Jurisdiction B DME MAC Ask-the-Contractor Teleconferences (ACT)

Operator: Good day and welcome to this Jurisdiction B Implementation Update Ask the Contractor teleconference. Today’s conference is being recorded. At this time I'd like to turn the conference over to Ms. Tracy Sessoms. Please go ahead.

Tracy Sessoms: Thank you (Shannon). Hello and welcome to the CGS Jurisdiction B DME MAC Implementation Update Ask the Contractor Teleconference or ACT call for short. Again, my name is Tracy Sessoms. I’m a Provider Outreach and Education Representative with CGS and I’ll be facilitating today’s call. Joining me today are members of our Jurisdiction B Implementation Team, including Roc Via who will be the Program Manager for the Jurisdiction B Contract, as well as other members of our Provider Outreach and Education Staff. Also joining us today are Charity Mahurin, Zach Toland, and Charity Bright from the National Government Services Jurisdiction B Contract.

A transcript of today’s call will be added to our website. When that transcript comes available it will be posted in the ACT call submenu of the Education Navigation Menu Item tab. And we’ll also alert you via Listserv announcement.

Before we open the line for your questions, I want to take a few minutes to update you on the Jurisdiction B Implementation activities and some of the educational services we have created to assist you throughout the implementation.

On January 4, 2016, the Centers for Medicare and Medicaid Services (CMS), awarded administration of the Jurisdiction B DME MAC to CGS. This means that at the conclusion of our implementation period CGS will assume full contract operations for the Jurisdiction B Contract.

CMS has determined that CGS will begin full contract operations on July the 1st, 2016. Until CGS completes the implementation and initiates the contract cutover, Jurisdiction B suppliers must continue to submit their claims to NGS and they must continue using their Provider Contact Center and Customer Care services. CGS is not able to assist Jurisdiction B suppliers until we have assumed full contract operations on July 1st.

Obviously, NGS and CGS have a lot to do during this time to make the cutover and contract operations seamless for you. Throughout the implementation we will publish important updates on our Jurisdiction B Implementation website which is located at http://www.cgsmedicare.com/jb.

NGS has also provided a link to our website on their Jurisdiction B home page and on their personalized supplier experience page. We’re also publishing information on education opportunities available to you so, we encourage you to visit our site frequently.

Perhaps the most popular question we’ve received thus far is related to what changes Jurisdiction B suppliers can expect. Let’s first talk a little bit about the things that won’t change. Over the years, the DME MAC contractors have worked together to streamline many processes. As a result, you’re going to see no change in Local Coverage Determinations. Those are consistent across all DME MACs. You also won’t see the need to change your current Electronic Funds Transfer or EFT processes. Those will transition to CGS so, no changes are needed.

DME MACs have also had the same front-end processes. So you’ll see no change in how you submit your electronic claims. You’ll submit them just as you do today. The only caveat is that you’ll need to update the contractor number. We will have additional information on that contractor number in the coming days.

Now you’ll also see some similarities in your forms, edit and processes. Both NGS and CGS offer a variety of online tools and services. In most cases, the only difference will be the name of the tool or service. What is actually offered through those services is very similar. We’ll be providing you with a detailed crosswalk to help you familiarize yourself with any differences within those tools or services.

Of course, with any implementation there will be some changes. I’ll share with you the information that was recently shared with participants during the NGS POE ACT call in February. You can expect some new telephone numbers, fax numbers and addresses. We also expect that there may be some differences in Medical Review strategy. Now we’re currently working through those processes and we’ll provide you with the information and the education on any known differences. While we’re working very hard to minimize changes, we recognize that there will be some changes regarding our myCGS Web portal, specifically in the area of portal registration.

CGS uses EIDM to coordinate portal registration and this is a very regulated, somewhat strict process. Additional differences have been identified in terms of what you can do now in the NGS Connex program versus what can be done in the myCGS portal. We’re working to align many of our features with those you currently use and we will again provide you with detailed education and information to assist you.

Now, in order to avoid any delayed myCGS Web portal access, EIDM pre-registration activities are currently underway. Beginning the week of March 14th, CGS began sending “Welcome” letters to the NGS Connex registered Authorized Officials outlining that pre-registration process.
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To kick-off the process, the Authorized Official will choose which member or members of their organization will serve as myCGS approvers.

Once the designated approvers have been chosen, the Authorized Officials will complete and submit a Designated Approver form for each chosen approver. CGS will e-mail the Designated Approvers a registration packet that will include a myCGS Approver Designation form in addition to, form completion instructions.

