Jurisdiction B Ask-the-Contractor Teleconferences (ACT)

Operator: Good day and welcome to the CGS Jurisdiction B Implementation Ask a Contractor Teleconference Call. Today’s conference is being recorded. At this time, I would like to turn the conference over to Tracy Sessoms. Please go ahead, Ms. Sessoms.

Tracy Sessoms: Thank you (Junie). Hello and welcome to the third in a series of four CGS Jurisdiction B DME MAC Implementation Updates, “Ask the Contractor” teleconferences. Again, my name is Tracy Sessoms and I’m a Provider Outreach and Education Representative with CGS and I’ll be facilitating today’s call.

We have several new items to share with you today regarding the transition of Jurisdiction B to CGS including information on a new contractor number change that will impact all electronic claims — so thank you for joining us. At the conclusion of our updates, we will open the phone lines for your questions.

With me today are members of our Jurisdiction B Implementation Team including (Sheri Thompson) who is leading all implementation activities for the Jurisdiction B contract as well as other members of our Provider Outreach and Education staff. Also on the line is (Charity Mahmurin), (Zach Toland) from National Government Services. We’re also pleased to have Stacey McDonald from CEDI on the call today.

Stacey’s going to share some important information on the mandatory contractor number change for Jurisdiction B. A transcript of today’s call will be added to our website. When that transcript becomes available, it will be posted in the “ACT Call” submenu of the “Education Navigation Menu” Item tab and we’ll alert you via a Listserv announcement.

Now let’s jump into our update. As a reminder, due to the significant similarities amongst the DME’s, the impact to the supplier community is minimized. There should be no change to what we’ll pay for, how you submit your electronic claims with the one exception regarding the contractor number change that we will discuss later in the presentation, also no change in how you receive your electronic payment, the customer service toll free line, and many of the forms that you currently utilize — those will not change.

Now, you will see changes in mailing addresses and some secondary telephone numbers and those will be shared later in the transition period. We’re also giving special attention to the items that will be impacting the supplier community. One of those items is the transition from the NGSConnex Web portal to the myCGS Web portal.

To ensure early onboarding of the Jurisdiction B suppliers in the myCGS Web portal, CGS began sending out letters on March 14th to the Authorized Officials in Jurisdiction B to those who have at least one employee who’s currently registered to use the NGSConnex Web portal and we completed our mailing on April 1 and we have already started receiving in processing the pre-registration forms for the Designated Approvers.

CGS has begun sending the registration packets based on the information provided by the Authorized Official. This is the next step for existing NGSConnex users to register for the access to myCGS secure Web portal. Now, here are a few important notes — only Authorized Officials who had at least one employee or staff member who currently use NGSConnex were sent a letter and pre-registration form. The Authorized Official is the person listed in the NPI registry for the Tax ID of the supplier. Now this is a - this was a focused mailing to help move existing NGSConnex users through the EIDM registration process. Now not every Jurisdiction B supplier received a pre-registration packet. Only the Authorized Official, again, who has at least one employee or staff member who is currently using the NGSConnex received that letter.

Authorized officials do have until May 27th to complete the pre-registration process. After that, the Authorized Officials may see a delay in getting access to myCGS. Once the pre-registration form is processed, CGS will send an e-mail to the individual that the Authorized Official named as their Designated Approver. That e-mail contains the full registration packet and completion instructions.

When the package is returned, CGS will complete the EIDM registration for the Designated Approver. That means that we’re going to set them up with all of the credentials necessary to access the myCGS secure website or Web portal when it’s available on July 5, 2016. Now this process ensures that those who currently have access to NGSConnex will have access to myCGS when the implementation is completed.

Note that incomplete or incorrect forms, those will be rejected by CGS. However, CGS will directly contact the Designated Approver to alert them of any issues. The form must be completed and resubmitted for CGS to complete the registration process on behalf of the Designated Approver.

Now, please listen carefully. Some of you may already have an EIDM ID number. If you already have an EIDM ID number and you have received a pre-registration letter, you should complete the form as instructed. The process of adding myCGS to your existing EIDM account will be slightly different, but we will still need your registration form in order to help you link your account.

Please be sure to check the appropriate box stating that you already have an EIDM ID on the registration
form where indicated. We will contact you with additional instructions once your registration form is processed. So, let’s say you do not use NGSConnex and you do not currently use myCGS, but you want to get access to myCGS. What do you do?

You’ll need to register as a new user with EIDM first. CGS will be issuing instructions and education to help guide new users with the registration process. We have received questions from Jurisdiction B customers who use our Jurisdiction 15 AB MAC myCGS portal and many want to know if that means they already have access to our DME MAC portal. The short answer is, “No.”

