10/30/2007 Conference Call

Facilitator: James Herren

CIGNA Representatives: Erin Moorman, Dante Wynn, Ronja Roland

CMS Representatives: Denise Fackler


Roll call – James Herren

Introductions – Jurisdiction C Provider Outreach and Education Department

Introduction of CIGNA Government Services Provider Outreach and Education (POE) Department members, James Herren, Erin Moorman, Ronja Roland, Dante Wynn.

Purpose of the Advisory Group – James Herren

James Herren discussed the purpose and goal of the Jurisdiction C Advisory Group. Most importantly the group is asked to assist CIGNA Government Services with the development of educational materials such as Online Education Courses, Webinars, supplier and contractor communications, and upcoming events. Help with upcoming events including making suggestions about what cities in Jurisdiction C to hold workshops, and what topics to cover in the workshops.

Report of POE Activities since Cutover – Ronja Roland

Jurisdiction C POE represented CIGNA Government Services at a variety of conferences since changeover of the DME contract. This includes visits to MedTrade Orlando, Alabama, North Carolina, Virginia, Georgia and Florida.
Upcoming Events – Ronja Roland

Ronja covered a few of the upcoming activities planned by the POE department.

- James Herren will speak at the West Virginia MESA Fall conference on Wednesday, November 7th.
- POE will hold a workshop on Monday, November 12th. It is open to all suppliers within Jurisdiction C. There will be two sessions, morning and afternoon, and the same information will be given in both sessions.
- There will be a Webinar covering “Documentation Requirements” on Thursday, December 6th from 8 to 11 AM (CST).
- The next Ask the Contractor Teleconference (ACT) call is scheduled for Wednesday, December 12th from 1 to 3 PM (CST).
- A POE representative will attend the MESA meeting in Austin, TX during February of 2008.
- POE is currently reviewing a list of cities to hold workshops in 2008, some of the tentative cities include; Dallas, Charlotte, Atlanta, Miami, and Orlando.

NPI – Dante Wynn

Dante reported important information about NPI and on CIGNA Government Services activities concerning proper NPI usage.

- CMS mandated all DME MAC contractors start verifying that NPI numbers and Legacy numbers match on the crosswalk when a supplier bills a claim. If there is not a match, CMS is requiring the contractors to reject those claims. It is recommended that suppliers verify that their NPI and Legacy numbers match. Please visit https://nppes.hhs.cms.gov to verify your information. If issues continue and the information matches in NPPES, please complete an 855S form to update the NSC records accordingly.

Medicare Contractor Provider Satisfaction Survey (MCPSS) – Dante Wynn

Dante informed the Advisory Group about the upcoming MCPSS survey by CMS.

- CMS will begin mailing surveys to suppliers soon regarding satisfaction with Medicare contractors. If you receive a survey please complete it and mail it back.
- CMS is contracting with a survey research firm, Westat, to conduct the survey. If you receive a survey and have questions please contact Westat at either 888.863.3561 or by email at mcpss@westat.com.

Open Discussion - All

Some of the issues discussed in the “Open Discussion Period.”

- There was some confusion and frustration on how to access the conference call. (Note: We did speak with representatives from the conferencing service and they apologized for the inconvenience. It was not necessary to provide a “confirmation number” to access the
call, the call name was satisfactory. In the future we will provide an access number though, to prevent this from occurring again.)

- A suggestion was made to structure the ACT calls differently. Instead of the normal straight question and answer period for the ACT call, instead offer times to call in about certain topics. This way a supplier is not forced to listen to an entire call to get specific information, and they may be more likely to ask a question. (Note: This suggestion is under advisement for 2008 ACT calls.)

- Concern was expressed about the timely response from correspondence when a request is submitted through the “Online Help Center.” (Note: this has been investigated and resolved. Additionally, the AG member’s inquiry has now been resolved by a member of POE.)

- Members of the Advisory Group agreed that they would like to see “specialty” ACT calls to compliment the quarterly “general” ACT calls. (Note: This suggestion is under advisement for 2008 ACT calls.)

- A suggestion was made to create an Online Education Course (OEC) for new billers or for new employees to DME companies, Home Infusion Products, and an OEC for Home Health Consolidated Billing. (Note: We will work these suggestions into our 2008 education plan.)

- It was asked of POE to please post all Webinars as OECs after completion of the presentation. (Note: We will work these suggestions into our 2008 education plan.)

- The issue of the lack of Ombudsmen was brought up. Currently, under the new MAC bidding structure, CMS is pushing for provider/supplier self-service in education. Because of this the contractors are not funded for Ombudsmen and are instead creating opportunities for supplier online education.

- The tiered structure of Customer Service was brought up and explained by the POE department. Tier I is general Customer Service and should be able to handle most inquiries. Tier II is for escalated or complex inquiries and Tier III is used for research into more complex supplier & beneficiary inquiries. The Tiered structure and change in POE structure is directed by CMS in Change Request 3376.

- It was brought to the attention of the POE department that some of the Tier I representatives were refusing to transfer calls to a Tier II representative or a manager when requested by a supplier. The POE department stressed that it is the suppliers right to have a call transferred if they ask and that if a Tier I representative refuses to do so, take their name and note the date and time of the call. Then call back if necessary to speak to a manager.

- There was a request made to cut down on the number of Redetermination acknowledgement letters that are mailed out. Instead of sending separate letters for the same batch of Redetermination requests, could CIGNA Government Service mail out one letter with the information for all of the requests. (Note: Unfortunately at this time we are unable to process letters this way. The automated processes we have in place are set up to mail letters individually and actually print from a distribution location in another state/city. Thank you for the suggestion and we will continue to look into this issue in the future.)

- A request was made to put Redetermination request information on the IVR. (Note: We are actively looking into adding Redetermination request information to the IVR but do not have a time frame yet.)

- A request was made to put “same or similar” information on the IVR. (Note: This is also an IVR functionality we are looking into.)

- Suggestions were made to consider Albuquerque, Denver, Birmingham and Montgomery, AL as seminar sites for 2008.

Next meeting –James Herren

The next Advisory Group meeting will be January 18, 2008, from 1 – 2 PM (CST), 2 – 4 (EST).