Preregistration runs from March 14th through May 27th. CGS has several resources available, if the Authorized Official has questions regarding the pre-registration process. The Jurisdiction B Implementation Help Desk is available, Monday through Friday from 1:00 p.m. to 5:00 p.m. Central Time and the Jurisdiction B Implementation website offers a “Submit a question” feature. CGS will also be hosting an EIDM Pre-registration webinar on March 30th at 9:00 a.m. Central Time.

Education will be critical throughout the implementation period. CGS provided an update to the Jurisdiction B Council on January 21st at their Indianapolis meeting. CGS also attended Medtrade on February 29th where we had the opportunity to talk with some of you about the implementation.

We’re currently finalizing education opportunities with the Jurisdiction B supplier associations. At present, we will be speaking on April 15th at the Midwest Association for Medical Equipment Services and the Ohio Orthotic and Prosthetics Association. On April 20th at the Great Lakes 2016 Annual Conference, May 18th at the Michigan Home Care Meeting, June 10th at the Michigan Orthotics and Prosthetics Association, and on June 23rd, we will be speaking at the Ohio Association of Medical Equipment Services. We will publish information about the meetings within the Calendar of Events section on our Jurisdiction B Implementation website and we’ll distribute information through the NGS Jurisdiction B listserv or e-mail services, as appropriate.

In addition, we have scheduled a series of ACT calls to keep you informed during the implementation process. Each ACT call will not only provide you with a Progress Report but it will also contain any supplier specific actions which may be needed to prepare for contract cutover. Again, those will also be published to our website and they will be distributed through your Jurisdiction B Listserv or e-mail services from NGS. We’re also putting the finishing touches on a series of webinars and short video instructions to help guide you through the implementation.

Just repeating some resources for you, the CGS Help Desk has been launched and is dedicated strictly to answering your implementation questions. The Help Desk is available Monday through Friday from 1:00 p.m. to 5:00 p.m. Central. Again, their phone number is 1.877.363.8895. If you’re unable to use the Help Desk we have provided you with a “Submit a question” feature on our implementation website at http://www.cgsmediare.com/jb. Our Help Desk advocates will respond to your question in e-mail generally within 24 to 48 hours. We’ve also created a Frequently Asked Question section on our website that may answer your initial questions.

Now, I want to take the time to see if there is any additional information that needs to be given. Roc is there anything new that you would like to share?

Roc Via: Yes. This is Roc. I’ll be the Program Manager for the Jurisdiction B contract and I want to thank everybody first for dialing in today and giving this time to share this information with you. A couple of things I would like to add. Tracy mentioned earlier that electronic billers will have to make a change with the Contractor ID Number. I wanted to stress that because that is going to be a time sensitive change. Information will be coming from the CEDI contractor very shortly, providing all the necessary information. I did want everyone to be aware of this and anticipate it appropriately, which might mean contacting your vendor for your electronic submission. Again, this is going to be time sensitive information and we anticipate that the change will have to be made on a particular date or a particular date range, so just wanted to reiterate that.

Also, we talked about our Web portal registration through EIDM. Many of you are already registered with EIDM through competitive bidding processes, through enrollment and so forth. If you are already enrolled in EIDM, you do not have to do so an additional time. You’re already enrolled in it. We will provide information where you will just simply link to the myCGS Web portal.

So, I did want to stress those two pieces of information before we open it up to general discussion.

Tracy Sessoms: Okay. Before we open the call for your questions, we do want to recognize NGS for their ongoing assistance during the implementation process. No contract transfer is easy and no implementation can be successful without mutual support and assistance. All of the staff at NGS continues to provide us with exceptional support and we just wanted to take the time to thank them for their assistance.

We’re now ready to begin the question and answer portion of the call. I’ll turn the call back over to our teleconference specialist, (Shannon), to prepare the lines and queue your questions.

Operator: Thank you. Ladies and gentlemen if you wish to ask a question please signal by pressing star 1 on your telephone keypad. If you’re using a speakerphone please make sure your mute function is turned off to allow your signal time to reach our equipment. A voice prompt on the phone line will indicate when your line is open. Please state your name before posting your question. Once again star 1 will place you into the queue; star 2 will remove you from the queue.

We will pause for just a moment to allow everyone the opportunity to signal for questions.

We’ll go ahead and take our first caller. Your line is open.

