Jurisdiction B Ask-the-Contractor Teleconferences (ACT)

Provider Outreach & Education
Date: May 26, 2016

Operator: Good day and welcome to the Jurisdiction B Implementation Cutover Ask the Contractor teleconference. Today’s conference is being recorded. At this time I’d like to turn the conference over to Mia Gott with CGS Provider Outreach and Education. Please go ahead ma’am.

Mia Gott: Thank you (Don). Hello and welcome to the fourth in a series of four CGS Jurisdiction B DME MAC Implementation Update Ask the Contractor Teleconferences. My name is Mia Gott and I am a provider outreach and education representative with CGS. And I will be facilitating today’s call. Today’s call focuses exclusively on cutover activities as CGS and NGS prepare to complete the Jurisdiction B transition.

Specifically we will share information on the following, updates from NGS on transition times lines and completion of work prior to cutover, the new CGS Medical Director Start Date and responsibilities including initial plans for medical review, reminder about contractor number changes and timeline, also a quick update on EIDM pre-registration status- including new user registration education, also an introduction to same service different name which illustrates commonalties between NGS and CGS, high level overview of the CGS Jurisdiction B supplier manual and crosswalk, also where to find new addresses, telephone and fax numbers.

We’ll discuss differences in IVR functionality and also what to expect from provider outreach and education after cutover is complete.

With me today are members of our Jurisdiction B Implementation Team including (Sherry Thompson) who is leading our 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 Bright from National Government Services and Stacy McDonald from CEDI. Now National Government Services will also be referred to as NGS during today’s call.

We have a packed agenda today so we appreciate your attendance. At the conclusion of our updates we will open the lines for your questions. We will also publish a transcript of today’s call on our implementation website at http://www.cgsmedicare.com/jb. Let’s start with a timeline of activities occurring during cutover.

On June 30 the CEDI Gateway will be updated for the new contractor number. We will have details - greater details later on in today’s presentation. July 1 marks the beginning of the final transition. And it also marks the beginning of a previously scheduled DME-wide system release. As such while July 1 represents our first day as the new contractor only our provider contact center will be open. And they will only be able to respond to general questions.

Due to the system release the Provider Contact Center will not have access to DME systems. July 4 of course is a national holiday so CGS will begin full operation which includes claims processing, full function of customer service, et cetera, on July 5. NGS also has specific dates in which certain workloads much be completed and/or certain services will be phased out. Here to share that information with you is Charity Bright with NGS. I’ll turn things over to Charity.

Charity Bright: Thank you Mia. As National Government Services prepares to transition the Jurisdiction B DME MAC contract to CGS there are some key dates that you need to be aware of. And I would like to share those with you now. The first item I would like to discuss with you today is in regards to NGS Connex or our Web portal. Wednesday June 1 will be the last day to register for NGS Connex for the purpose of conducting Jurisdiction B DME MAC transaction. The NGS Connex Web portal is a superior alternative to utilizing the IVR or calling the Provider Contact Center. Usage of the portal is free and it only requires users to have an email address and Internet access. And there are no limits to the number of users within NGS Connex for each company.

Registration will be available through June 1 and you can register by going to http://www.ngsconnects.com. If you want to learn more about NGS Connex and what it has to offer we recommend visiting chapter 23 of our Jurisdiction B supplier ((inaudible)). We do want to make suppliers aware that some of the functionality will no longer be available in NGS Connex after Friday June 24. You will no longer be able to initiate a request for redetermination, reopening, PMD prior authorization or advanced determination of Medicare coverage via NGS Connex. In addition you will not be able to submit documentation in response to an additional documentation request from our NGS Medical Review Department of claims after Friday June 24.

