POE ADVISORY GROUP

07/22/14 Jurisdiction B DME MAC POE AG Meeting

MEETING MINUTES

Meeting Time: 2:00 p.m. ET

Member Attendees: Kim Brummett, Carrie Bryant, Marianne Baehler, Barb Crosby, Missy Cross, Rachel Ewell, Cynthia Elyens, Cindy Folk, Linda Heise, Melissa Johnson, Paula Koenig, Wendy Losinski, Jeff Mastej, Kathy Murzyn, Ken North, Debra Owen, Beverly Powell, Deborah Roberts, Pat Schmitter, Valarie Sell, Mary Ellen Spradlin, Barb Stockert, and Melissa Tomaszewski

National Government Services Associates: Charity Bright, Vicky Combs, Tamara Hall, Charity Mahurin, Terri Shoup, Zach Toland, and Kathryn Torro

Agenda

1. Roll Call
2. New Website Demonstration
3. New SharePoint Demonstration
4. Physician Education
5. Self-Service Tools and Operational Areas
6. J6/JB Cross Contractor Collaboration Team
7. 2014 Seminars
8. Feedback: Seminar Presentations
9. Status of POE AG Suggestions Received
10. Topic Suggestions
11. Next Meeting Date
12. Open Discussion

I. Roll Call
(Terri Shoup, National Government Services)

Terri welcomed the group and conducted roll call. Attendees are noted at the beginning of the meeting minutes. Terri welcomed a new member to POE AG; Melissa Johnson with CCS Medical. Melissa informed the group that she specializes in external and internal audits with several of the product lines her company distributes. Terri also announced two additional new members who were not in attendance; Pamela Tilbury and Ronda Buhrmester. Additionally, Terri went over the procedures of getting into the webinar and reviewed the agenda. Terri advised the group that Charity Mahurin is now the POE Manager. Charity Mahurin advised the group that Kathryn Torro will be joining the POE department effective 07/28/14. Kathryn has strong background knowledge with the PCC. In the PCC Kathryn has been the trainer for Jurisdiction A and B. Kathryn has been assisted the PRRS inquiries. Charity also advised the POE department is planning to hire someone to focus on web reporting analysis.

II. New Website Demonstration
(Zach Toland, National Government Services)
Zach provided a demonstration of the new website. He did advise that this new site should be available by end of 2014.

- A POE AG member advised they are very impressed with the new site. They like what is being shown. They questioned if suppliers will be testing this new site. Zach did advise that this new site is being tested by suppliers along with other medical personnel who utilize our website.
- A POE AG member advised the new site looks great. They feel the new site will be more useful by keeping the information cleaner.
- A POE AG member advised they are very excited for the robot search. They questioned where the Dear Physician Letters will be located. Zach advised at this time they will be located under the Policy Education Topics.
- A POE AG member questioned where the quick links for contacts will be located. Zach advised a link has not been determined however, if the content pertains to an address, phone number, or a web link, this information would appear to the right of the information. The POE AG member suggested the FDA web link may be a good link to add with the other external web links currently located on the existing website.

**III. New SharePoint Demonstration**  
*(Terri Shoup, National Government Services)*

Terri advised that Jurisdiction B is developing a SharePoint website so that information could be stored, organized and shared in an easier format with our POE AG members. POE AG members are able to easily access articles, presentations or other documents POE posts to the SharePoint website and provide feedback, comments and suggestions to POE. SharePoint also allows members to view feedback and comments from other members as well as post questions and ideas in a “bulletin board” format. Terri advised the site is still being tested so more information will be forthcoming.

**IV. Physician Education Webinars**  
*(Tamara Hall, National Government Services)*

Tamara advised two webinars were conducted with J6, J8 and J15. The intent of these webinars was to focus on documentation that suppliers receive from medical personnel. During these webinars, there were 551 attendees with 186 attendees primary billing to DME MAC and 365 attendees primary billing to Part A or B. By conducting these webinars, positive feedback was received from the A/B MAC consultants and the attendees. Based upon test results, future educational opportunities are being discussed.

- A POE AG member questioned if additional webinars will be held. Tamara advised that at this time webinars are not scheduled however we will look at the possibility for additional webinars and/or CBT courses to be housed in Medicare University.
- A POE AG member advised if a CBT was housed in Medicare University, they would be able to provide the training to new hires or use as a refresher course if their associates were unable to attend the webinar.