Female: My question is in regards to the approved delegate. How do we find out who that is within our organization?

Roc Via: This is Roc. The approved delegate is generally the person that did the original enrollment. Kevin do you want to add information on this?
Kevin Jackson: Yes. If you’re not familiar with it, the easiest thing to do is, you know, go to PECOS website and it’ll be the Authorized Official in PECOS. That is the person that we send the letters to. That actually began last week on March the 14th.

Female: Okay. So in regards to that, we have multiple physicians enrolled under our Group Tax ID Number and every single one of them we’ve been going through and updating who the Authorized Official is for that person. But they don’t all have the exact same person listed.

So do you know who that letter will be going to?

Roc Via: I believe and Kevin Jackson is with our Technical Team and is very familiar with this. And again this is Roc. The mailing is actually going to whoever the listed authorized official is at this point in time. And I think we took that snapshot earlier this month. So if there’s changes being made now it would have gone to the official that was on file. I believe on March the 14th. Is that correct Kevin?

Kevin Jackson: 14th, yes.

Roc Via: So whoever was the authorized official on March the 14th that’s who the letter would go to.

Female: Okay. And do you know if they’re sending that by e-mail or by mail?

Kevin Jackson: By mail.

Female: Thank you.

Operator: And we’ll move to our next question. Your call - caller your line is open.

Female: Yes. I have a question. We are currently Ohio Part B. We have CGS as our Part B contractor.

Now with them taking over DME and as far as a portal is concerned all the information I receive from NGS is that, you know, the authorized official would’ve received the letter if someone was registered with the EIDM with NGS. Well, what about if they weren’t registered with Connex? Are they still able to or preregister?

Kevin Jackson: All right. You will be but as far as the initial contact, the initial contact that’s coming from us, it’s only from those that was registered for Connex.

Female: Okay. But we can go ahead and preregister.

Kevin Jackson: Yes. Yes, absolutely.

Female: Okay. And just one other question and I don’t know if you can - well are you familiar with the CGS, the portal for the Part B as it is right now? Since we’re registered for that are we going to have to have a separate registration for the DME portion? In other words we can’t link that to our existing account for Part B.

Kevin Jackson: No. That’s two totally different portals.

Female: Okay. That’s what I thought but I just wanted to make sure. Okay, thank you.

Kevin Jackson: You’re welcome.
Kevin Jackson: No. That is actually a confirmation number that we set up to actually keep track of the letter that’s going out.

Female: Okay. Because I was wondering because we have a couple of different - I mean there - we’ve got a couple of different Tax IDs so I didn’t know if I should be looking for a letter from the other Tax ID as well.

Kevin Jackson: Yes. Each Tax ID will have one.

Female: Okay, all right, thank you.

Tracy Sessoms: You’re welcome.

Operator: And we’ll take our next caller.

Judy Meniago: Hi. This is (Judy Meniago) from AXIOM Systems. We’re one of the network service vendors. And I was just wondering if you’re anticipating one or a couple of dark days before the transition.

Roc Via: We’re currently working with CMS to finalize the dark days. At this point in time and this is a little bit of a - I may be jumping the gun by providing this information because this is subject to change. But right now we are looking at one dark day which would be July the 1st. Friday, July the 1st.

Judy Meniago: Thank you.

Roc Via: Again that is subject to change. But that’s what we’re currently looking at.

Judy Meniago: Okay, thank you.

Operator: And move to our next caller.

Bernadine Jarvis: Hello?

Roc Via: Hello.

Bernadine Jarvis: Hi. I wasn’t sure if my line was open or not.

My question is - my name is Bernadine Jarvis. I work for Austin Medical Products. We’re a small mail order only DME supply company. Up till now I have not been able to use myCGS because admission was hinged on whether you ever get a check and a check amount from Medicare. We are non-assigned so that’s not the case for us ever. And there’s no way to get around that.

But I have been able to use the NGS Connex feature for eligibility checks and to follow-up on claims for that area of the country.

And now if myCGS is going to become basically the provider for both of those areas is that feature going to change where at some point in time I can check because that’s a large area of the country that I have no method of doing an eligibility or anything on?

Kevin Jackson: Yes. It is a little different for the implementation for JB, Jurisdiction B.

But I would add if you could go ahead and fill out that form once you receive it. And if you don’t receive it just do as we instructed to other callers just contact us and we can walk you through that. So but it will be a little bit different from what you are accustomed to and just to keep your ((inaudible)).

