

# Part A

## “Ask-the-Contractor” Teleconference

March 4, 2008 beginning at 1:00 pm (EST)

Join us for our next Ask the Contractor Teleconference (ACT). During this teleconference we will discuss the most current Medicare changes and allow you to interact directly with representatives from various departments within Highmark Medicare Services.

Representatives from various departments including Medical Policy, Medical Review, Appeals, EDI Services, Customer Service, Claims Processing, Provider Enrollment, Change Management and our Outreach and Education Staff will be available to address your questions and concerns.

To participate in the teleconference, please dial **1-888-751-0624** and enter participant code **454822**, when prompted. When the call has reached attendee capacity, you will hear the message, “conference is full”.

### Upcoming Education and Training Events

#### FISS Advance

March 11 - Camp Hill, PA  
March 18 - Timonium, MD  
March 25 - Pittsburgh, PA

#### FISS Basic

April 8 - Camp Hill, PA  
April 10- Timonium, MD  
April 15 - Pittsburgh, PA

#### Teleconferences

March 27- Partial Hospitalization  
Program  
April 30 - Medicare Updates  
May 21 - Claim Errors

#### Lunch and Learn

March 12 - ESRD  
April 23 - Local Coverage Determinations (LCDs)

#### Upcoming Webinars

April 16 - SNF RUG Codes  
May 14 - SNF Rehab

#### New Provider

March 11 - Camp Hill, PA  
March 18 - Pittsburgh, PA  
March 26 - Timonium, MD

Join us for our next  
Ask-the-Contractor Teleconference  
June 3, 2008 at 1:00 pm.

Registration information is available by visiting:

[www.highmarkmedicareservices.com/calendar/parta/teleconferences.html](http://www.highmarkmedicareservices.com/calendar/parta/teleconferences.html)

**Part A**  
**Ask-the-Contractor**  
**Teleconference**  
**Agenda**

Date: **March 4, 2008**  
Time: **1:00 pm (EST)**

**I. Welcome/Introductions**

**II. CERT Update**

**III. EDI Update**

- a) ***PC-ACE Pro32 Utility to Test NPI Only Claim Submission***
- b) **EDI Enrollment Forms**
- c) **Help Us To Help You Faster**

**IV. Provider Enrollment Services**

- a) ***NPI is required to be reported with each 855 application. Be sure you are keeping NPI reporting consistent as you make changes to your records in Provider Enrollment.***
- b) ***PECOS Web will be available on-line soon. Watch the Highmark Medicare Services website for upcoming information.***
- c) ***In order to use the new PECOS Web application, you must first register for access to the secured network via IACS-PC. Three MLN Matters articles detail what IACS-PC is and how to apply.***

**V. Medicare Updates**

- a) ***Draft LCDs for PA & MD***
  - I-6J - Approved Drugs and Biologicals*
  - I-7V - Erythropoiesis Stimulating Agents (ESAs)*
  - M-62F - Scanning Computerized Ophthalmic Diagnostic Imaging*
  - R-13 - Radiation Therapy Services*
  - Z-56G - Trigger Point Injections*
  - Z-61B - Paravertebral Facet Joint Nerve Block and Sacroiliac Joint Injections*
- b) ***CR 5805 - HCPCS Modifiers for Patient Care in Clinical Research Studies***
- c) ***CR 5818 - Erythropoieses Stimulating Agents (ESAs) in Cancer and Related Neoplastic Conditions***
- d) ***CR 5847 - Clarification of Bone Mass Measurement (BMM) Billing Requirements***
- e) ***CR 5850- Point of Origin Indicator***
- f) ***CR 5853 - HCPCS V2787 When Billing Approved Astigmatism-Correcting Intraocular Lens (A-C IOLs) in Ambulatory Surgery Centers (ASCs), Physician's Offices and Hospital Outpatient Departments (HOPD)***

**VI. Education and Training Events**

**VII. Questions and Answers**



# Comprehensive Error Rate Testing (CERT) Program Information Sheet



 Documentation can be mailed or faxed to the **CERT Documentation Office:**

<b>FAX Number (*):</b>	(240) 568-6222 (*)
<b>Customer Service:</b>	(301) 957-2380
<b>Mailing Address (*):</b>	CERT Documentation Office (*) 9090 Junction Drive, Suite 9 Annapolis Junction, MD 20701