**V. Self-Service Tools and Operational Areas**  
*(Charity Mahurin, National Government Services)*

Charity advised the group that based on suggestions received from POE AG, some of our self-service tools have been enhanced for the website and NGSConnex. These self-service tools include the Medical Review Denial Tool which was recently added to the NGSMedicare.com website. Suppliers who use NGSConnex are now able to obtain same or similar claim information for HCPCS codes that begin with characters A, L, or V and are listed in a local medical policy. Charity questioned the group of other possible self-service tools.

- A POE AG member stated they would love to have a tool similar to the Medical Review Denial Tool but for ADMC. It would provide more detail as to why an ADMC was denied and we would not have to call to get more information.
- A POE AG member stated they would like to have the capability to print entire remittance advises via NGSConnex instead of just one line.
A POE AG member did not have a suggestion for another self-service tool but advised once the Medical Review Denial Tool was available on the website, it was a huge win for their company and their work flow as it saves them time not having to make phone calls.

Charity questioned the group if there were suggestions on how to improve operational areas within National Government Services.

- A POE AG member stated that a call was placed to the PCC to receive more information as to why an audit was denied. The test date was not within 30 days on the CMN. The representative did not provide a solution except to file a redetermination. They did not offer to provide further research either.
- A POE AG member stated they received an ADR letter requesting documentation except medical records. The claim denied due to proof of delivery was invalid. Request for redetermination was sent and the request was denied due to documentation was invalid. Request for reconsideration was submitted and denied stating the medical records were not submitted. The ADR did not request medical records so why is the reconsideration denying for something that was not requested? Tamara advised that she would research this issue further and get back with the POE AG member.
- A POE AG member received a claim denial after they submitted documentation due to an ADR letter however the claim was reopened. A redetermination was not processed. This is confusing to the supplier community.
- A POE AG member stated that there is a delay in the DIF being loaded into the system. A new initial DIF is loaded and claims are processing. A revised DIF is then submitted with the impacted claim however the claim is denied due to the revised DIF is not loaded.

VI. J6/JB Cross Contract Collaboration Team
(Terri Shoup, National Government Services)

Terri advised that in January 2014, Jurisdiction B organized a collaborative team across National Government Services contracts that share states within our regions. The cross contract collaboration team consists of representatives from JB DME and J6 Part A, B, home health and hospice. The team, which consists of 26 providers and suppliers representing all aforementioned contracts, share the states of Illinois, Minnesota and Wisconsin. The purpose of the team is to brainstorm issues that affect all aspects of Medicare and figure out resolutions to these issues. The team meets via teleconference three times a year.

VII. 2014 Seminars
(Terri Shoup, National Government Services)

Terri advised that the 2014 DME seminars were fast approaching so we wanted to share the final details with the group. The dates and locations of the seminars are as follows:

- 08/12/14 in Cleveland, Ohio
- 08/14/14 in Big Rapids, Michigan
- 08/19/14 in Middleton, Wisconsin
- 08/21/14 in Indianapolis, Indiana

The final presentation topics are:

- Supplier Controlled Documentation Components
- Oxygen – Billing, Common Audit Errors And Tips To Avoid Them
- NGSConnex
- Orthotics – Bracing For The Future
- Medicare Updates
- National Competitive Bidding
- DME Drugs And Supplies
- Appeals – Common Misperceptions, The Impact Of Audits And Strategies To Avoid Appeals
Jurisdiction B will have the following guests at the seminars:

- CBIC
- Dr. Marc Duerden, Medical Director with National Government Services
- An NGSConnex representative

Registration is now available and all information including the schedule, hotel information and many more details are available on the 2014 Jurisdiction B Medicare Seminars web page. We have been marketing the seminars via our normal marketing methods and appreciate the assistance from the POE AG, council, state associations and others in assisting us to market the seminars.

A POE AG member asked why we only allow one person to register at a time instead of registering multiple individuals. Terri advised that National Government Services partners with an outside entity for the registration and payment piece and based on the setup of their system, you can only register one attendee at a time.

A POE AG member stated she was happy with the schedule and the topics selected.

**VII. Feedback: Seminar Presentations**
(Terri Shop, National Government Services)

Terri advised that prior to the meeting, she sent four PowerPoint presentations to the POE AG members for review. These presentations will be used for the 2014 Jurisdiction B Seminars. The POE AG members provided the following feedback:

- **Orthotics Presentation**
  - Good presentation. Main pain stakes were addressed, including certification.
  - A good way to pull both points with physician and supplier together.
  - Explanation of prefabrication and fabrication versus custom fabrication was very good. Slide nine may need to be explained differently due to bullet three.