The J15 portal is completely independent and does not use EIDM to access their portal. Those suppliers will have to register for an EIDM ID if they want to access the myCGS Web portal for Jurisdiction B or Jurisdiction C. CGS will also be issuing instructions and education to help guide their users with the registration process.

And finally, if you currently use myCGS for Jurisdiction C and you will also want access for Jurisdiction B, you do not need to do anything. Once the Jurisdiction B portal contents are available, you will automatically have access to both and here’s why. myCGS secure Web portal is one single portal which offers information to two separate contracts so once the Jurisdiction B portion is live, registered suppliers will be able to select what contract they want to view.

And as a bonus, if you’re a national supplier who needs to view information for both JB and C, you’ll be able to easily toggle between the two without having to log out and then log back in. As an important reminder, myCGS for Jurisdiction B will not be available to you until July 5, 2016. We will be providing you with new user guides and education opportunities to help guide you through the benefits that are available through myCGS.

One last note before we move on, if you are the Authorized Official with at least one employee currently registered to use NGSConnex and you have not received your letter, please call the Jurisdiction B Implementation Help Desk to request a copy by e-mail. The Help Desk is available Monday through Friday from 1:00 - 5:00 p.m. Central.

Their number is 1.877.363.8895. In some situations, the Authorized Official’s information may differ from what we identified in the NPI registry. A most common reason being there is a new Authorized Official that was added after we pulled the information from the registry or there was a change in the Authorized Official which has not yet been updated in the NPI registry.

Now let’s move to a change that will impact all Jurisdiction B suppliers who submit electronic claims. CMS has mandated that the Jurisdiction B and Jurisdiction A change their contractor numbers. Right now you use a contractor number 17003 for Jurisdiction B.

That will change to 17013 effective June 30th. Here to provide some important information on the contractor number change is Stacey McDonald, from the CEDI contractor. Stacey?

Stacey McDonald: Thank you. Hi, I’m Stacey McDonald from CEDI and as Tracy mentioned CMS has mandated a change to the contractor number for Jurisdiction B from 17003 to 17013. Up through June 30 at 3:00 p.m. Eastern, only the current contractor numbers will be accepted on your in balance files — your 837 and NPPD claims, the 276 request transactions that you submit to CEDI.

For Jurisdiction B, again, that code is 17003 — and we’re also including information regarding Jurisdiction A because their contractor number will change their current number is 16003. At 3:00 p.m. Eastern on June 30, CEDI will bring down our gateway to apply the changes for the new contractor number as well as our July CEDI quarterly release updates.

When CEDI reopens our gateway, the new contractor numbers for Jurisdiction B will be 17013 and Jurisdiction A 16013 and those will be in effect at that time. Please note that the contractor numbers for Jurisdiction C and Jurisdiction D will not change. CEDI sent a ListServ on April 4th to notify our customers of the contractor code change and we’ve also provided that information to vendors to provide software for suppliers to submit their files to CEDI.

We do encourage you to contact your software vendor, your clearinghouse or billing service, to ensure that they are aware of the new contractor codes, and that you will have all the updates you need before CEDI implements our changes on June 30. If you used the PCA software, the upgrade to Version 3.0 is available for download from the CEDI website.

It’s http://www.ngscedi.com and it’s under “PCA” and the link to that page is http://www.ngscedi.com/pcace. The PCA’s Version 3.0 has a switch that will prohibit the use of the new contractor codes 16013 for Jurisdiction A and 17013 for Jurisdiction B prior to July 1.

The current code. 16003 for Jurisdiction A and 17003 for Jurisdiction B, will be accepted by CEDI through the 3:00 p.m. Eastern on June 30. CEDI use - PCA users should be sure to submit all their files created on June 30th before 3:00 p.m. Eastern on that day and then do not create a new file until July 1.

This will ensure any file with the current and new codes are submitted once they will be allowed by CEDI. NGS for Jurisdiction B and NHIC for Jurisdiction A will run their last cycle as a DME MAC on June 30th and produce the outbound files that CEDI returns to our trading partners through our gateway.

These include the RPT files, 835 ERA’s, and the 277 claim status responses. These files will have the current DME MAC code 17003 for Jurisdiction B and 16003 for Jurisdiction A. The next cycle that runs for Jurisdiction B and Jurisdiction A will run by - will be run by CGS and the ((inaudible)) respectively and we’ll have the new contractor code,17013 for Jurisdiction B and 16103 for Jurisdiction A in effect.

And again as a reminder, that Jurisdiction C and Jurisdiction D contractor codes will not change. Please be sure you are signed up with CGS and CEDI to receive our ListServ message. We’ll continue to send important information
regarding the transition including changes to the contractor codes through our ListServ’s.

