

**Cahaba GBA, LLC Home Health Advisory Group  
Teleconference Meeting Minutes**



**Date:** May 21, 2009

**Number of Participants:** 16 Association Representatives, 2 Cahaba GBA staff

Topic	Recommendation & Action	Status
<b>Medicare Contracting Reform/HH+H MAC Transition</b>	Janna provided an update regarding the decision earlier this month by the Government Accounting Office (GAO) to sustain CIGNA Government Services' protest of the Jurisdiction 15 (J15) Medicare Administrative Contractor (MAC) award to Highmark Medicare Services. Discussion occurred regarding what implications there may be for the home health providers served by Cahaba depending upon the reason why the protest was sustained. Members were advised that Cahaba will continue to process home health claims for an indefinite period of time, and will communicate any information from CMS regarding the J15 workload as it becomes available via ListServ message or the <i>Newsline</i> . Cahaba will entertain presentation requests from our partnering associations for fall events.	<b>Closed</b>
<b>Data Analysis</b>	Top provider inquiry and claim submission error (CSE) reports were reviewed by members. Overall, provider telephone inquiries are down 2.23% when compared to FY 08 data. In addition, total RHHI CSEs are down 12.88% from last year, with the top six home health billing errors showing a 20% decrease. Discussion occurred regarding the timeframe for posting Medicare Advantage (MA) plan data to the Common Working File (CWF) and that MA plan enrollment dates coincide with the first day of the month. Additional discussion occurred on the individual education completed with providers to reduce their questions or billing errors. There were no suggestions regarding additional education or outreach that Cahaba could develop or implement to further reduce inquiries or CSEs. Members were encouraged to continue promoting the Cahaba Web site, and " <a href="#">Resources for the Most Common Home Health and Hospice Medicare Questions</a> " Web page among their HHAs.	<b>Closed</b>
<b>Medicare Learning Network (MLN) Resources and Feedback</b>	Members reviewed the guides, brochures, booklets, fact sheets, Web-based training, and other educational products available from CMS through the <a href="#">Medicare Learning Network</a> . Members were then asked for comments regarding any HHA educational needs that were not currently being met or improvements that could be made to current MLN products. Discussion occurred regarding current or future education or outreach available for the implementation of the OASIS-C, <a href="#">ICD-10-CM coding system</a> , or <a href="#">Recovery Audit Contractors (RACs)</a> . No additional products or improvements were identified.	<b>Closed</b>
<b>Upcoming Education Events</b>	Members reviewed a listing of upcoming educational events in June and July for home health providers and were encouraged to promote these among their provider members. It was noted that the home health clinician webinar scheduled for June 25 and the "Navigating the Medicare Resources Sea" webinar scheduled for July 28 are not yet posted to the <a href="#">Calendar of Events</a> .	<b>Closed</b>
<b>Change Request 6393</b>	Members were solicited for comments about any additional education needed to ensure HHAs are prepared for this upcoming system change, which corrects the editing of Health Insurance Prospective Payment System	<b>Closed</b>

	(HIPPS) codes on home health claims. There was consensus among members that the MLN Matters article, and including this information in upcoming billing events would be adequate notice/education for HHAs.	
<b>Provider Call Center Training Times</b>	Members were asked for feedback regarding the training times currently established for the Cahaba Customer Service Representatives. These are held monthly on a Thursday afternoon from 1:15 to 3:45 pm. Members relayed that they have received no negative comments from their provider members about the current training schedule or alternatives which would work better.	<b>Closed</b>
<b>Date of Next Advisory Group Call</b>	There was consensus among members to hold the next Home Health Advisory Group call on Thursday, September 10, 2009, from 9:30 – 11:30 am (Central Time).	<b>Closed</b>