If you submit electronic inquiries via NGS Connex you will no longer be able to submit those inquiries again after Friday June 24. However until June 30 we will continue to send the response to any inquiry you electronically submitted on or before June 24 via the NGS Connex Web portal. You will still be able to obtain claim status and eligibility information via NGS Connex through the end of the business day on Thursday June 30. However as of July 1 you will no longer be able to use NGS Connex for any Jurisdiction B information. Customers who want secure Web-based access to their Jurisdiction B claims information will only be able to receive that information through myCGS.
In addition the final day to fax a request for redetermination, reopening, power of mobility of device prior authorization, ADMC or respond to any additional documentation requests will be Friday June 24. Any requests or responses to request for additional documentation submitted June 25 and after should be sent to CGS. We understand that during the transition you may inadvertently send a request to National Government Services. And if this should occur we have processes in place to forward your request or documentation to CGS for processing.

So now let’s talk about what you can expect in regards to the National Government Services Jurisdiction B DME MAC website at http://www.ngsmedicare.com. You may continue to utilize the website to obtain information regarding Jurisdiction B until the end of the business day on Thursday June 30. You may notice some changes to the website during the final weeks or of the final two weeks of June as we progress in the transition.

For instance the last day to submit electronic immediate recruitment requests via email and directly from the website will be Friday June 24. Now we do want you to know that National Government Services and CGS will continue to work closely together to ensure that Jurisdiction B contract is successfully transitioned with minimal impact to suppliers. In order to make this happen, National Government Services has provided CGS with access to all of the historical Jurisdiction B website content and CGS is in the process of developing a Jurisdiction B DME Mac page on their website.

CGS is working closely with the supplier associations represented through the Jurisdiction B council and the co-advisory group. Beginning the week of June 1 CGS and association members will begin a series of focused website discussion to review the design and functionality and to identify enhancement opportunities. Now finally let’s talk about Medicare University. I’m sure most of you are familiar with Medicare University. But for those of you who might not be it is an interactive online system designed to provide a broad variety of Medicare related training to meet the needs of Medicare healthcare providers and suppliers. It is available 24 hours a day seven days per week.

Medicare University is where our computer-based training courses are housed and it also is where you can self-report your attendance to our teleconferences, live events and Webinars. Now Friday June 24 will be the last day that you will be able to access all DME specific courses housed in Medicare University. DME users will still have the option to self-report after June 24. But the computer based training courses themselves will no longer be accessible.

Keep in mind that we are not going to deactivate the DME users that have signed up for Medicare University as we know there are a lot of you who work across multiple Medicare contractors and you may still want to access Medicare University for courses offered by other lines of business. So you will not be de-activated from Medicare University. Now just to wrap things up the key dates you want to mark on your calendars are Wednesday June 1, Friday June 24 and Thursday June 30. Now keep in mind that we will work with CGS to make sure you are informed and we’ll send out reminder email updates regarding the transition detail. And with that I will turn it back over to Mia.

Mia Gott: Thank you Charity.

Charity Bright: You’re welcome.

Mia Gott: On April 27 of 2016 CGS announced that Dr. Stacey Brennan will be continuing in her role as the Medical Director for Jurisdiction B. Dr. Brennan will join CGS on July 6. In her role Dr. Brennan will provide expert clinical guidance in the development of local coverage determinations and policy articles to provide specific coverage criteria in support of the billing of durable medical equipment prosthetics, orthotics and supplies.

She will have significant involvement in the development of the Jurisdiction B medical review strategy including pre and post payment auditor review as well as CERT, or comprehensive error rate testing, error rate reduction plans and supplier focused education. Dr. Brennan will work closely with CGS’ Jurisdiction C DME MAC management team to align processes and to support the Centers for Medicare and Medicaid Services or CMS goal. Again we want to welcome Dr. Brennan to CGS.

On April 4 the CEDI published important information on the mandatory contractor number change that will impact Jurisdictions A and B. The bottom line is that clearinghouses, billing services and independent software vendors must have the change in place to prevent a disruption in electronic claim submission through the CEDI gateway.