If you have any questions about the contract number change, please be sure to ask them during our question-and-answer session. And if you have CEDI related questions after the call, feel free to contact the CEDI Help Desk by phone at 1.866.311.9184 or by e-mail at ngs.cedihelpdesk@anthem.com — and that’s all one word — “cedihelpdesk” — at http://anthem.com.

We also have information available on our website, again, at http://www.ngscedi.com. And with that, I’ll turn it back over to Tracy from CGS.

**Tracy Sessoms:** Thank you Stacey. I want to let everyone know that CGS will also publish important information through our Facebook and Twitter so we highly recommend that you like our Facebook page and follow us on Twitter to make sure that you receive our important messages. Now one last item before we open the call for questions.

We want to remind you that NGS has discontinued their Education Review Request programs so that they can complete their reviews prior to transitioning the contract to CGS. While CGS offers a similar program called, “CGS Connex” to the Jurisdiction C suppliers, we will not be offering it to Jurisdiction B, at this time.

We are exploring options to make it available a bit later, but when the contract starts it’s not going to be offered. Okay, I’ve shared a lot of information with you this morning so I appreciate your time and attention. With that, we’re now ready to being the question-and-answer portion of the call. I’ll return the call back over to our teleconference specialist, (Junie) to prepare the lines and queue your questions.

**Operator:** I apologize. So if you would like to ask a question please signal by pressing Star 1 on your telephone keypad. If using a speakerphone, please make sure your mute function is turned off to allow your signal to reach our equipment.

Again, press Star 1 to ask a question. Let’s pause for a moment to ask - to allow everybody an opportunity to signal for question. We’ll now take our first question. Please go ahead.

**Female:** Hi, I’m just wondering - I use actually Connex NGS for my Medicare questions and not the CGS. Do I need to register for CGS because we never got a letter?

**Tracy Sessoms:** You - I apologize. You use the NGSConnex?

**Female:** Yes.

**Tracy Sessoms:** ...and you did not receive a letter?

**Female:** Correct.

**Tracy Sessoms:** Have you checked with the Authorized Official to see if that is something that they have received because that’s where the letter would have been sent?

**Female:** And where do I find the Authorized Official? Because I’m an administrator on the site...

**Tracy Sessoms:** In the NPI registry it would actually show the...
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Tracy Sessoms: Yes, ma’am. Now both NGS and CGS are working together to make sure that the workload is current at the transition time.

Female 3: Okay.

Tracy Sessoms: Your date of service is not going to - not going to depend on where you file your claim to. It’s going to be when the contact actually switches over, so if it is July 5th and the claim is being submitted that would actually come to Jurisdiction B or CGS. If the claim is filed prior to, it’s still processing, the actual transition, then NGS will make sure that that crosses over to CGS, but...

Female 3: Sure.

Tracy Sessoms: ...up until...

Female 3: Thank you.

Tracy Sessoms: ...the 30th, you would file that to NGS.

Female 3: Awesome. Thank you so much.

Tracy Sessoms: You’re welcome.

Operator: We’ll now take our next question. Please go ahead.

Maria Dillon: Good morning. My name is (Maria Dillon) and I’ve asked this question several times. I just want to make sure that it doesn’t get lost in the shuffle. We received our Designated Approval forms and I have faxed them in like back in March and I was told that, you know, to give you guys until April 15 for you to send us our packet via e-mail so we could start getting registered — or approved registered — and I still have yet to receive that. I was wondering is there a way that I can make sure that they received my fax form?

Gene Worrell: Hi, this is (Gene Worrell) with the Provider Contact Center at CGS. We do currently have about 530 that we’re in process of sending the packets out on so we were working diligently to get those done in the next few days...

Maria Dillon: Okay.

Gene Worrell: ...so it’s very likely that those that came in early April or towards the end of March are still in our queue ready to be sent out.

Maria Dillon: Okay, I just - so, I mean, there’s like nobody that I can talk to make sure that they actually received my fax so I can sleep at night?

Gene Worrell: Actually, you can call our Implementation Help Desk...

Maria Dillon: Okay.

Gene Worrell: ...and again that number is 1.877.363.8895.

Maria Dillon: And I should give them the reference number and then they can look it up that way?

Gene Worrell: Exactly.

Maria Dillon: Okay.

Gene Worrell: And

Maria Dillon: I don’t mean to be a pain...

Gene Worrell: ((Inaudible)) for...

Maria Dillon: ...just...

Gene Worrell: No, no, no, not at all. Again, we’re available between 1:00 - 5:00 p.m. Central.

Maria Dillon: Okay. I appreciate your help and your patience.

Gene Worrell: Thank you.

Maria Dillon: Thank you.

Operator: As a reminder ladies and gentlemen if you would like to ask a question please press Star 1 on your telephone keypad. We’ll now take our next question. Please go ahead.