(Crosstalk)

Bernadine Jarvis: Well what form are you referring to? Because we have not been able - we haven’t had an authorized user for CGS because we have - we never received checks.

Kevin Jackson: But you did say that you were part of the Connex, correct? You were ((inaudible)).

(Crosstalk)

Bernadine Jarvis: That is correct. Yes.

Kevin Jackson: Yes. And so if you are a user on that it would’ve went to your authorized official because we have the files from there and so your authorized official would’ve received it from there and so ((inaudible)).

(Crosstalk)

Bernadine Jarvis: Oh okay so.

Kevin Jackson: They would go ahead and fill it out and fax it back to us.

Bernadine Jarvis: Oh okay. So you do foresee that I a.m. going to be able to become active in myCGS.

Kevin Jackson: Yes. It’s just a little different process that we’re actually in the middle of implementing. So you’re going to see some changes as far as that original registration process.

Bernadine Jarvis: Oh okay. That is really good news. I look forward to that. And so if I do not, because I a.m. the authorized official, and so if I do not receive something from Connex then what was the directions to follow-up with that?

Roc Via: The communication will actually be coming from CGS. So hopefully you should be receiving something from CGS in the mail, physical mail, here in the next couple of days, couple of weeks. Again you know as I mentioned earlier we’re having a staggered mailing. Now if you do not receive something by mid-April, you know, give or take a little bit, I would call our Implementation Help Desk. And, you know, restate that number. It is 1.877.363.8895.

Bernadine Jarvis: Okay.

Roc Via: Or you can go to our implementation website and we do have a submit a question feature that you could also utilize.

Bernadine Jarvis: Okay, all right. That’s wonderful and I’m glad to hear it. That’s really good news. Thank you very much.

Roc Via: You are welcome

Operator: And we’ll take our next caller.

Female: I have a question regarding Medicare audits. Once it is switched over on July 1st to where Jurisdiction B falls under CGS and we’ve got previous audits that we’re working on that came from NGS, do we continue to send those to the same location or do we need to change anything in our system and have them sent to CGS?
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Roc Via: It’s more than likely that you’ll need to change something in your system. And I say that with a little bit of a - it’s something you’re going to look closely at because obviously July 1st is when we’ll take over.

However we’re working with NGS now to change mailing addresses, phone numbers. Just to give you an example, a medical review audit, we’re changing the address roughly 30 days ahead of time. So if you receive a letter on June the 2nd, just making up a date, it will actually instruct you to submit the information to CGS.

So there’s a lot of things that you probably do routinely that in the June timeframe you will need to double check to make sure you have the correct addresses and that you’re mailing them to the correct location so there will be a, lack of a better term, a changeover period where you’re going to see new addresses and some new phone numbers. You’re not going to see really too many new phone numbers. That will occur in the June timeframe. We’ll have lots of communications going out ahead of time to make sure people are aware of that.

But you are correct that you will see some address changes and some new fax numbers and so forth in that timeframe.

Female: Okay. Okay and then so if we’ve already got audits that we’re working on for example like a reconsideration that was - that or I’m sorry, a redetermination that would be going to NGS and it’s due after the July 1st date, we would need to change those in our system to CGS so and send those to CGS.

Roc Via: Well actually if you’ve got a redetermination you’re working on, you would still submit that to NGS at this - at that point. At this point in time we are working with NGS to make sure that there’s no disruption in service.

So let’s say, you know, you do submit it to NGS and it really should come to CGS, they will make sure they forward that information to us and we will act accordingly so.

Female: Okay.

Roc Via: As far as timing goes, wait till you see new addresses on those requests before you start sending things to CGS.

Female: All right, great, thank you very much.

Operator: And we’ll take our next caller. Your line is open.

Linda Chap: Hi. This is (Linda Chap) with Walgreens. And I have two questions. The first one relates to the Medicare audit question she just asked.

So if the letter that comes out in June states a new address or fax number to send the audit response to, we want to use what’s on the specific letter for that claim. Correct?

Kevin Jackson: Correct.

Linda Chap: Okay. And then - and that’s going to be tough for us because of the number. But I will make sure our team is aware of that.

And then the other question goes back to the myCGS registration and Charity and Zach can attest to this. We have essentially all of our stores enrolled in Connex.

So being a large supplier I want to make sure if I understand once we roll over those Connex enrollments to myCGS through our authorized official, then will we be able to just add in any new ones very easily or will that take another whole enrollment?