Inbound files (937 NCPDP and 276) will be accepted by CEDI until 3:00 pm Eastern Time on June 30 of 2016 with the current contractor code. After 3:00 pm Eastern Time claims must include the new contractor number. For Jurisdiction B the contractor number is changing from 17003 to 17013. CEDI has already updated the PC ACE free software and provided download information on their website at http://www.ngs.cedi.com. I will now be turning the call over to Stacy McDonald with CEDI so she can provide additional information regarding the changes. Stacy go ahead please.

Stacy McDonald: Thanks Mia. I am Stacy McDonald, the Project Manager for the CEDI contract. And Mia did cover some of the updates that I have so this might be duplicative. Again up through June 30 at 3:00 pm Eastern Time only the current contractor numbers will be accepted on your inbound files. Again the 837 and NCPDP claims and the Chief 76 claims status requests that are coming in to EDI. For Jurisdiction B that code is 17003. And because we also have the Jurisdiction A transition I am going to cover some of that information here. Their current code is 16003.

At 3:00 pm Eastern Time on June 30 we’re going to bring down our gateway to apply the changes for the new contractor numbers as well as our July EDI Quarterly release update. When we reopen our gateway the new contractor number for Jurisdiction B 17013 and Jurisdiction A 16013 will be in effect. Please note that the contractor numbers for Jurisdiction C and
We did send a listserv on April 4 to notify our customers of the contractor code change and we do have other listservs that will be going out in the coming weeks. We’ve also provided this information directly to a mailing list we have of software vendors, billing services and clearinghouses. We do urge you to contact your software vendor, billing service or clearing house to make sure that they are aware of the new contractor code changes and that you will have all of your updates that you need before we implement the changes on June 30.

If you use the PC ACE software the upgrade to Version 3.0 is available from the CEDI website. http://www.ngscedi.com under PC ACE. The link to go directly to that page is http://www.ngscedi.com/pcace. The PC ACE 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 1st. The current codes 16003 for Jurisdiction A and 17003 for Jurisdiction B will be accepted by CEDI through 3:00 pm Eastern Time on June 30. PC ACE users should make sure that they submit all of their files that are created on June 30 before that 3:00 pm and then do not create a new file until July 1. This will ensure that any files with the current and new contractor codes are submitted when they will be allowed by CEDI.

NGS For Jurisdiction B and NHIC for Jurisdiction A will run their last cycles as a DME MAC on June 30 and they’ll produce the outbound files that EDI returns to our trading partners through our CEDI gateway. These include the RPT files, the 835 electronic remittance advice and the 277 Claim Status responses. These will all have the current DME MAC codes 17001 for Jurisdiction B and 16003 for Jurisdiction A.

The next cycles that run for Jurisdiction B and A will be run by CGS and Noridian respectively and they will have the new contractor codes 17013 and 16013 will be in effect. And again just a reminder the Jurisdiction C and D codes will not be changing. We do want to make sure that you’re signed up with CGS and CEDI to receive our listserv messages. It’s extremely important that you’re signed up as that’s how all of our communication is sent out. You’ll get important information regarding the transition including the changes to the contractor codes to our listserv.

If you have any questions about the contractor number change please be sure to ask them during our Q&A session today. If you have CEDI related questions after the call please contact our CEDI helpdesk by phone at 866-311-9184 or you can email us at ngs.cedihelpdesk@anthem.com. So it’s ngs.cedihelpdesk all one word at anthem.com. And we also have this information available on our EDI website. Again that’s http://www.ngscedi.com. And with that I’ll turn it back over to Mia.

Mia Gott: Thank you Stacy. The CMS EIDM pre-registration process continues. Users were notified that the pre-registration process would conclude on May 27. However we have been able to extend the pre-registration through June of 2016. Please be sure to submit your documentation before the last week in June to ensure you have access to myCGS as close to cutover as possible. CGS is currently entering designated approver information into the CMS enterprise portal for those who currently have access to and use NGS Connex.

