

“Ask-the-Contractor” Teleconference

November 11, 2008

Beginning at 9:30 am (EST)

Medicare Part B Providers in Pennsylvania

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 **1-888-476-6131** and enter participant code **487794**, when prompted. When the call has reached attendee capacity, you will hear the message, “conference is full”.

Upcoming Education and Training Events

Office and Outpatient Workshops

December 10th - Philadelphia, PA

Consultation Workshop

December 2nd - Warrendale, PA

Lunch and Learns

December 9th - Modifier 25

December 17th - E/M CERT Related Tips

Webinars

December 5th - In-Hospital Tips

December 11th - Emergency Room Services

December 15th - Consultations

Teleconference

December 18th - Medicare Updates

Basics of E/M Scorecard

January dates and locations coming soon!

Join us for our next
Ask-the-Contractor Teleconference
February 10, 2009 at 9:30 am

Registration information is available by visiting:

www.highmarkmedicare.com/calendar/partb/index.html

Ask-the-Contractor Teleconference

Agenda

Date: **November 11, 2008**

Time: **9:30 am (EST)**

- I. Welcome/Introductions**
- II. August 26, 2008 - ACT Follow-up**
- III. CERT Update (page 3)**
- IV. EDI Update (page 4)**
 - a) Migration from MCE software to PC-ACE Pro32 software
 - b) Federal Payment Levy Program (FPLP) Electronic Remittance Advice Reporting
 - c) Electronic Remittance Advice File Not Received
 - d) Updated Taxonomy Codes
 - e) EDI Enrollment Form Return
- V. Provider Enrollment Services**
 - a) Providers Need to Enroll Information with EDI when a New PTAN is Issued
 - b) New CMS-855 Enrollment Forms Version 2/2008 Mandatory after December 31, 2008
 - c) Change in Timeframe for Responding to Provider Enrollment Requests for Additional Information
- VI. Medicare Highlights (page 4)**
 - a) **2009 Updates**
 - ICD-9 Coding Update
 - CPT Coding Update
 - HCPCs Update
 - Fee Schedule
 - Participating Enrollment CD
 - b) **Medically Unlikely Edits (MUE)**
 - c) **Medicare Administrative Contract (MAC) Update**
 - d) **Recovery Audit Contractor (RAC)**
 - e) **Local Coverage Determinations**
 - f) **E-Prescribing Incentive Program**
 - g) **Preventive Services**
 - Flu Shot Reminder
 - November is American Diabetes Month
 - h) **Top Claim Rejections Overview**
 - i) **Remittance Advice**
 - j) **Self - Service Options**
- VII. Medicare Change Requests Overview (page 5)**
 - a) **CR 6169 - Quarterly CCI Update**
 - b) **CR 6122 - Purchased Services**
 - c) **CR 6223 - Update to the Initial Preventive Physical Examination (IPPE) Benefit**
 - d) **CR 6136 - Revised ABN Form**
- VIII. Education and Training Events (page 1)**
- IX. Questions and Answers**



Comprehensive Error Rate Testing (CERT) Program Information Sheet



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

FAX Number (*): (240) 568-6222 (*)
Customer Service: (301) 957-2380
Mailing Address (*): 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. If faxing the records to the CERT Documentation Office, please write the cid number on the top of every page.*

General CERT questions can be directed to:



CERT Customer Service: (804) 864-9940
 Highmark Medicare Services CERT Coordinator: QuestCERT@highmark.com

Establish/update your CERT address/point of contact for CERT record requests:

New website now available.....visit www.certprovider.org.

Submit Appeals to Highmark Medicare Services:

PA Providers

Highmark Medicare Services
 P.O. Box 890413
 Camp Hill, PA 17089-0413
Phone: (866) 488-0551

DE Providers

Highmark Medicare Services
 P.O. Box 890400
 Camp Hill, PA 17089-0400
Phone: (866) 488-0551

DCMA Providers

Highmark Medicare Services
 P.O. Box 890399
 Camp Hill, PA 17089-0399
Phone: (866) 488-0551

MD Providers

Highmark Medicare Services
 P.O. Box 890401
 Camp Hill, PA 17089-0401
Phone: (866) 488-0551

Informative Websites

Highmark Medicare Services' CERT Webpage
<http://www.highmarkmedicare.com/cert/index.html>

CMS' CERT Webpage
www.cms.hhs.gov/cert/



Speaker Highlight Page

EDI

All topics presented can be referenced in the November 2008 EDI Xchange
www.highmarkmedicareservices.com/partb/edi/pdf/xchange/edixchange-partb_1108.pdf

Provider Enrollment Services

Articles are published under the following website
www.highmarkmedicareservices.com/partb/enrollment/info.html