*(\*) Please be sure to include the bar coded cover sheet contained in the original request letter when submitting documentation to the CERT Documentation Office.*

 General CERT questions can be directed to:



**CERT Customer Service:** (888) 779-7477, select option 1

Highmark Medicare Services CERT Coordinator: [QuestCERT@highmark.com](mailto:QuestCERT@highmark.com)

 Establish/update your CERT address/point of contact for CERT record requests:  
**New website now available.....visit [www.certprovider.org](http://www.certprovider.org).**

 Submit Appeals to Highmark Medicare Services:

<b>Mailing Address:</b>	<b>MD/DC</b> Highmark Medicare Services PO 890386 Camp Hill, PA 17089-0386
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<b>Pennsylvania</b> Highmark Medicare Services PO Box 890385 Camp Hill, PA 17089-0385
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 Informative Websites

Highmark Medicare Services' CERT Webpage  
[www.highmarkmedicare.com/partb/professionals/mr/cert.html](http://www.highmarkmedicare.com/partb/professionals/mr/cert.html)

CMS' CERT Webpage  
[www.cms.hhs.gov/cert/](http://www.cms.hhs.gov/cert/)



## Speaker Highlight Page

### EDI

All topics presented can be referenced in the March 2008 EDI Xchange at:  
[www.highmarkmedicare.com/parta/pdf/newsletters/edi/edixchange\\_0208.pdf](http://www.highmarkmedicare.com/parta/pdf/newsletters/edi/edixchange_0208.pdf)

### Provider Enrollment Services

MLN Matters articles about IACS-PC. Links to the articles are:  
[www.cms.hhs.gov/MLNMattersArticles/downloads/SE0747.pdf](http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0747.pdf)  
[www.cms.hhs.gov/MLNMattersArticles/downloads/SE0753.pdf](http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0753.pdf)  
[www.cms.hhs.gov/MLNMattersArticles/downloads/SE0754.pdf](http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0754.pdf)

### Medicare Updates

March is  
Draft Local Coverage Determinations

**The following Part A PA-FI & MD LCDs have been posted for comment:**

I-6J - Approved Drugs and Biologicals

I-7V - Erythropoiesis Stimulating Agents (ESAs)

M-62F - Scanning Computerized Ophthalmic Diagnostic Imaging

R-13 - Radiation Therapy Services

Z-56G - Trigger Point Injections

Z-61B - Paravertebral Facet Joint Nerve Block and Sacroiliac Joint Injections

[www.highmarkmedicare.com/parta/index-medpolicy.html](http://www.highmarkmedicare.com/parta/index-medpolicy.html)

#### **CR 5764- New Patient Status**

[www.cms.hhs.gov/MLNMattersArticles/downloads/MM5764.pdf](http://www.cms.hhs.gov/MLNMattersArticles/downloads/MM5764.pdf)

#### **CR 5805 - HCPCS Modifiers for Patient Care in Clinical Research Studies**

[www.cms.hhs.gov/MLNMattersArticles/downloads/MM5805.pdf](http://www.cms.hhs.gov/MLNMattersArticles/downloads/MM5805.pdf)

#### **CR 5818 - Erythropoieses Stimulating Agents (ESAs) in Cancer and Related Neoplastic Conditions**

[www.cms.hhs.gov/MLNMattersArticles/downloads/MM5818.pdf](http://www.cms.hhs.gov/MLNMattersArticles/downloads/MM5818.pdf)

#### **CR 5847 - Clarification of Bone Mass Measurement (BMM) Billing Requirements**

[www.cms.hhs.gov/MLNMattersArticles/downloads/MM5847.pdf](http://www.cms.hhs.gov/MLNMattersArticles/downloads/MM5847.pdf)

#### **CR 5850- Point of Origin Indicator**

[www.cms.hhs.gov/transmittals/downloads/R1395CP.pdf](http://www.cms.hhs.gov/transmittals/downloads/R1395CP.pdf)

#### **CR 5853 - HCPCS V2787 When Billing Approved Astigmatism-Correcting Intraocular Lens (A-C IOLs) in Ambulatory Surgery Centers (ASCs), Physician's Offices and Hospital Outpatient Departments (HOPD)**

[www.cms.hhs.gov/MLNMattersArticles/downloads/MM5853.pdf](http://www.cms.hhs.gov/MLNMattersArticles/downloads/MM5853.pdf)

### Education and Training Events

To register for workshops, teleconferences, webinars and FISS Basic/Advance or any of our educational events...visit

[www.highmarkmedicare.com/calendar/parta/index.html](http://www.highmarkmedicare.com/calendar/parta/index.html)



# Looking for Medicare Information



## Calendar of Events

To view our upcoming events, visit:  
[www.highmarkmedicareservices.com/calendar/parta/index.html](http://www.highmarkmedicareservices.com/calendar/parta/index.html)

## Customer Contact Center

Questions, Self Service Options or Interactive Voice Response (IVR)  
...answers are just a phone call away!