Roc Via: And we’re actually checking with our staff internally to make sure we understand what the requirements are going to be.

Linda Chap: Okay.

Kevin Jackson: And you’re referring to multiple NPI and PTANs. Is that what you’re referring to?

Linda Chap: Yes. We have over 8000.

Kevin Jackson: Yes. We actually are in the process of coming out with some things now as far as trying to do that. Now keep in mind that this registration that we’re doing is just a preregistration. As of right now you would still - you would basically just be given access to EIDM.

And later on it is going to be June 30th - July the 1st when myCGS actually takes over. So this is actually just basically getting you into the door right now. We are actually working on some things now to where there’s going to be a seamless transition for you, as seamless as possible.

Linda Chap: Okay. Because, you know, one of the things and the reason we didn’t enroll in myCGS before is because I was told repeatedly no, you have to enroll each and every PTAN, NPI combination, a separate enrollment for each and every one. We did not have to do that with Connex or with Region D Endeavor. We were able to do basically a spreadsheet enrollment where we sent one basic enrollment along with a listing of all the stores.

And so I just - I’m a little concerned if we have to do a separate enrollment for every store.

Kevin Jackson: And that is something that we did get a lot of feedback on and so we’ve actually been looking at trying to see what we can do to automate that process and so it’s actually something we’ve been working on for the past several months even before the actual edition of the Jurisdiction B Contract. We don’t foresee that it’s going to be an issue. And so it’s going to be more automated. It’s going to be more so that once we get access and realize that you are legitimate and you do have the rights to that one particular Tax ID, we’re going to assign the NPI and PTANs based on the Tax ID.

Linda Chap: Okay, that would be great. And I know Region D said they’re doing the same thing with the Region A implementation so that would be great.

And the authorized official and I have already discussed how internally we’re going to handle that. But I would appreciate any information. I know Charity and Zach have my e-mail address if there’s any additional information on that. Because we do have a situation that doesn’t affect a lot of companies but when you’re a large supplier it impacts a lot of your business.

Kevin Jackson: Yes, absolutely. I do apologize for the experiences you had in the past. But like I said we’ve actually
been in the process of weeding through some of the process for the implementation as far as that's concerned. We're trying to address the concerns of both the large suppliers and the smaller suppliers as well.

Linda Chap: Right. And I know that's challenging so I appreciate the effort. Thank you.

Operator: And we'll move to our next caller. Your line is open. Please check your mute function. Your line is now open.

Theresa: This is (Theresa). I'm with Experian Health and we are a clearinghouse vendor.

And my question is that we currently when we’re submitting our batch transactions to any of the DME jurisdictions we send everything through our connection right now to NGS and they somehow, you know, send the claims off to the appropriate MAC for processing. Is that going to change or will we still be able to do that?

Roc Via: And hopefully I have this correct but the CEDI Contractor is the contractor you submit all your claims to. Basically and this is regardless of which - which DME that you service, you submit them all to the CEDI Contractor. They're essentially the clearinghouse that sends claims to the various DME MAC processors.

And that process will not change with the exception there will likely be a Contractor ID Number change. And again that's information we will definitely share and get that information out especially as far as the timing of when that Contractor ID Number changes.

But the submission process other than the Contractor ID Number change should not be impacted.

Theresa: Okay, great. Thank you.

Operator: We'll go ahead and take our next caller. Your line's open.

Becky: Yes. My name is (Becky). We're in Ohio. We're a small orthotic and prosthetic facility. And we send our - all of our EDI through a clearinghouse.

Will I have to contact the clearinghouse of the change or will they do that automatically?

Roc Via: Yes. Well, I'll give you the long answer. We are going to share all the information with anybody that's basically available regarding the change in Contractor ID Number. That means we'll be sharing with the suppliers. We'll be sharing it with the vendors that provide these services and so forth.

My recommendation would be to contact your vendor and verify that they are making the change. Again we're going to share this information very broadly. We'll be working with the CEDI Contractor who has direct links to these individuals. So we'll be sharing this information very broadly.

However obviously, you know, we want to avoid any disruption in claim payment. And just piece of advice really, I would recommend, you reaching out to your vendor just to make sure that they're aware and that they are making the change because we do not want any disruption in claim payment.

Becky: Thank you.

Operator: We'll take our next caller.

Female: Oh yes. I have a question regarding our CERT denial reps. Will they be staying the same or will they be changing?