Medicare Highlights

Medically Unlikely Edits (MUE)

www.cms.hhs.gov/NationalCorrectCodInitEd/08_MUE.asp

Medicare Administrative Contract (MAC) Update

www.highmarkmedicareservices.com/transition/j12/index.html

Recovery Audit Contractor (RAC)

www.cms.hhs.gov/RAC

Local Coverage Determinations

www.highmarkmedicareservices.com/transition/j12/lcd.html

E-Prescribing Incentive Program

www.cms.hhs.gov/PQRI/03_EPrescribingIncentiveProgram.asp

Preventive Services

Flu Shot

www.cms.hhs.gov/PrevntionGenInfo/

November is American Diabetes Month

www.cms.hhs.gov/MLNProducts/downloads/nov_amer_diab_mth.pdf

Top Claim Rejections Overview

Medicare Part B Reference Manual - Chapter 9

www.highmarkmedicareservices.com/partb/refman/pdf/chapter9.pdf

Pub. 100-04, Medicare Claims Processing Manual, Chapter 26

www.cms.hhs.gov/manuals/downloads/clm104c26.pdf

Self-Service Options

www.highmarkmedicareservices.com/partb/selfservice/pdf/ivrguide.pdf

Remittance Advice

Understanding the Remittance Advice: A Guide for Medicare Providers,
Physicians, Suppliers, and Billers

www.cms.hhs.gov/MLNProducts/downloads/RA_Guide_Full_03-22-06.pdf

Claim Adjustment Reason Codes and Remittance Advice Remark Codes

www.wpc-edi.com/products/codelists/alertservice

Web-Based Training Course, Understanding the Remittance Advice for
Professional Providers

cms.meridianksi.com/kc/main/kc_frame.asp?kc_ident=kc0001&loc=5

Medicare Change Requests Overview

Quarterly CCI Update

www.cms.hhs.gov/MLNMattersArticles/downloads/MM6169.pdf

Purchased Services

www.cms.hhs.gov/MLNMattersArticles/downloads/MM6122.pdf

Update to the Initial Preventive Physical Examination (IPPE) Benefit

www.cms.hhs.gov/transmittals/downloads/R1615CP.pdf

Revised ABN Form

www.cms.hhs.gov/MLNMattersArticles/downloads/MM6136.pdf



Looking for Medicare Information



Calendar of Events

To view our upcoming events, visit:
www.highmarkmedicare.com/calendar/index.html

Self Service Options 1-866-488-0548

Customer Service - is only a phone call away!

Interactive Voice Response (IVR)

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

Highmark Medicare Services' Publications

- Medicare Reports www.highmarkmedicare.com/partb/med-reports/index.html
- Medicare Part B Reference Manual www.highmarkmedicare.com/partb/refman/index.html

Local Coverage Determinations and Coding and Billing Articles

www.highmarkmedicare.com/partb/index-medpolicy.html

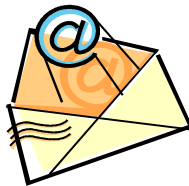
Computer Based Training Courses - CEU's and CME's Available!

- Advanced Beneficiary Notice
 - Ambulance
 - Anesthesia Modifiers
 - Care Plan Oversight
 - Chiropractic Services
 - Clinical Lab Services
 - Consultations
 - Critical Care Services
 - Determining Medical Necessity
 - Drugs and Biologicals
 - E&M Introduction
 - E&M Advanced
 - Eye Care Services
 - Global Surgery Modifiers
 - Incident To Services
 - Medicare Preventive Services
 - Medicare Secondary Payer
 - Nursing Facility
 - Physical Medicine & Rehab Services
 - Podiatry Services
 - Psychiatric Services
 - Purchased Diagnostic Services
 - Radiation Therapy Services
 - Scoring Established Outpatient/Office Visits
 - Scoring Subsequent In-Hospital Visits
 - Scoring Subsequent Nursing Facility Visits
 - Skilled Nursing Facility
 - Split Evaluation and Management Services
 - Teaching Physician Services
 - Telephone Appeals Program
 - The Medicare Coverage Process
 - Understanding the 997 Functional Acknowledgement (*)
 - Understanding the 5001-5003 Submission Summary Report (*)
- (*) CEU's don't apply

Important Websites

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

Join our List Servs



<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 B General Education (Receives All Updates)
- Electronic Biller (EDI)
- EDI Vendors, Billing Services & Clearinghouses

Email address

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

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: **November 11, 2008**

Time: **9:30 AM**

Teleconference Subject: **Ask the Contractor - Part B Pennsylvania**

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?

Please provide any additional comments you may have?

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)