There was some confusion over required information dictated by the CMS EIDM Tool. As a reminder CGS, after hearing concerns from suppliers about use of a personal social security number for registration purposes, had intended to remove the social security number from the process. However the CMS enterprise portal or EIDM updated their processes and now require the use of a social security number to register for all users.

As CGS has pointed out the social security number stays with the CMS Enterprise portal and is never transferred to CGS nor is it used or stored by (myCGS). EIDM uses the social security number to validate your identity against information provided by Experian. It is CMS’s intent that all contractor Web portals will follow this type of identification process. If you have questions about the process you should call our Implementation Help Desk. And that number is 1.877.363.8895. Again the Help Desk Number is 1.877.363.8895. But as a reminder CGS cannot change the CMS Enterprise portal requirement.

Jurisdiction B suppliers who do not use NGS Connex or myCGS and who do not currently have a CMS Enterprise Portal (EIDM) user password may now register as new users for access to myCGS. CGS has created a four-part video tutorial for new users who wish to register through the CMS Enterprise Portal for access to (myCGS). Those are currently available on our implementation website through the Home Page video library and viewer or by selecting video education under the Provider Outreach and Education Section of the website. We have also produced a printable guide to assist new users as well.

As we mentioned for the past few months three are more similarities between CGS and NGS than differences. On June 1 we will be publishing a special edition of our Jurisdiction B DME Insider that will provide you with important cutover information. It’s going to include a crosswalk that familiarizes you with the services CGS provides.

The crosswalk is called “Same Service- Different Name”. You can also get a glance at it right now on the Jurisdiction B Implementation website. And it provides you with the name used by CGS and it provides you with a description of the service available. For example NGS offered live chat. CGS offers the same type of service that we call Live Line Plus. NGS offers Medicare University and CGS offers the online education portal. We think that you’ll find this crosswalk to be very helpful as you begin to utilize the variety of services CGS offers.

CGS is also publishing an important supplier manual crosswalk. The Jurisdiction B supplier manual that will be used by CGS follows the same format and structure as our Jurisdiction C supplier manual. Of most importance to you is where specific information is located. For example under the current NGS Supplier Manual look for Medicare secondary payer information in chapter 5. However that information will
be located in chapter 11 of the CGS Jurisdiction B Supplier Manual. Medicare policy and audit information is located in chapter 6 of the NGS supplier manual but it will be found in chapter 9 of the CGS Jurisdiction B Supplier Manual.

Once our new website is available on or around July 5 you will have access to a supplier manual that will automatically redirect you to the information in our Jurisdiction B Supplier Manual. As I mentioned a little earlier CGS will publish that special edition DME Insider on June 1. NGS will also publish their final supplier newsletter and it will include a link to the CGS special edition.

Located in the special edition will be a printable page of new addresses, telephone and fax numbers. Now I won’t share all that information on this call but do want you to be on the lookout for the information on June 1 in the special edition insider. As a reminder you must continue to use NGS services until June 30. CGS will not be able to provide you with Jurisdiction B services until the transition is complete. Now you may be receiving ADR letters or overpayment letters for example from NGS that currently advise you to send your documentation checks, etc. to CGS. Please be sure to follow the instructions provided in those letters. Those are the only times in which you may be asked to use a new address prior to completion of the transition.

We know several of you still use the Interactive Voice Response or IVR system to access claim eligibility and other information. There are some key differences you will need to be aware of before you begin using the CGS IVR. First unlike NGS, CGS does not offer voice recognition for IVR services. The CGS IVR requires that you manually enter information from your telephone touchpad. CGS offers a letter to number converter tool that will be available on the new CGS Jurisdiction B website. There may also be other resources which are no longer available to you through the CGS IVR. For example, beneficiary data date of death or the date of the last pneumonia vaccine is not available through CGS IVR.

As another example PECOS information is not available through the CGS IVR. You will find however that most all information is available through myCGS secure Web portal. We are currently developing a table which we hope to have available to you in the special edition DME Insider newsletter that will provide more information for you.