Roc Via: When you say CERT denial reps?

Female: We have two reps that we go to if we have any problems regarding our certs and can be solved. One is (Stacy McMichael) and (Jane Evans). And I was wondering, will they still stay the same?

Roc Via: At this point in time it is likely there will be a change.

Female: Okay. And will we have any update sent to us (as well as) who our contacts will be?

Roc Via: We will share that information. However, we will share that information closer to the transition date.

Female: Okay, all right. Thank you.

Operator: We'll take our next caller.

Female: Hello. During the implementation period our offices will be moving and we'll be applying for a new PTAN. So PECOS will all get updated with that. Is there anything we need to think about with this as well as deal with the transition?

Roc Via: Just thinking through this, I do not believe so. If you're moving offices and you're updating everything, you should through PECOS. Obviously you want to make sure that process goes fine and that you complete everything necessary there. But from a day-to-day operations, claim payment, type of thing, everything should transition over without an issue.

Female: Okay. Okay, because it'll happen right in the middle of all this. And I don't know if any of the paperwork that we're getting from you, any of that application for the EDIM requires you to put address information in it.

Roc Via: I don't believe it does because obviously we're just looking to get you into a Web portal.

Female: Okay.

Roc Via: Obviously if you're moving office locations you're going to have your mail forwarded to wherever the new location is.

Female: Yes.

Roc Via: I'm just thinking about the timing of the letters that are going out regarding the EIDM enrollment. You'll probably receive those it sounds like before you're moving your offices and you ((inaudible)).

(Crosstalk)

Female: I would hope so. We're moving like the first week of May so we should get it before then.

Roc Via: Yes. You should be fine.

Female: Okay, all right. Thank you.

Roc Via: No problem.
So we do anticipate some change in strategy. However the data for the jurisdiction is the data of the jurisdiction. We do not plan that there will be whole lot of changes.

So a lot of the things that NGS is currently emphasizing will very likely be emphasized by CGS as well.

Female: Okay. And then do you know what the advance determinations that we currently are able to do online through Connex for DME, it still would be an option with CGS?

Roc Via: Let's see. I believe...

Male: ((inaudible)) on that one.

Roc Via: Yes ((inaudible)).

Kevin Jackson: It should be over time. And we're actually in a process of gathering up information and adding it to the portal. That's one of the things we're trying to do. Trying to make it as seamless as possible, trying to add the - some of the similar features so that is something that we are anticipating having available.

Female: Okay. And then I assume this is the same but are the timely filing guidelines all - will remain the same?

Roc Via: Correct. Those are Medicare regulations and will not be impacted by this transition.

Female: Okay. And then last question. Our ombudsman is Charity Bright so I assume that person will also change.

Roc Via: That is more than likely going to be the case. Correct.

Female: Okay, thank you.

Operator: And we'll take our next caller.

Female: Good morning. I would like to know if you have any plan to do any face-to-face meetings in the states that you're taking over.

Roc Via: We do actually. And Tracy mentioned earlier but we have a number of associations that we're meeting with over the next couple three months. We'll actually be in - meeting with some folks from Kentucky next week by conference call. We're going to be at the Midwest Association MAMES in April. We'll be in Ohio Orthotic and Prosthetics in April. The Great Lakes Association in mid-May at the Michigan Home Care Meeting. We'll be in Michigan June 10th with Michigan Orthotics and Prosthetics Association. And we'll also be in Ohio on June 23rd at the Ohio Association of Medical Equipment Services.

Female: Okay. What about for physician groups that may also dispense DME items for their patients?

Roc Via: At this point in time we do not have anything particularly planned for those individuals. We do have three more ACT calls that are coming up that will be open discussions such as this.

If you have a large physician group that you work with and you know that there's going to be significant interest you can also reach out to us and we are glad to participate on a conference call or something along that line to educate on the transition.
Female: Okay. It's just nice to meet the people face-to-face. That's all.

Roc Via: Sure.

Female: Thank you.

Operator: We'll move to our next caller. And caller your line is open. Please check your mute function ((inaudible)).

Female: Are we going to have a different PTAN Number for all of our physicians?

Roc Via: No. There should not be a change associated with that.

Female: Oh okay. That's my only question. Thank you.

Roc Via: Thank you.

Operator: And we'll take our next caller. Your line is open.