Carol: Yes, this is (Carol) and I just have a question about the registration form. I actually sent in the owner and then I sent it into billers. When I get the form back, it wants my personal social security number. I’m a little concerned with that.

Tracy Sessoms: Let me see - we have (John Bergey) on the line who is a member of our Tech team. (Jon), is that something that you would know about?

Jon Bergey: Yes.

Tracy Sessoms: ...and be able to speak to?

Jon Bergey: Yes. Hi, this is (Jon).

Carol: Hi (Jon).

Jon Bergey: Basically for - when you register from myCGS you are part of the registration it is requiring an EIDM ID which EIDM is the CMS website that we use for user ID management and security purposes and that website requires your social security number in order to register so your social security number for any user is going to be a requirement in order to register for myCGS — so, yes, that is a...

Carol: Okay.

Jon Bergey: ...required part of the registration process.

Carol: Okay, so if I would just put it in under the owner then, then we can sign up later as an owner rather than have to put in our own social security in now. Is that correct?

Jon Bergey: Well, that is correct. I mean, you need to have at least one Authorized...

Carol: Right.

Jon Bergey: ...or one Designated Approver. That could be the owner of your company, that could be anyone in your company that you are authorized official designates. But any user include whether it’s the Authorized Official or Designated Approver...

Carol: Right.

Jon Bergey: ...or any end user will have to enter their social security number into EIDM in order to successfully register for myCGS.

Carol: Okay. Okay, thank you.

Jon Bergey: You’re welcome.
Operator: We'll now take a next question. Please go ahead. Please go ahead. It seems that our participant is not saying anything, so we'll now take our next question. Please go ahead.

?Hello. Hi. I have a question regarding the prepaid audits with NGS. I just wanted to understand how they are going to be transferred over because for now we receive letters from NGS and there's a fax number on the number which is pertaining to NGS so how is that transition going to happen with NGS?

?Hello?

Tracy Sessoms: Hi, this is Tracy. If you have an actual ADR request that is sent from NGS and...

Female 4: Yes.

Tracy Sessoms: And your response time has not been completed when you send that in, NGS when you respond will actually transfer that information over to CGS.

Female 4: Okay. Okay, so for - so there's no change from outside. It's going to be handled at your side that you're going to transfer it over?

Tracy Sessoms: Right. Most of the work should actually be probably be completed at the time of the transition, but if there are some responses that have not been completed or the whole case done and those will be transferred over to CGS for us to continue to work on that.

Female 4: Okay, and that...

Tracy Sessoms: ...and that you will receive development letters from CGS themselves.

Female 4: CGS. And this is post July 5th, right?

Tracy Sessoms: July 5 will be the cutover date. Yes, ma'am.

Female 4: Cut of the...

Tracy Sessoms: the start of the contract, I apologize.

Female 4: Maybe a new fax number.

Female 4: Okay, and there will be a new fax number?

Tracy Sessoms: For CGS, yes, ma'am, there will be a new fax number. We will actually put out tools and references on the JB implementation website that will give you all of the fax numbers and new telephone numbers and contact information.

Female 4: Okay, and will be have the contact person you know, for in particular to you know, have - is it just going to be the customer line?

Tracy Sessoms: There's the customer service line if you are actually needing help or assistance with calls on your claim denials and then also for education purposes there is a community coach that is assigned to the different states within provider outreach and education.

Female 4: Okay.

Tracy Sessoms: ...so you would have a community coach for a one on one education.

Female 4: Okay, all right, thanks. And what were the dart dates that - they were saying there's going to be a dark dates, you know, when the whole thing happens at the backend of - was it during the end of June or something? START

Tracy Sessoms: The dark date is actually July 1.

Female 4: Oh, okay.

Tracy Sessoms: One moment. We want to have just a few more things added for your answer.

Female 4: Oh.

Tracy Sessoms: Okay, thank you so much for holding. I appreciate that. I want to clarify something in the response to your ADR letters. The same thing to do is to respond to the address that is on the ADR letter and the fax number that is actually listed on the ADR that was sent to you.

Female 4: Okay. Say it again, the new letter, then the new number so far whatever letters we get we just respond to the same thing? Okay.

Tracy Sessoms: That is correct. Thank you.

Female 4: Thank you.

Operator: Once again ladies and gentlemen if you would like to ask a question please signal by pressing Star 1 on your telephone keypad. We're now taking our next question. Please go ahead.

Female 5: Hello?

Tracy Sessoms: Yes, ma'am?

Female 5: Yes. Where can I register for - as a new user for the EIDM?

Jon Bergey: Hi, this is (Jon Bergey) again. As of right now the preregistration for myCGS is available for current users of NGSConnex of the NGS Web portal so if you are not a current user, your organization would not have received in an initial registration letter. Did your organization already receive one of those letters?

