

**Provider Outreach & Education  
Medicare Part A Advisory Group Minutes  
June 24, 2009**

**Meeting Location(s)**

This Provider Outreach and Education Advisory Group (POE AG) meeting was conducted via teleconference.

**Alabama Attendee(s)**

Stephanie Calley  
Debra Freeman  
Cynthia McIntosh  
Tom Gillis  
Diane Davis

**Georgia Attendee(s)**

Susan Ford  
Susan Brannon  
Eric Lee (substitute Kammy Hill)  
Shirley Wall  
Paula Taylor  
Donna Jones (substitute Toni White)  
Cathy Patterson (substitute Kammy Hill)  
Diann Brown  
Tanya Miller  
Betty Boyce  
Robert Bolden

**Welcome**

The meeting was called to order at 10:30 A.M. Central Time. Cahaba Government Benefit Administrators<sup>®</sup>, LLC welcomed everyone to the first combined meeting with Alabama and Georgia Part A providers. Roll call was taken. Karen McGrath, new Part A POE Consultant, introduced herself to the group. Representatives from Cahaba GBA included Yolanda Maye, Julia McKinley, Christie Dunagan and Michael Gatch. The following agenda items were discussed by the group.

**CMS MLN Products**

Nicole Cooney with the Centers for Medicare and Medicaid Services (CMS) presented the group with information on CMS MLN Products.

**POE AG Purpose**

Members were provided a review of the purpose and responsibilities of the POE AG. Primary functions for the POE Advisory Group include:

- Assisting Cahaba GBA, LLC in the creation, implementation and review of the provider education strategies and efforts.
- Providing input and feedback on training topics, provider education materials and dates and locations of provider education workshops and events.
- Identifying provider education issues and recommends effective means of disseminating information to all appropriate providers and their staff.

## **Workgroup Assessment Summary**

We discussed the Workgroup Assessment Summary from our last POE AG meetings held on January 8, 2009 and April 24, 2009.

- **Assignment 1: Advisory Group Members**

Members were asked to provide feedback on how Cahaba GBA can solicit for new POE AG membership. The recommendations included:

- **Reach out to current partnership groups**
- **Send letters to facilities explaining POE AG role and purpose**
- **Solicit via webinars and teleconferences**

Management approved “reaching out to partnerships” as a way to solicit for membership. In response to the other two recommendations, management stated due to cost we will not be able to send out letters to the facilities, however we will continue to send listserv messages. And instead of doing a webinar or teleconference dedicated to POE AG, we will add a slide to end of regular webinars or teleconferences providing an overview of POE AG and solicit for members. We will also continue to run an article in *Medicare A Newsline* when we solicit for new members.

- **Assignment 2: Cahaba GBA Website**

Members were asked to preview the look and feel of our new and improved Cahaba website. We asked what topics under the “Popular Links” section providers felt should be added, changed or deleted from the current listing.

Providers recommended we add the CMS Online Manual link to this section. Management declined this recommendation because the link is located on the Cahaba GBA Part A website under the CMS links which is found under the Education and Outreach heading.

- **Assignment 3: Partnering Organizations**

Members were asked to provide recommendations for additional organizations Cahaba GBA should partner with for educational events. Recommendations included:

- Alabama Health Information Management Association (AHIMA)
- American Academy of Professional Coders (AAPC)
- Georgia Healthcare Financial Management Association ( HFMA)

All were approved by management.

- **Assignment 4: J10 Post Transition Potential Events**

Members were asked to rate on a scale of 1 -5 the events they felt would be the most beneficial for Cahaba to conduct as a part of the J10 Post transition process. A 5 rating represents the top choice. Topics were:

- J10 A/B MAC Open Door Forum Teleconference\*
- Navigating the Cahaba GBA website\*
- J10 A/B MAC Open Door Forum Teleconference - EDI
- J10 A/B MAC Open Door Forum Teleconference – Provider Enrollment

The top two recommendations were a J10 A/B MAC ODF Teleconference and a webinar titled Navigating the Cahaba GBA website. We listened to your recommendations and conducted two post transition teleconferences for Georgia A providers. They were conducted on 05/12/2009 and 05/28/2009. We also conducted Navigating the Cahaba GBA website on 06/02/2009.

### **Jurisdiction 10 A/B MAC Transition**

POE AG members were provided an update on the Jurisdiction 10 A/B MAC transition. Cahaba GBA transitioned Alabama providers to a MAC on May 18, 2009 and the Georgia Part A workload was transitioned on May 4, 2009. Cahaba GBA is in the process of transitioning Tennessee Part A providers from Riverbend Government Benefit Administrators to Cahaba GBA. The cutover date for TN providers will be on August 3, 2009. The next POE AG meeting will include TN A POE AG members.

Members were asked to advise all Alabama and Georgia A providers to visit the Cahaba GBA website Part A link instead of the J10 page regarding information other than the transition.

### **Change Request 3376**

Change Request 3376 was discussed. Cahaba's Provider Customer Service Program is designed following instructions in CMS' Internet Only manual (IOM) Chapter 6. The Provider Customer Service program contains three elements, Provider Self-Service technology, the Provider Contact Center and the Provider Outreach and Education element.

Cahaba requires all providers to use the IVR system to access information regarding claim status, beneficiary eligibility and remittance advice code definitions. The Provider Contact Center is based on the triage process found in Chapter 6. There are level I CSR's, Level II CSR's and a Professional Relations Research Specialist for complex inquiries.