Female: Hi. I just have a question about the preregistration for the myCGS. Will the staff be able once they're registered, to go in and just kind of look around and see kind of where they can get information from?

And then will there be training available and how far ahead of time will that happen?

Kevin Jackson: Preregistration, it's just that, it's preregistration and it's not really much that you will be able to do as of right now. Now we do have the manual on our Jurisdiction C website now that kind of gives you an idea of what's available.

But I would forewarn you that it's actually going to change as well. And so the best thing now is just to get preregistered and just be on the lookout for updated information.

Female: Okay. Will there be training ahead of time?

Roc Via: We're actually looking at the training schedule because we completely understand. You know this is like, you know, if you change banks and you go to a new website and so forth. You know it takes a little bit of time to get accustomed to that.

So we're actually looking at the training schedule now. And we hope to do some pre-cutover. One of the difficulties is there's not information in the portal prior to cutover.

So we're hoping to do some kind of pre-cutover but we're thinking a good chunk of it may be post-cutover. But that is one of the areas that we're looking at because we do realize the reliance on websites. And we completely understand that. I think we all personally do that as well.

So we're going to make sure we share that information and have opportunities for training and so forth because it is learning a new website.

Female: Yes. It is. Okay, all right, thank you so much.

Roc Via: And I should mention that we are also going to have some online training and some video training. So meaning that, you know, obviously people cannot always be free for a particular assigned training and so forth. But we will have online and video training as well.

Female: Okay, great. Thank you.

Operator: And we'll take our next caller.

Female: Recently the - we were told that the ERR Program is going away. Is there any information about CGS allowing us to do ERRs in the future?

Roc Via: Well that's actually a very good question. And you are correct. The ERR Program will be going away.

At this point in time we are not going to offer a similar program. And I say that specifically saying at this point in time. We do offer a very similar program on our Jurisdiction C Contract.

In this particular case we are working with the government to hopefully be able to offer the same functionality for Jurisdiction B.

Female: Okay. And then with Medicare University is that a kind of across the board thing or is that something that only Jurisdiction B or NGS had available?

Roc Via: That is particular to the best of my knowledge and Charity or Zach help me out, but that was particular to NGS. And that is not something we're looking to continue.

Female: Okay.

Charity: Okay. That is correct Roc.

Roc Via: We will continue to offer very similar educational offerings and so forth. However the true Medicare University with the CEUs, we're not looking to continue that.

Female: Okay, thank you.

Operator: And we'll take our next caller.

Male: Good morning. We currently access same/similar information through Claim Status Inquiry through Region B. It's integrated in our billing software.

My question is will CGS be taking ownership of administering those users' logins or will we need to re-enroll with CGS in order to access same/similar information?

Roc Via: It sounds like you're accessing same or similar through the Connex Web portal. Is that correct?

Male: No. That's not correct. We've been...

Roc Via: Okay.

Male: All of our users have actually got direct logins that we - our user and passwords are actually loaded into our software which accesses the CSI information directly. So it's called ((inaudible)), you're probably familiar.

Roc Via: Correct. That's a good question. And I'm not sure I have an answer to be honest with you on that. But that is a very good question because you're ((inaudible)). We call it the CSI process. I believe and I'm using believe very loosely. I believe all that information will transition. We'll add that to our items to research and verify. Again, I believe that's accurate but I cannot verify that.

But we'll see if we can't access that information and make sure we share it on our website.
Male: I'd appreciate the clarification. Thank you.

Roc Via: Definitely, definitely, very good question.

Operator: And there are no further questions in queue.

Roc Via: Well this is Roc. And as I mentioned I’ll be the Jurisdiction B Implementation Manager. Obviously we’ve shared a lot of information today and very good questions. We greatly appreciate your feedback. We greatly appreciate the questions.

And just know, we’ll be working very diligently with NGS over the coming months to make sure this is as seamless a transition as possible. We’ll make sure we share all the information in a timely manner so that you can act appropriately and so forth

But again we do want to thank you for your time today and your investment in making this a successful implementation.

Tracy anything you wanted to add?

Tracy Sessoms: No. Well, I wanted to thank NGS, Charity Mahurin, Zach Toland, and Charity Bright for joining us, also. We appreciate all your guys' time today.

Female: Thank you Tracy.

Tracy Sessoms: Yes. We'll go ahead and end the call.

Operator: Thank you. Ladies and gentlemen that does conclude today's conference. We thank you for your participation. You may now disconnect. Have a great rest of your day.

- END -