Female 5: I'm not aware of a letter that we received. I'm going to confirm if we have an Authorized Official. I'm not sure that we have an EIDM set up. I haven't used NGS portal system. I handle all the audits, so to my knowledge we don't and that's, you know, we need to go through the process, obviously, of getting set up.

Jon Bergey: Okay. Well, if your - if you currently do not use NGS Web portal, then you won't get one of those letters, though the preregistration process is focused on getting current users of NGS's Web portal into myCGS. For those suppliers in Jurisdiction B who are not current users or if you want to use myCGS, we will be publishing instructions at some point closer to the transition of how you will register for myCGS, but right now that registration is only available to current users of NGS’s Web portal, so...

Female 5: Okay, and I did sign up for the ListServ so that will be updated through my e-mails, correct...
Female 7: Okay. Can you say those two acronyms again — the more of the medical review versus the technical?

**Tracy Sessoms:** Your DCR reviews are documentation compliance reviews. That’s where you’re looking at proof of delivery, your written order of prior to delivery — those types of things. And then the clinical reviews are your medical necessity audits where they’re looking for the medical record specifically showing that the person meets the criteria that’s listed in the LCD.

**Female 7:** Okay.

**Tracy Sessoms:** So that could be where you’re seeing a difference when you are asking about what’s going to stay the same. From an audit perspective, there really should be no difference other than right now we’ll be auditing what is currently - the edit’s that are currently set up for NGS. But because the LCD’s are the same...

**Female 7:** Right.

**Tracy Sessoms:** ...if you’re looking from a medical necessity standpoint, those should also continue to be audited just like they are now.

**Female 7:** Okay, yes, because it - we have one product through the different DME MAC’s that we have them in actually three jurisdictions and two of them are the same and one of them is very different so like say B and D are very similar the way that they review these audits, but C is very different the way that they review and I believe they’re all the same audit. It’s just done very differently, so I’ll go back and double check and see if I can find out if there is difference between - it says “Documentation” or “Clinical Review”.

I did want to make one comment as well regarding the social security number. I’m also very concerned by that and I’m not sure why that particular type of system would be chosen because social security numbers are unique, yes, but they’re also private and not sure registering that way is a way that I would prefer either — so just wanted to throw that out there as well, so thank you.

**Tracy Sessoms:** You’re welcome. Thank you.

**Operator:** We’re now taking our next question. Please go ahead.

**Female 8:** Yes, I was wondering with registering for myCGS, do we have to have an AO for each NPI number that we have - a different one?

**Jon Bergey:** You don’t necessarily have to have an AO for each different NPI. It’s going to go by tax ID. So if you have one tax ID and then multiple NPI PTAN combinations under...
that tax ID, you would - you would need to have one approver for each tax ID that you have.

Female 8: So if we have 15 NPI’s, but they all have the same tax ID we need the one AO?

Jon Bergey: Correct.

Female 8: Thank you.

Operator: We’ll now take our next question. Please go ahead.

Female 9: Yes, I did have a question, but somebody else had asked and it’s been answered. Thank you.

Tracy Sessoms: Thank you. Can you remind them...

Operator: ((Inaudible)).

Tracy Sessoms: ...how they would be able to take themselves out of queue if their question has been answered?

Operator: Sure. If you find that your question has been answered, you may remove from the queue by pressing Star 2 on your telephone keypad. As it - once again, to remove yourself press Star 2 on your telephone keypad. We’re now taking our next question. Please go ahead.

Female 10: Hello. Yes, my question is — and I believe this has been repeated already and I apologize — but for the date of June 30, is that for a submission date — not date of service, correct?

Tracy Sessoms: When you’re submitting - if you’re submitting a claim, if you have a claim that you’re submitting to it’s on June 30? Is that what you’re asking?

Female 10: ...or July 1 — yes. I - it goes by date of submission, not a previous date of service so if I have a date of service from like March I would still submit it to the new contractor if it’s submitted after July 1.

Tracy Sessoms: That is correct. Yes, ma’am.

Female 10: Okay, thank you.

Tracy Sessoms: You’re welcome.

Operator: We’re now taking our next question. Please go ahead.

Female 11: Hi. I just want to touch on the social security thing again. So I want to know if CGS is prepared with customer service staff because I anticipate there will be a lot of employees unwilling for their social security number to be let out for this myCGS.

Tracy Sessoms: I have (Sheri Thompson) with the Implementation Team and she’ll actually reply to that.

Sheri Thompson: No, we absolutely understand the concern around the social security number. What we plan to do from this call is really draft additional material around why that social security number is required and the security measures that are taken to ensure that it’s not compromised.

But I definitely and that’s not to mitigate your concern or reduce it. We totally understand what your concerns are and we will take that away as an action today.

