

Provider Communication Advisory Committee Minutes (PCOM)

1:30pm – 3:30pm
Tuesday, June 13, 2006
Bloomington, Minnesota

Attending Members: Allina Hospitals and Clinics, Hennepin Facility Associates, North Clinic, Rapid Return Medical Billing, Therapy Partners, Inc., University of Minnesota, Stratis Health

Conferenced in by Phone: CentraCare Clinics, Mayo Clinic, St. Mary’s Duluth Clinic

WPS Staff: Rita Hobot, MN Provider Education and Outreach; Mary Muchow, WI Provider Education and Outreach; Bonnie LaPanta, RN, MN Policy Development; Emily Drewitz, Administration

Agenda Item	Discussion	Suggestions	Outcome/Action
I. Welcome and Introductions	Members were welcomed to the meeting at the Holiday Inn, Bloomington and were asked to update their information as needed on the Members’ List. Three members joined the meeting via conference call.		
II. Review of Minutes – March 28,2006 Action Items/ Responses	<p>Minutes from the March 28, 2006 meeting were approved.</p> <p><u>Action Items from March Meeting:</u></p> <ol style="list-style-type: none"> 1. Member questioned if seminars on Medicare requirements could be set up for medical students. 2. Members asked if they should resubmit the KX modifier (incorrect denials) that were due to a WPS system issues. 3. Member questioned if providers had to make adjustments to Crossover companies 		<ol style="list-style-type: none"> 1. Rita stated that she is currently working with a teaching hospital to see if seminars can be arranged. She will update members as more information becomes available. 2. Mary had emailed members on 4/06/06 advising they can use the KX modifier. Mary/Rita will check to see if denied claims should be resubmitted.

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	<p>in regards to the 2006 Fee Schedule adjustments.</p>		<p>3. Rita clarified that it is up to the individual Crossover companies to decide and that providers should contact their Crossover companies to see what requirements they have.</p>
<p>III. Provider Education Strategies</p>	<p>A. New Provider Basics Workbook – The new workbook has been updated and sent to the printer. Members were given a handout of suggestions, comments, and the action taken from all four PCOM meetings in the four states. Rita went through the suggestions that were given by MN.</p> <p>B. Topics for 2007 Education – Rita and Mary informed members that Outreach has begun working on educational programs for 2007 and asked members for suggestions.</p>	<p>B. Topic suggestions by members:</p> <ol style="list-style-type: none"> 1. Face-to-face seminar on the new Appeals/re-openings process with Appeals staff present to answer questions 2. Modifiers 3. Claim denials/rejections 4. Advanced Beneficiary Notice 5. Policies 6. Provider Services – discussing the different levels of provider services, how it is decided when to send a provider to a higher level and how are staff chosen for the higher levels 7. Skilled Nursing Facility (SNF) – would like an in-depth seminar on SNF and provide time for provider questions regarding issues like non-payment by SNFs to providers. 8. iLink on navigating the new CMS website. Member stated that some of the links do not work on the website 9. New CMS Initiatives – seminars could 	<p>WPS will consider incorporating suggestions into FY07 educational efforts. Members were encouraged to email further suggestions/ comments to Mary and Rita.</p> <p>Members should contact WPS with the CMS links that do not work. WPS will refer concerns to CMS.</p>

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	<p>C. Education Methods – Initiatives Rita stated that WPS currently conducts educational programs through the following and asked for members comments/ suggestions regarding these methods:</p> <ul style="list-style-type: none"> • Face-to-face • Teleconferences • Seminars • Computer Based Training Communique, such as iLink • Listserv • Website • Lunch-and-Learn • A Day with Medicare and Partners 	<p>be done before the initiatives are released and/or after the initiatives are released.</p> <p>C. Members made the following suggestions:</p> <ul style="list-style-type: none"> • Face-to-face – <ul style="list-style-type: none"> ○ Members like ½ day and full day seminars, but not 2-day seminar because it is too much information at one time and it is difficult to have staff out of the office for that long. • Teleconferences – <ul style="list-style-type: none"> ○ Members suggested the ACT teleconferences broken down by specialty. They stated that there are too many issues discussed that do not pertain to the specialty. Suggested combining 2-3 specialties per ACT teleconference which would be more beneficial to both provider and Medicare. ○ Members asked if the presentations could be recorded by providers so they could be replayed at a later date for their staff or if transcriptions of the presentations could be provided for participants. • On-Site – Members suggested WPS consider doing presentations in individual provider offices. Larger groups could organize and suggest topics regarding their Medicare error rates/issues. • Members suggested the Communique and seminars be put onto an audio tape or CD. 	<p>WPS will consider incorporating suggestions into FY07 educational efforts. Members were encouraged to email further suggestions/ comments to Mary and Rita.</p> <p>Rita and Mary will check to see if providers can record presentations and/or transcriptions of presentations.</p> <p>WPS will consider incorporating suggestions into FY07 educational efforts. Members were encouraged to email further suggestions/ comments to Mary and Rita.</p>

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	<p>D. Advertisement – Members were asked for suggestions on how to improve advertisement for educational programs.</p> <p>E. Locations and times – Members were asked for suggestions on locations and times for seminars.</p>	<p>D. Advertisement suggestions:</p> <ul style="list-style-type: none"> • Indicate in the advertisement whether it is geared more towards billers, coders or clinicians. • Indicate whether the presentation contains new or “hot” topics especially in seminars that are repeated yearly such as Beyond the basics. • Indicate in the advertisement whether questions can be sent in prior to the seminar. <p>E. Members stated that the current times for seminars work well for their organizations and suggested the following possibilities for locations:</p> <ul style="list-style-type: none"> • Medford • St Cloud • Maple Grove • Bloomington 	<p>WPS will consider incorporating suggestions into FY07 educational efforts. Members were encouraged to email further suggestions/ comments to Mary and Rita.</p>
<p>Updates/Medicare Learning Network Articles (MLN Matters)</p>	<p>A. Members were provided copies of the following MLN Matters articles. Rita gave a brief overview of the updates and MLN Matters.</p> <ul style="list-style-type: none"> • NPI • New Medicare provider Enrollment Form • 4014 re: Therapy Services • 5062 re: Medicare Summary Notice Printing Cycle • MM4064 • MM4398 • MM5015 • MM4309 • MM4401 • MM4404 • MM5025 • MM4261 		<p>Additional questions/ comments on updates/ MedLearn Network articles should be emailed to Rita or Mary.</p>

Agenda Item	Discussion	Suggestions	Outcome/Action
Next PCOM Meeting	The next PCOM meeting is scheduled for Monday, September 18, 2006.		