- **DME Drugs And Supplies**
  - Slide 12, with limitations on coverage, the impression must be brick and mortar may cause confusion.
  - Main concern is there is a lot of information within this one presentation.
  - Slide 68 and 70 has information on transplant documentation. It may be better to combine the information into one slide.
  - Clarification on dispensing drugs and supplies to beneficiaries when they are being discharged to their home from an inpatient stay.
  - Slide 25, with the HCPCS codes listed, will the discussion only surround Hizentra or will coverage on the other drugs also be discussed? Information on usage of the JB modifier would be beneficial.

- **Supplier Controlled Documentation**
  - Well done information on DWO and written order prior to delivery (WOPD). With the speaker notes, make sure to drill on the specifics surrounding the dates.
  - Include information when multiple physicians are printed on an order how they may identify who signed the order.
  - Slide 35, prepare speaker notes to address the noncoverage including the supplies/accessories used with the base.
  - Usage of an ABN as a notice of noncoverage (GY modifier) or financial liability (GA modifier).
  - Slide 26, If possible, when reviewing the electronic signatures, provide information on alternative signatures that are not name based but character based. Also, include information on digital signatures.
• Appeals
  ◦ Good presentation
  ◦ Slide 17 and 18, the adjudication timeframe. Knowing the delay may have information in the notes, not printed on the slide.
  ◦ If claim is denied and is waiting for decision from ALJ, no other claims are submitted. Once ALJ has granted a win, provide information on what suppliers should do if they have claims that are past timely filing.

IX. Status of POE AG Suggestions Received
(Terri Shoup, National Government Services)

<table>
<thead>
<tr>
<th>Suggested Topic</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chronic stable state - how it relates to patients who require both oxygen and positive airway pressure (PAP) or respiratory assist devices (RAD) therapy.</td>
<td>POE was not provided further information from the supplier who suggested this item on what education they would like to see so this item has been closed. Closed</td>
</tr>
<tr>
<td>Request for refill documentation requirements specific to infusion supplies A4221, A4222.</td>
<td>At this time, POE will not be publishing any additional information regarding request for refill. For suppliers who may have issues with inappropriate denials due to the lack of a request for refill, we can only advise that the supplier will need to work with that contractor individually to resolve the issue. This will be an ongoing discussion with the Durable Medical Equipment Medical Directors (DMDs) and we hope that we will be able to publish a collaborative article sometime in the future. Closed</td>
</tr>
<tr>
<td>CPM Devices</td>
<td>There was a CPM revision posted in March that caused question for a POE AG member. The member had her individual questions addressed at the April Jurisdiction B Council Meeting so we are closing this item. Closed</td>
</tr>
<tr>
<td>Clarification on detailed written orders for items provided on a periodic basis.</td>
<td>Currently being researched. Open</td>
</tr>
<tr>
<td>Signature on file requirements for item 12 and 13 of the CMS-1500 claim form.</td>
<td>Currently being researched. Open</td>
</tr>
<tr>
<td>Authorized representatives who may sign documents.</td>
<td>Currently being researched. Open</td>
</tr>
</tbody>
</table>

X. Topic Suggestions
(Terri Shoup, National Government Services)

Terri requested educational topics and the following suggestions were received:

• J1569 – billing and reimbursement. Some claims pay and some deny. They should be paying at the average wholesale price (AWP) rate but are paying at the average sales price (ASP) rate. The denied claims then have to go to reopenings where they do get paid. Tamara advised that she will get with this POE AG member so that she can research specific claim examples.

• Modifiers – appropriate reporting and placement on a claim.

• Terminology used by Medicare and linking it to terminology used by suppliers and the industry.

XI. Next Meeting Date
(Terri Shoup, National Government Services)

Terri stated that the next meeting is tentatively scheduled for 10/21/14 and will be conducted in person. It was advised that Medtrade is occurring 10/20/14–10/23/14 so Terri advised she will research and advise the group once a different date is determined.

XII. Open Discussion

A POE AG member questioned accessories that were switched to capped rental items in April 2014 and claims that are being processed incorrectly when they are submitted with the KE or KY modifier—is there a resolution? Tamara advised a resolution is in the works and Charity Bright advised an update will be provided during the Jurisdiction B Council Meeting on Thursday, 07/24/14.

Meeting adjourned
Disclaimer: National Government Services makes no representation, warranty, or guarantee that the compilation of Medicare information is error-free and will bear no responsibility or liability for the results or consequences of the use of this information. Although every reasonable effort has been made to ensure accuracy of the information on this page at the time of publication, the Medicare Program is constantly changing, and it is the responsibility of each provider to remain abreast of the Medicare Program requirements. Any regulations, policies and/or guidelines cited on this page are subject to change without further notice. Current Medicare regulations can be found on the CMS Web site at [http://www.cms.gov](http://www.cms.gov).