Female 11: No, it’s just - we don’t have to do that with any of the other jurisdictions at this point in time and it - I mean, it is a gigantic concern and it’s going to bog you guys down and it’s going to bog us down because we’re going to be on the phone more.

Sheri Thompson: And absolutely understand.

Female 11: Thanks.

Sheri Thompson: Thank you.

Tracy Sessoms: Thank you.

Operator: We’re now taking our next question. Please go ahead.

Female 12: Yes. I come from a practice that has multiple positions and I was just found out that one of our physicians is the one that’s actually listed as the designated provider, but currently on the ((inaudible)) website I a.m. the authorized user so I guess there’s kind of a question if there’s anything that we can do to have some other kind of administrator to monitor this account rather than one of our physicians?

Jon Bergey: Yes, actually the way that the process works is we’re sending out - we sent out initial contact letters regarding pre-registration to the Authorized Official that is listed in the NPI registry or PECOS so if that is this particular physician, then that physician would have been the person we sent the letter to, but that letter contains instructions and a form for the Authorized Official to designate someone else as an approver within myCGS.

So if your physician receives that letter or is the Actual authorized Official, then they would just need to designate who they want to be as their designated approver which would be their, basically, their admin for myCGS...

Female 12: Okay.

Jon Bergey: ...and that can be anybody within your organization or multiple people within the organization.

Female 12: Okay, so I need to clarify maybe with my credentialing because our NPI website actually has our CEO listed as the Authorized Official, but then our credentialing department is the one, I guess, that took care of the - filling out the application and they’re the ones saying that the physician is listed as the Authorized Official so because would that then be because we put that physician down? Is that the only way that would happen? I just...

Jon Bergey: I - well, I’m not entirely certain as far as the credentialing part of it, but if your CEO is the person listed as the authorized official in the NPI registry, then that’s who would get the letter and who would need to actually designate any approvers.

Female 12: Got you, okay. So let’s say that for some reason - so if they did fill it out wrong and they did put the provider as the authorizer, are we able to change that or would we - or is there something we can do to...?

Jon Bergey: You mean within the NPI registration - your PECOS it has the incorrect person?
Female 12: No, the form for this pre-registration. The way that I was just explained - it sounds like we put down the - a physician as the Authorized Official so if we want to change that to, let’s say, me, but our form has already been sent in, is there anything that we can do to correct that form?

Jon Bergey: Yes, you can just send in another form.

Female 12: Send in another - okay.

Jon Bergey: With whoever else you want to be the Designated Approver.

Female 12: Got you, yes. As I said, I’m not - I think, yes, there was kind of some confusion with all of that, so I just wanted to go ahead and clarify that. Thank you.

Jon Bergey: You’re welcome.

Operator: We’ll now take our next question. Please go ahead.

Female 13: Hi, I guess I’m still a little bit confused about the pre-registration. We did receive the letter pre-register because we have an NGS account. However, we also have a myCGS account because we do jurisdiction via our traditional Medicare claims. I called and they said I could - I do not have to do anything and to throw the letter away, but then earlier you said I should still complete it to link the account.

I no longer have the letter because they very specifically told me to throw it away — so I don’t have the number or anything that was assigned to us or anything like that.

Jon Bergey: Sure. So just to clarify, you currently use the Jurisdiction C myCGS?

Female 13: Jurisdiction B as in “Boy”.

Jon Bergey: Okay, so - but you have an EIDM ID?

Female 13: Yes, with myCGS, yes.

Jon Bergey: ...and you - okay, I guess I’m a little confused.

Female 13: We use it for our regular medical claims — not our DME claims, but our regular claims we have myCGS.

Jon Bergey: Okay, so you use the Jurisdiction 15 myCGS...?

Female 13: Yes.

Jon Bergey: Okay. Well, yes, if you had a Jurisdiction C DME ID for myCGS, then you wouldn’t need to do anything, but the Jurisdiction 15 AB MAC myCGS is actually a completely separate Web portal so you will actually need to complete a separate registration — so I apologize if you were told differently previously.

If you’ve thrown away that letter at this point, I would suggest calling the Implementation Help Desk and asking that they send a letter - send another letter — and (Gene) you might want to add onto that — but you can contact the Help Desk at - if you need that number again it’s 1.877.363.8895 and they should be able to get you another copy of that letter.

Female 13: Okay, by just my NPI or whatever?

Gene Worrell: Acc (sic) ID, but yes.

Female 13: Oh by, okay, okay. All right, great. I will do that. Thank you so much. I appreciate it.

Jon Bergey: You’re welcome.

Tracy Sessoms: Thank you.

Operator: Once again ladies and gentlemen if you would like to ask a question, please press Star 1 on your telephone keypad and if you find that your question has been answered, please press Star 2 to remove yourself. We’ll take our next question now. Please go ahead.