Now once cutover is complete and CGS begins full Jurisdiction B contract operations you will have access to a variety of Provider Outreach and Education or POE opportunities. CGS offers the Community Coach program. CGS POE representatives will have assigned territories across Jurisdiction B. So every supplier has a unique community coach for their state to go to with education requests or information. In addition, customized one on one education is offered by provider outreach and education. We host up to 20 free Webinars per month and offer a library of video education and tutorials. That’s just to mention a few things.

Now before we open the lines for questions CGS also asks that you attend our Webinars, sign up for listserv, like us on Facebook and follow us on Twitter. CGS uses all of these tools to provide you with information important before and after implementation.

Please be aware that we are not able to answer questions about individual claims during today’s Ask the Contractor call. And a transcript of today’s call will be added to the Jurisdiction B implementation site. (Don) we are now ready to begin the question and answer portion of the call. I’ll turn it back over to you to prepare the lines and queue questions.

**Operator:** Thank you. If you’d like to ask a question please signal by pressing star 1 on your telephone keypad. If you’re using a speaker phone please make sure your mute function is turned off to let your signal reach our equipment. A voice prompt on the phone line will indicate when your line is open. Please state your name when positing your question. Again press star 1 to ask a question. We’ll pause for just a moment to allow everyone and opportunity to signal. And we’ll take our first question.

**Michelle:** Hi. My name is (Michelle). And I have a question that - I’m sorry I know this was gone through but I missed what is not going to be available through NGS as of 6/24. Is it everything except for status and eligibility on Connex?

**Charity Bright:** Hi. This is Charity Bright. That’s correct. Through NGS Connex after June 24 so June 25 going forward until cutover until transition you’ll only be able to get those things like eligibility, claim status -- that type of information. You won’t be able to submit any requests for a ADMC, redeterminations, reopenings or respond to any request through NGS Connex.

**Michelle:** So where would we get like same and similar? Can we still do that through the IVR until the 30th?

**Charity Bright:** You’ll still be able to get that kind of information as well through NGS Connex.

**Michelle:** Oh okay. That’s what I was wondering so...

**Charity Bright:** Right.

**Michelle:** ...that’s all good until the 30th?

**Charity Bright:** Correct.

**Michelle:** Okay perfect, thank you.

**Charity Bright:** You’re welcome.

**Operator:** We’ll go to our next question.

**Lisa:** Hi. My name is (Lisa). I actually have two questions. One is with NGS Connex. Will they be deleting the DME individual user profiles because I actually work with Part A and Part B as well as the DME. Will they be deleting the DME profiles out of my user?

And my other question is regarding duplicate denials. Currently if we have to re-bill a claim to NGS we actually have to fax a request to the EDI unit to remove the duplicate edit. I get an email back that says that the edit’s been removed and I can re-bill my claim. Is that something similar we’re going to have to do with CGS?
Mia Gott: Okay I can take this - this is Mia with CGS and I’ll take the duplicate denial question. You may have to explain a little bit about the duplicate denial. Typically if you submit a duplicate claim you’re going to get a remittance notice from CGS indicating it’s a duplicate. Is there some type of special situation going on with a particular code that you’re experiencing?

Lisa: No it’s any code. If we have to (re-build) a claim because we had to add an additional modifier or remove a modifier and we have to rebuild a claim we have to send that because otherwise even though it’s a different claim because of the different information it will dupe out but we don’t get that information back. We have to send this fax to get the edit removed in order for a claim to be accepted.

Mia Gott: Okay. That sounds like the process is going to be for us what we consider a claim reopening. You may have to send a reopening request if that is the case for CGS.

Lisa: Okay.

Mia Gott: But there is going to be more information about what you send, that is - what you would send to reopen versus resubmitting. As we get closer to cutover you’ll find more information on the Jurisdiction B information website.

Lisa: Right. These are usually claims that can’t be done through the reopening because there considered denied claims.

Mia Gott: It sounds like it would be a reopening under the current the way we currently process DME MAC claims for Jurisdiction C.