**Part A (MD/DC)1-866-488-0545**

**Part A (PA)1-800-560-6170**

## Interactive Voice Response (IVR)








-  Beneficiary Eligibility
-  Patient Deductible
-  Name and Number Conversion Tool
-  Local Coverage Determinations
-  Reimbursement

## Local Coverage Determinations and Coding and Billing Articles



















[www.highmarkmedicareservices.com/parta/index-medpolicy.html](http://www.highmarkmedicareservices.com/parta/index-medpolicy.html)

## Computer Based Training Courses - Coming Soon...CEUs will be available!

[www.highmarkmedicareservices.com/parta/outreach/cds-modules.html](http://www.highmarkmedicareservices.com/parta/outreach/cds-modules.html)

-  Inpatient Rehab Facilities (IRF) - Clinical Issues
-  Inpatient Rehab Facilities (IRF) - Record Requests
-  Outpatient Blood and Blood Products
-  Outpatient Physical Therapy (OPT) Facility Billing
-  Partial Hospitalization Programs (PHP)
-  Rural Health Clinic (RHC)
-  Skilled Nursing Facility (SNF)

## Important Websites

-  Acquisition/Medicare Part B Drugs <http://www.cms.hhs.gov/CompetitiveAcquisforBios>
-  CMS <http://www.cms.hhs.gov>
-  CMS Fee Schedule Link <http://www.cms.hhs.gov/apps/pfslookup/step0.asp>
-  CMS Medicare Physician Site <http://www.cms.hhs.gov/center/physician.asp>
-  CMS Open Door Initiative <http://www.cms.hhs.gov/OpenDoorForums/>
-  CMS Quarterly Provider Update <http://www.cms.hhs.gov/QuarterlyProviderUpdates/>
-  CMS Web Based Manuals <http://www.cms.hhs.gov/Manuals/IOM/list.asp#TopOfPage>
-  Correct Coding Initiative <http://www.cms.hhs.gov/NationalCorrectCodInitEd/>
-  HIGLAS Information <http://www.cms.hhs.gov/higlas/>
-  Medlearn Learning Network <http://www.cms.hhs.gov/MLNGenInfo/>
-  Medicare Modernization Act <http://www.cms.hhs.gov/MMAUpdate/MMU/list.asp>
-  National Provider Identifier <http://www.cms.hhs.gov/NationalProvIdentStand/>
-  Physicians Scarcity Area <http://www.cms.hhs.gov/HPSAPSAPhysicianBonuses/>
-  Prescription Drug Coverage <http://www.cms.hhs.gov/PrescriptionDrugCovGenIn/>
-  Preventive Services <http://www.cms.hhs.gov/PrevntionGenInfo/>
-  Provider Quality Reporting Initiative [http://www.cms.hhs.gov/PQRI/01\\_Overview.asp#TopOfPage](http://www.cms.hhs.gov/PQRI/01_Overview.asp#TopOfPage)
-  Reason and Remark Codes <http://www.wpc-edi.com/codes/codes.asp>
-  SNF Consolidated Billing <http://www.cms.hhs.gov/SNFConsolidatedBilling/>

## GET YOUR USER ID FOR NEW PECOS-WEB ENROLLMENT APPLICATION

Currently the only way to be established as a provider/supplier with Medicare or update information on an already established provider/supplier is by completing a lengthy paper form called the CMS-855 and mailing it to your Medicare carrier. The information on the CMS-855 is then verified and if the provider/supplier meets the criteria for Medicare enrollment, the information is entered into a national database called PECOS (Provider/Supplier Enrollment Chain Ownership System). The Centers for Medicare and Medicaid Services (CMS) will soon make available to provider/suppliers (other than DMEPOS) internet access to PECOS through a secure CMS website. Access to PECOS via the web will allow providers/suppliers to apply for enrollment in the Medicare program as well as view and request updates to already existing enrollment information. This web-based format will make enrolling in Medicare and keeping provider/supplier information updated much more convenient and user-friendly. The built-in edits and user instructions in PECOS-Web should simplify the process of establishing and maintaining your provider file information with Medicare. While verification of data will still be done by the Medicare contractor, the time spent gathering missing or incomplete information should be greatly reduced by this new process.