Female 14: Hi, yes, I know you guys have said that not much is going to change in regards to audits, however, Jurisdiction C doesn’t currently deny (inaudible) month when it goes - when we receive our first ADR, but Jurisdiction B does. Can you tell me will that be the same or will that be changing?

Tracy Sessoms: For the process changes that’s not something that I can actually answer at this time, but I can tell you I know the plan is for any differences that are in any processes. There is going to be something published on our JB website to let you know prior to what those differences might be — and I can take note of that and see if that’s something that we can have posted within that table.

Female 14: Okay, great. Thank you.

Tracy Sessoms: You’re welcome.

Female 14: Oh, and really quick I just want to let you know we work with myCGS for years and we had to register with our social security numbers and we’ve had no problems. So I know people are concerned about it, but it hasn’t caused any problems for our company and we’re a nationwide supplier so I just want to kind of put that out there.

Tracy Sessoms: Well, thank you very much.

Jon Bergey: Thank you.

Tracy Sessoms: ...and I can also add the answer to your question to the transcript when it gets posted.

Female 14: Thank you.

Tracy Sessoms: You’re welcome.

Post call addition: Female 15, CGS will be considering different options as needed to ensure claims are paid or denied correctly. CGS may not follow the current process NGS uses however, it is under consideration and may be adopted at some point.

Operator: We’ll now take our next question. Please go ahead.

Female 15: Yes, I have a concern too about the social security number. That’s my personal social security number. There should be another way that we can register for this website without using our personal social security number. We’ve registered for Connex, Noridian, other insurance websites. We’ve never had to use our personal social security number.

I a.m. not comfortable with putting my personal social security number on any website that has - pertains to work and stuff.
There should - is there not another way that we cannot go around that in order to use this website?

**Jon Bergey:** Unfortunately, no. And again, this is a CMS requirement of the EIDM website and EIDM is used for numerous CMS applications, not just myCGS. For instance - well, several other applications that providers within the Medicare industry use. And again, you know, unfortunately, yes, there is no way around that.

We are required by CMS to use the EIDM website and that is a requirement of EIDM.

**Female 15:** Well, I think whenever way - whenever I signed up for the CGS - the Jurisdiction 15 where we do our regulate Medicare claims, I signed up for that website and I don’t think I had to use my social security number for that website so what’s the difference between that website and this CGS website other than - this is the DME part?

**Jon Bergey:** Yes, well, that’s a good question. The other myCGS that you are referring to is the Jurisdiction 15 AB MAC Web portal and that is a completely separate Web portal even though it has the same name which I know can be a little bit confusing. It is actually totally separate. The DME MAC version and the AB MAC versions are completely different — the registration is different — and that Jurisdiction 15 version, AB Mac version does not actually use EIDM, so I - and I’m not personally an expert on that particular portal, so I don’t know what the registration requirements are.

It’s very possible that it does not require a social security number. The difference is that the DME MAC version uses EIDM for user registration and ID management.

**Female 15:** I just leave - I believe customer service is just going to be really bogged down with a lot of phone calls due to us having to put our personal social security number on that website. Thank you.

**Jon Bergey:** Okay, thank you.

**Tracy Sessoms:** Thank you.

**Operator:** As a reminder if you would like to ask a question, please press Star 1 on your telephone keypad. We’ll now take our next question. Please go ahead.

**Female 16:** Yes, I had a question about where the letter for the myCGS was sent to the Authorized Official. Was it to the address in the NPI registry for our physical practice location or was it sent to their - where they actually reside?

**Tracy Sessoms:** The address that’s listed for the AO is where the letter would have gone. The authorized...

**Female 16:** ...but we’re from the NPI registry or like we’re hospital based in our - and we have multiple addresses so it would have gone to our practice location here at to me or would have gone to the legal business name address that’s a hospital?

**Tracy Sessoms:** If you’re looking in the NPI registry and the AO is listed, it will actually be the address that is within the AO field.

**Female 16:** There is no address.

**Tracy Sessoms:** So you don’t have an address specifically that ties to the authorized official?

**Female 16:** No.

**Tracy Sessoms:** (Jon), is that something you would know if it’s a physical or if it’s their legal address if it’s not listed with the Authorized Official?

**Jon Bergey:** I’m not entirely certain without looking into that, but we can research that and put it in the minutes.

**Female 16:** Yes, because, I mean, it has our President’s name on it, but it could have multiple at, you know, we have multiple addresses here and I didn’t know if it went to the actual practice location address or if they had a different address on file that we can’t see on the NPI registry.

**Tracy Sessoms:** Okay, if you have not received the letter and you should have because you’re a current user in the NGSConnex, my suggestion would be to contact the Help Desk.