Lisa: Okay.

Mia Gott: And then I’m sorry Charity did you want to go ahead about the NGS Connex deleting DME profile question?

Charity Bright: Yes I can take that. Thanks Mia. So if I understand correctly you bill claims to Part AB MAC that are contracted through NGS is that correct?

Lisa: Yes and then the DME.

Charity Bright: Okay. Yes. So what’s going to happen is, no we will not delete your profile. You’ll still be fine to be able to do everything for your Part AB claims that you would bill to NGS. We’re just going to take down the DME information so you won’t be able to access that.

Lisa: Okay. So they won’t show up in like my list of providers?

Charity Bright: Correct.

Lisa: Okay thank you.

Charity Bright: You’re welcome.

Operator: If you find your question has already been answered you may remove yourself from the queue by pressing star 2. Again it’s star 1 to ask a question. We’ll go now to our next question.

Female: Hi. I know you kind of went over this but we - even though we use Connex we did not receive a pre-registration letter so how do I register?

Mia Gott: I would encourage you to call our help desk as soon as possible. And let me give you that number. It’s 1.877.363.8895.

Female: All right, thank you.

Mia Gott: You’re welcome.

Operator: We’ll take our next question.

Female: Hi. My question is about the pre-registration. If the pre-registration once it’s done is that when the person that is authorized to register people start registering different individuals?

Mia Gott: Yes. If the designated approver has already submitted information to CGS the final step in the process for the authorized approver is you will receive an email from CGS indicating that you need to go out and reset your password and answer some security questions. And once that component is completed then the designated approver would then be able to go in and add in users.

Female: Okay so you actually have to add them? You don’t say go ahead and register and then you approve their registration?

Mia Gott: Yes. I’m sorry yes. And those registration instructions for the end user are on the Jurisdiction B Implementation page. There’s a PDF file out there available.

Female: Okay.

Mia Gott: And then the designated approver will go in and approve any end users, approve or disapprove.

Female: Okay. So the end users do register themselves and then they have to be approved.

Mia Gott: Yes.

Female: Okay. And when you’re saying those other users they will have to use their Social Security number when they ask to be registered?

Mia Gott: Yes ma’am.

Female: Okay. All right thank you.

Mia Gott: You’re welcome.

Operator: We’ll take our next question.

April: I had a question. When you talk about the contract number is that the same as the EDI payer number?

Stacy McDonald: This is Stacy with CEDI. And when we talk about the contractor numbers the contractor code it’s not the CEDI trading partner number. It is the payer ID.

April: So the - sorry my name is (April). I forgot to say that. So 17013 is the payer ID or it’s not?

Stacy McDonald: It is. Right now it’s 17003 is the valid code and it will be 17013.
April: Okay. And then I - the other question was too I don’t think I got a pre-registration letter so I just have to call the help desk.

Mia Gott: Yes. Those pre-registration letters went to the authorized official. And we used the NPI registry. It was sent to the address on the NPI registry or in some cases we utilized PECOS as well. If your authorized official does not have the letter or it was misplaced please call the help desk. Do you need that number again?

Stacy McDonald: No. I’ve got it. Thank you.

Mia Gott: You’re welcome.

Operator: We’ll go to our next question.

Lori: Hi there. I just had a quick question. My name is (Lori). The redetermination re-openings I understand they need to be filed by the 24th through Connex. If our claims that are filed by the 24th are those still going to be handled by NGS?

Mia Gott: Potentially some of them could be but if they are not, if that work is not completed by NGS then it will be transitioned to CGS for completion. That is what is going to occur on that dark day on July 1. There will be a transition of the files, electronic files and information. So if it’s not completed by NGS CGS will complete the work.

Lori: Okay. So just by the fact that it was filed by the 24th doesn’t necessarily mean that NGS will handle it? It may be transitioned if it’s not completed?

Mia Gott: Correct.

Lori: Okay great. That is exactly what I was looking for. Thank you.

