Tests (Supplemental to Change Request 2813) • MM4121 – Revised – MMA New G Code for Power Mobility Devices (PMDs) • MM4019 – MMA – Changes to Chapter 29 – General Appeals Process in Initial Determinations 	<p>Staff will address this concern and provide feedback to the PCOM Committee members via e-mail.</p> <p>Members stated that they had no concerns regarding any of these articles.</p>

Provider Communications (PCOM) Advisory Group Minutes

9:30a.m.-12:00 noon
 December 15, 2005
 SpringHill Suites
 Walker, Michigan

Agenda Item	Discussion	Outcome/Action
<p>MedPub – <i>continued</i></p>	<ul style="list-style-type: none"> • MM4022 – Medical Review Additional Documentation Requests (ADRs) • MM3942 – MMA – Changes to Chapter 29 – Appeals of Claims Decisions: Redeterminations and Reconsiderations (Implementation Date May 1, 2005) • MM4106 – National Modifier and Condition Code to be Used to Identify Disaster Related Claims • MM3898 – MMA – Erroneous Guidance – Basis to Waive Penalty • MM4053 – Calendar Year 2005 Payment for Medicare Part B Radiopharmaceuticals Not Paid on a Cost or Prospective Payment Basis • SE0543 – Key Medicare News for 2006 for Physicians and Other Health Care Professionals • MM4183 – Physician Voluntary Reporting Program Using Quality G-Codes 	<p>No suggestions, comments or concerns received on Medlearn Matter articles provided, with the exception of the concern mentioned on the previous page regarding MM4183.</p>
<p>Other Issues</p> <p>National Provider Identifier (NPI)</p>	<p>As a reminder, a one page handout was provided to members highlighting important facts taken from the Health Insurance Portability & Accountability Act of 1996 (HIPAA). The document explains the benefits of NPI, who needs it, how to obtain a NPI and important dates to know.</p>	<p>Members reported that the process for applying for a National Provider Identifier (NPI) number has gone very well.</p>

Provider Communications (PCOM) Advisory Group Minutes

9:30a.m.-12:00 noon
 December 15, 2005
 SpringHill Suites
 Walker, Michigan

Agenda Item	Discussion	Outcome/Action
National Provider Identifier (NPI) - <i>continued</i>	<p>The new CMS web page dedicated to providing all the latest NPI news for Fee-For-Service (FFS) Medicare providers is: http://www.cms.hhs.gov/NationalProvIdentStand/</p> <p>While this page is dedicated to the Fee-For-Service (FFS) community, it contains helpful information and links that may benefit all health care providers.</p>	<p>(IVR) - A few of the members suggested that providers have options available to them so they can select the information they would like to hear. Presently, they are hearing information about claim status with a ticking noise in the background. Based on the experiences shared with the new system, it is their belief that the system is having problems with voice activated input.</p>
New Interactive Voice Response system (IVR)	<p>Providers may receive information relating to eligibility, claim status, checks, deductibles, phone and address listings, and appeal rights through this new Interactive Voice Response system. The new system is accessible through manual commands or voice activation.</p>	<p>Surveys should be completed and returned to chairperson within two weeks of meeting date.</p>
Educational Curriculum Questionnaires	<p>Members received two questionnaires electronically prior to the meeting and were asked to review them prior to the meeting. Following an open discussion during the meeting, members volunteered to take the information back to their respective offices to obtain feedback from staff that will assist WPS in the development of Evaluation & Management and Oncology teleconferences.</p> <p>For more information, please refer to the information packet distributed prior to the meeting.</p>	<p>Surveys should be completed and returned to chairperson within two weeks of meeting date.</p>
2006 PCOM meeting schedule	<p>March 16, 2006 June 15, 2006 September 21, 2006 December 14, 2006</p>	

Provider Communications (PCOM) Advisory Group Minutes

9:30a.m.-12:00 noon

December 15, 2005

SpringHill Suites

Walker, Michigan

Happy Holidays!