**Female 16:** Yes, I left them a - submitted a question to them probably two weeks ago and I haven’t heard back yet, so I have to probably call them.

**Tracy Sessoms:** Okay. Yes, ma’am, if you would give them a call and let them know that you have not received a letter and that you’re trying to make sure that it’s going to the correct address, they’ll be able to either generate another one or be able to help you with that address question.

**Female 16:** Okay. And then on the application itself for the end user, it’s asking for personal information in that section. Is it asking for your personal address or is it your - where your office facility’s located?

**Jon Bergey:** Yes, in the personal information it is asking for your personal address, but if you prefer to put in your business contact address that is fine.

**Female 16:** Okay, and then the next question I have on the application itself if it has, you know, the next section is the business contact information and that is where our practice location is at or where I’m physically at? Is - are these addresses going to be tied to something?

**Jon Bergey:** As far as the personal contact information and the business contact information, that’s really just about in case for some reason we want to get in touch with that particular user...

**Female 16:** Okay.

**Jon Bergey:** ...personally, so it’s not really going to be tied to anything, no...

**Female 16:** Okay. And then the organization information, is that our DBA or is that our legal business name and address?

**Jon Bergey:** That would be your legal business name and address...

**Female 16:** Okay.
Jon Bergey: ...and that's the only part - yes, that's the only part that would sort of be tied to anything. You...

Female 16: Okay, so even though...

Jon Bergey: ...definitely want to be ((inaudible)).

Female 16: ...I have a different mailing address and a different physical location of where the stores at compared to where our legal address is I would have to put our legal address in there.

Jon Bergey: Yes, the organizational information should be your legal name and address.

Female 16: Okay, and not the DBA. Okay. And then the final question is as the administrator to myCGS and I’ll users to that, what - will all the users have to put in their social security numbers as well?

Jon Bergey: Yes, they will when they register for EIDM.

Female 16: Okay. Yes, I’m going to see you guy’s CSR is going to be very, very, very busy. All right, thank you.

Operator: If you find that your question has been answered, you may remove yourself from this queue by pressing Star 2 on your telephone keypad. We’ll now take our next question. Please go ahead.

Female 17: Hello. I just - I know we’re running out of time here, but I just wanted to suggest that maybe at the next teleconference that maybe you go into a little more detail about the EIDM and the CMS. I don’t have any concerns with putting my social security number into that website because it’s a government website and so I would hope their government is keeping our information very secure and they already have my social security number anyway so that’s how I’m kind of looking at it but maybe kind of go into what EIDM is, go into centers for Medicare and Medicaid, kind of just explain how secure this website really is. It’s just a suggestion. I don’t have any issues with it, so, thank you.

Tracy Sessoms: I appreciate the suggestion and we will definitely take that back.

Operator: We’ll now take our next question. Please go ahead.

Female 18: Hi. We had a question regarding the new CMS requirements about prior authorization and knowing that it technically hasn’t been implemented as far as we know. Does CGS have any plans for implementing that and what process we would be using?

Tracy Sessoms: Currently the JC contract has it in the statement of work. It’s my understanding that JB does not have it in their statement of work, but when that becomes finalized we will be implementing.

Female 18: Okay. Any timeline that we have on the docket?

Tracy Sessoms: I mean, we - there’s several draft change request that are in process, but, you know, we’re not at liberty to share some of that information just yet. But just be rest assured that we will provide education prior to them and they will have ample time to prepare for it.

Female 18: Okay, thank you.

Female 19: Yes, I was just wondering, this is the third implementation call. The previous two calls, is there a way to retrieve those? I wasn’t able to attend those?

Tracy Sessoms: Yes, ma’am. The “Ask the Contractor Teleconference Calls” on the Jurisdiction B Implementation website. The transcripts are actually posted there and this one will be posted usually within 10 business days after the meeting.

Female 19: So there are on the Jurisdiction B as in “Boy” — not “C”?

Tracy Sessoms: Right, Jurisdiction B as in “Boy” Implementation website.

Female 19: Okay, great. Thank you.

Tracy Sessoms: You’re welcome.

Operator: And it appears that there are no further questions at this time. I would like to turn the conference back over to Tracy Sessoms for any additional or closing remarks.

Tracy Sessoms: Thank you, I do appreciate that. I want to thank all of you for taking the time for join us today for the “Ask the Contractor” teleconference. I also want to thank (Charity Mahurin), (Zach Toland), and Stacey McDonald from CEDI for joining us today and offering the information for the contractor number change.

If there are no further questions, at this time we’ll go ahead and end the call. Thank you very much.

Operator: Ladies and gentlemen this concludes the conference call for today. We thank you for your participation. You may now disconnect your lines and have a great day.

- END -