Mia Gott: You’re welcome.

Lori: Bye-bye.

Operator: So we’ll take our next question.

Female: Hi. We just wanted to clarify the date of death is - did you say that it’s not going to be in the IVR or myCGS?

Mia Gott: The date of death will not be on the IVR but the date of death is in myCGS.

Female: Okay. And is there any - well okay so it’s going to be on myCGS - okay so I think that’s fine. Thank you.

Female: You’re welcome.

Operator: As a reminder is star 1 to ask a question. We’ll take our next question.

Jason: Hi. My name is (Jason). My question is in regards to the pre-registration letter. In 2012 we separated from the pharmacy and the only - into a DME. So we created a new tax ID number and a new NPI number. The only letter we received was from the NPI number related to 2012. So I’ve already called the help desk and they just put me on a call back list. Is that all I can do at this point?

Mia Gott: (Jason) I think at this point you’ve done the right thing. If you weren’t an active user of NGS Connex for the number associated with the tax ID that may be the reason why you didn’t receive a pre-registration letter. But if you’ve called the help desk and they’re going to follow-up with you then you will follow-up and you’ve called the right place.

Jason: Okay yes. And we had been active users. We left the old NPI number open obviously to be able to still recoup existing claims at that point we actually have two existing NPIs and we’re both active users through Connex on both of them.

Mia Gott: Okay. Yes the help desk will - they’ll follow-up with you and tell you what your next steps are.

Jason: Okay, thank you.

Mia Gott: You’re welcome.

Operator: We’ll go to our next question.

Michelle: Hi, because the - this is (Michelle) again. Because the 1st is a dark day will we be able to get same and similar or eligibility or anything like that on that date?

Mia Gott: No ma’am. The systems will be unavailable during that timeframe.

Michelle: And then we’re open over the weekend and the holiday and available. Will - is it dark all through the weekend?

Mia Gott: You know, I don’t believe so but let me reflect the answer to that question in the minutes for - from today’s call.

Response added after the call: There will be no access from, 5PM Thursday (6/30) until 6AM Tuesday (7/5).

Michelle: Okay that sounds good.

Mia Gott: Okay?

Michelle: Thank you.

Operator: We’ll take our next question.

Tricia: Hello. This is (Tricia).

Mia Gott: Good morning (Tricia).

Tricia: Good morning. I had a question about the 837 that we send an address for NGS. Does that have to change to the CGS address?

Mia Gott: Would you repeat your question please?

Tricia: In the 837 file we send the address for NGS. Does that need to change to the CGS address?

Stacy McDonald: This is Stacy with CEDI and we don’t edit that but I’m - I would recommend changing it just so that, you know, you have the most current information, you know, as far as who the claims are being sent to. But again we don’t edit that. If you send a file for Jurisdiction B and it has NGS in there it’s still the beneficiaries reside in Jurisdiction B they’re still going to go to CGS.

Tricia: Okay. The next question I have is about the 835. Will the 835 come with both the 17003 or always the 17013 after July 1?
Stacy McDonald: So NGS is going to run their last cycle the night of June 30 and they’ll produce the 835s with 17003 and that will be the last file that will have the contractor code.

Tricia: Okay.

Stacy McDonald: Then when - yes so then when CGS picks up and runs their - when they run their next cycle it will have 17013.

Tricia: Okay. I didn’t know if the - if you would finish the ones that were sent to 17003. And then my last question is about the listserv is that - is there any way to move that listserv over to CGS or we have to reapply to be on the listserv for CGS?

Mia Gott: No. You do not have to reapply to be in the listserv for CGS. If you’re signed up for NGS’s listserv that information will transition to CGS.

Tricia: Okay great. Thank you.

Mia Gott: You’re welcome.

Sarah: Hi. This is Sarah. You may have already answered this question. I don’t recall as far as the redetermination reopening’s. We don’t actually fax ours in. We send it through Brightree. Is that also going to be cut off on the 24th?