Since PEOCS Web will be housed in a secure web environment, those providers/suppliers who wish to take advantage of the new PECOS-Web application must first register with CMS as a member of the “Individuals Authorized Access to CMS Computer Services – Provider Community” (IACS-PC). There are two categories of user types: individual practitioners and provider organizations. There are step-by-step registration instructions to help you through the process of deciding which type is best for you and completing your application in the below referenced MLN Matters articles. Once registered in IACS-PC, a user login ID and password based on the established IACS role will be issued for accessing the CMS website and using the new PECOS-Web application. While the PECOS-Web application is not yet active, it is expected to be available in early 2008.

Since the IACS-PC application is intended to safeguard the privacy, security and authorized access to Medicare provider/supplier information, enrollment in IACS-PC may take several weeks to be completed. For this reason, CMS is encouraging provider/suppliers to establish their IACS-PC user IDs by following instructions outlined in three MLN Matters articles about IACS-PC.

Links to the article are:

<http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0747.pdf>

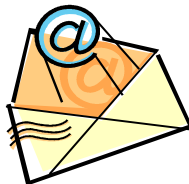
<http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0753.pdf>

<http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0754.pdf>

You should review each article and the user guides referenced in the articles to fully understand the roles and responsibilities for the various IACS-PC access types. Questions about problems encountered registering for IACS-PC access can be directed to the External User Services (ESU) Help Desk at [EUSupport@cgi.com](mailto:EUSupport@cgi.com) or by calling 1-866-484-8049 or TTY/TDD at 1-866-523-4759.

Watch the Highmark Medicare Services and CMS websites for more information on the features and advantages of PECOS-Web when it becomes available this spring.

## Join our List Servs



[www.highmarkmedicare services.com/maillinglists.html](http://www.highmarkmedicare services.com/maillinglists.html)

In these hectic times, it's tough to keep on top of all the changes taking place. Why not take advantage of subscribing to our List Servs.

Subscribing to our List Servs will allow Highmark Medicare Services to send emails to everyone who joins them. The messages may be about things we want to tell you in a hurry, system outages, or general updates.

General Education list subscribers will receive an email every time we update our website. This allows us a way to notify of important changes in the Medicare program.

Provide your e-mail address and select the lists you would like to join. You will receive a confirmation email asking for you to reply to confirm your subscription.

Part A General Education ( Receives All Updates including EDI)

Email address

Please fax your completed form to 717-302-3658.

**Part A**  
**Ask the Contractor**  
Teleconference  
Satisfaction Survey

Your assessment of this program is very important to us. By completing this satisfaction survey, you will help us measure the effectiveness of this program and prepare for future teleconferences. Thank you for your cooperation.

Date: **March 4, 2008**

Time: **1:00 pm**

Teleconference Subject: **Ask the Contractor**

Using the rating system of **(1) Poor, (2) Fair, (3) Good, (4) Very Good, (5) Excellent**, please circle the number that best expresses your rating of each of the following:

- |   |   |   |   |   |   |
|---|---|---|---|---|---|
| 1. The teleconference was informative.                              | 1 | 2 | 3 | 4 | 5 |
| 2. The handouts material was easy to access and beneficial.         | 1 | 2 | 3 | 4 | 5 |
| 3. The Speaker(s) was knowledgeable of the subject matter.          | 1 | 2 | 3 | 4 | 5 |
| 4. The Speaker(s) provided clear and complete answers to questions. | 1 | 2 | 3 | 4 | 5 |
| 5. Overall, how would you rate this teleconference?                 | 1 | 2 | 3 | 4 | 5 |

Suggestions for additional teleconference topics?

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Please provide any additional comments you may have?

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Please print and complete this form and fax it to 717-302-3658.

Your email address \_\_\_\_\_

Your Name/Telephone Number: \_\_\_\_\_

(Optional)

Medicare Provider Number: \_\_\_\_\_

(Optional)