Provider Outreach and Education Consultants, we are charged by CMS to develop educational training aimed at reducing the claims error rate, develop enhanced use of the Internet, such as Computer Based Training modules, and to hold Ask the Contractor teleconferences and other new method of communication for providers.

Any requests for face-to-face meetings will be evaluated on a case per case basis. CMS does allow us to charge for association meetings to recoup actual expenses.

### **Top Claim Submission Errors**

A discussion of the top five (5) claims submission errors were presented to the group. The data included May 2009 claims for Alabama and Georgia providers. The top CSE denial descriptions, reason codes and claim counts are listed below:

<b>Denial Description</b>	<b>Reason Code</b>	<b>Total Claims Denied</b>
Exact duplicate transaction submitted	38200	2,935
Beneficiary elected Medicare Advantage Plan (MA)	U5233	1,696
Claim level reason code for claims that have all lines	39929	1,264
Claim overlaps a hospice election period	C7010	1,091
Claim returned due to HCPCS billing error	32402	1, 024

Members were advised that the Claim Submission Errors list on the Cahaba GBA website is updated on a quarterly basis and asked if they think this process should remain the same or should we update this information monthly? Members stated Cahaba should continue updating this information on a quarterly basis.

### **Cahaba University and Centra Knowledge Center**

Members were provided an overview of Cahaba University and Centra Knowledge Center (CKC). Cahaba University is for providers who are new to Medicare, or to billing Medicare claims to Cahaba. It's a six step process. During the meeting we focused on step five, the "new to medicare learning track." This web page provides three learning tracks which provide the curriculum that is designed to establish a solid foundation of Medicare knowledge for new providers or those new to billing Cahaba GBA. Providers are encouraged to complete each online-based training module that is included in the learning track to gain an overall insight into the Medicare program.

Recently, we solicited the Alabama POE AG members to test the learning tracks under Cahaba University through our recently introduced CKC. The Centra Knowledge Center

(CKC) is a type of learning management system used to create, manage, deliver, and track learning activity. Cahaba GBA thanked each member for their feedback. Georgia members were advised Cahaba GBA may solicit their assistance for reviewing Cahaba University in the future.

### **Internet Pecos Application**

The Provider Enrollment, Chain and Ownership System was discussed. Providers may now use Internet-based PECOS to enroll in Medicare, make a change in their Medicare enrollment information, view their existing Medicare enrollment information, voluntarily withdraw from the Medicare program, or check on the status of an Internet-submitted Medicare enrollment application.

Cahaba GBA has sent out listserv messages to the Part A community regarding PECOS and included this information in our Medicare A newlines, providers were asked if they thought additional education is needed and if so, in what format? Members stated no additional education needed.

### **HIPAA 5010 Standardization**

The Administrative Simplification Act (ASCA) requires the use of electronic claims (except for certain rare exceptions) in order for providers to receive Medicare payment. Therefore, effective January 1, 2012, providers must be ready to submit claims electronically using the X12 Version 5010 and NCPDP Version D.0 standards. This also is a prerequisite for implementing the new ICD-10 codes.

Medicare expects to begin transitioning to the new formats January 1, 2011 and ending the exchange of current formats on January 1, 2012. While the new claim format accommodates the ICD-10 codes, ICD-10 codes will not be accepted as part of the 5010 project.

### **Recovery Audit Contractors**

Members were provided an update on the RAC program. Section 302 of the Tax Relief and Health Care Act of 2006 makes the RAC Program permanent and requires the Secretary to expand the program to all 50 states by no later than 2010.

For the AL and GA RAC reviews , the RAC contractor that will be responsible for this task is **Connolly Consulting Associates, Inc. of Wilton**, Connecticut

Upcoming RAC education events were provided to the group. Cahaba GBA currently partners with various organizations to conduct educational events. Members were asked if they felt it would be beneficial for the provider community if Cahaba GBA partners with RAC to conduct educational events. Members stated yes and Cahaba should partner via teleconference. One member stated Cahaba should conduct a workshop with RAC.

## **Comprehensive Error Rate Testing**

A CERT updated was provided. CMS has not issued the November 2008 and May 2009 CERT error report. Members were advised to visit the CERT website as new updates unfold and encourage their peers to do the same.

## **Preventive Services**

Members were told the revised *Medicare Preventive Services Quick Reference Information: Medicare Part B Immunization Billing Chart* (revised March 2009), which provides billing and coding information related to adult immunizations, is now available in downloadable format from the Centers for Medicare & Medicaid Services **Medicare Learning Network** at

[http://www.cms.hhs.gov/MLNProducts/downloads/qr\\_immun\\_bill.pdf](http://www.cms.hhs.gov/MLNProducts/downloads/qr_immun_bill.pdf).

## **Pre-solicited Agenda Items**

- **PET scans being billed without the proper tracer**  
Yolanda advised members she spoke with Customer Service and they were not aware of an issue with PET scans denying incorrectly. Yolanda asked if members were still receiving denials for Pet Scans, and if, so Cahaba needs to see a claim example. One member stated he has not received a claim example for this issue from the provider community.
- **Follow- up questions from GA A POE AG meeting**  
Yolanda opened the floor to discuss any follow-up issues from previous POE AG meetings. No comments from providers.

## **Work Assignments**

The remaining portion of the meeting was dedicated to the following topics:

- MLN Products
- Change Request 3376
- Cahaba University

As a group, members discussed the assignments and recommendations were made for each topic. Results and/or recommendations from today's discussion will be summarized and reported back to the POE AG during our next meeting.

## **Adjourn**

The meeting was adjourned at 11:30 AM CST. The next meeting of the POE AG will be held in October 15, 2009.