Mia Gott: You’re submitting those through ESMD is that how Brightree is submitting those?

Sarah: I’m not certain it goes right into Medicare. I’m not really exactly sure how it works. It’s just been audit response platform or part of the software. And we scan our documents and upload it into Medicare I guess. And once we hit submit it just automatically transmits to Medicare.

Charity Bright: Mia do you want me to jump in there? This is Charity.

Mia Gott: Yes please.

Charity Bright: Okay. So first I want to take a step back. So we’re talking about redetermination and reopening requests. Is that correct?

Sarah: I’m sorry no this is - these are for ADRs. I apologize.

Charity Bright: Okay. So additional documentation or...

Sarah: Yes.

Charity Bright: ...requests?

Sarah: Yes.

Charity Bright: Yes, so my understanding is you will still be able to submit those through ESMD just like you do today.

Sarah: Okay.

Charity Bright: But if we receive them we will just transfer them to CGS.

Sarah: Okay. So those, the ADR letters that we get we can still go ahead and submit those through our billing software and you guys will just forward them?

Charity Bright: Yes.

Sarah: Great okay, thank you.

Charity Bright: You’re welcome.

Operator: There are currently no questions in the queue. If you’d like to jump in again it is star 1. And we’ll take our next question.

Tricia: Hi. This is Tricia.

Mia Gott: Good morning Tricia.

Tricia: I have a question about the registration form. I faxed that in on May 12. How long does it take to hear a response if you are approved?

Mia Gott: You know, I don’t have a specific time frame. I know that we have staff that is currently working on that entire process. You faxed in the authorized approver information or did you send in authorized official excuse me, or did you send in the designated approver information on the 12th?

Tricia: I actually sent in the approver registration form on the 12th.

Mia Gott: Okay. You can call the help desk to check the status of it but, you know, from what I’ve heard from others I don’t know that you would have received information as of yet.

Tricia: Okay.

Mia Gott: Do you need the help desk number to check the status?

Tricia: No. I have that. And my other question on that form is at the top it says please check one of the following. I do not have an EIDM ID so on. I wasn’t sure what that was so I actually added my own I do not have or know.

Mia Gott: So are you - have you ever registered - you would have an EIDM ID if you’ve ever used any - if you’ve registered for competitive bidding or anything like that.

Tricia: No.

Mia Gott: Okay. Well then you wouldn’t have an EIDM ID. And so it’s fine for you to add that information. Certainly if they have questions on the form or information is missing we will send out communication to you and say we need additional information.

Tricia: Great. Thank you very much.

Mia Gott: You’re welcome.

Operator: We’ll take our next question.

Nancy: Hi. My name is Nancy. And I was just curious. I wanted to make sure the dark days that I got that first. Was that July 21?

Mia Gott: The dark day is going to be July 1.

Nancy: July 1 okay.

Mia Gott: Yes.
Nancy: All right. Thank you so much.

Mia Gott: You’re welcome.

Operator: We’ll take our next question.

John Kelly: Hi Mia. This is John. John Kelly with CGS. I wanted to add some additional information to the question about when suppliers can expect responses back after having faxed their registration forms. We have a table of timelines that is actually nearing completion that should be available on our Implementation website later this week. In some instances it’s taking about three weeks to get all of the information final. But I would encourage suppliers who have yet to receive a response back from us to watch for that timeline on our Implementation website and I believe it will answer your questions. Thank you.

Mia Gott: Thank you John.

Operator: There are no other questions at this time. Turn the call back to Mia for any closing or remarks.

Mia Gott: Well I’d like to thank everyone for attending today’s Ask the Contractor teleconference. Again please be on the lookout for that special edition Insider that comes out on June 1 that has important information. We look forward to working with you in the future and please visit the Jurisdiction B Implementation website for any updates or information as well as NGS’s website. Thank you for your time.

Operator: And this does conclude today’s conference. Thank you for your participation. You may now disconnect.

- END -