



Palmetto GBA
PARTNERS IN EXCELLENCE

**J1 Part B MAC
Palmetto Transition Teleconference (PTT)
Minutes**

Meeting Date: 5-06-08

Facilitator: Sue Williams

Type/Description of Meeting: Education

Meeting Participants

PALMETTO GBA TEAM

<input type="checkbox"/>	Pat Boardley	<input checked="" type="checkbox"/>	Sheryl Ford	<input checked="" type="checkbox"/>	Janet Hunter	<input type="checkbox"/>	Kim Campbell
<input checked="" type="checkbox"/>	Donna Novak	<input checked="" type="checkbox"/>	Stacia Johnson	<input checked="" type="checkbox"/>	Glenda Piatt	<input type="checkbox"/>	Karen Horton
<input checked="" type="checkbox"/>	Debbie Hall	<input checked="" type="checkbox"/>	Pat Giles	<input checked="" type="checkbox"/>	Sheryl Ford	<input checked="" type="checkbox"/>	Martina Strayer-Herbert
<input checked="" type="checkbox"/>	Susan Williams	<input checked="" type="checkbox"/>	Harry Feliciano	<input checked="" type="checkbox"/>	Glenda Piatt	<input checked="" type="checkbox"/>	Lori Holsinger
<input checked="" type="checkbox"/>	Sue Allsop	<input checked="" type="checkbox"/>	Angela Culver	<input checked="" type="checkbox"/>	Lovelee Blevins	<input type="checkbox"/>	

CMS/CNI

<input checked="" type="checkbox"/>	Kathy Doolittle	<input type="checkbox"/>		<input type="checkbox"/>	
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Agenda Items	Discussion / Minutes
	<p>All meetings are subject to recording; recorded information will be used for minutes ONLY.</p>
Welcome/Roll Call	<ul style="list-style-type: none"> Sue Williams thanked everyone for joining us for our first Part B Palmetto GBA Transition Teleconference. She noted that they should all have received a copy of the agenda as well as a Power Point presentation. We let everyone know that the call will be recorded for the purpose of taking minutes. We received a number of email questions prior to the meeting and wanted to thank providers for taking the time to submit questions. Many of the items were EDI related so they will be covered during the EDI section of the agenda. The remaining questions will be covered during the question and answer period. Before we get started I would like to remind everyone to keep your phone on mute unless you are speaking. If you do not have a mute feature on your phone you can press #01 and your phone will be



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muted. Pressing #01 again will release the mute feature.

- We appreciate your cooperation. It will help to eliminate background noise
- We have a lot to cover today starting with a brief introduction of Palmetto GBA

Introduction

- Palmetto GBA has a long history of providing administrative services to the Medicare program, its beneficiaries and providers for over 40 years, and currently administers some aspect of the Medicare program in every state.
- Palmetto GBA was selected by the Centers for Medicare and Medicaid Services to serve as the new A/B Medicare Administrative Contractor for Jurisdiction 1 (J1), which includes the states of California, Hawaii and Nevada, the territories of American Samoa and Guam, and the Northern Mariana Islands.
- This region, known as Jurisdiction 1 (J1), includes approximately 3.2 million Medicare beneficiaries and over 127,000 healthcare practitioners.
- The Part B workload associated with Noridian will transition to Palmetto GBA on August 4th, 2008; the workload associated with NHIC will transition on September 2nd, 2008.
- Our goals for implementation are:
 - Minimal disruption to beneficiaries, providers, physicians and suppliers
 - No disruption of claims processing and Medicare operations
 - The transition is completed on schedule
 - All parties with a vested interest in the MAC changeover are kept informed of the implementation



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status and progress

- In order to ensure we meet our goals we have developed detailed plans that walk through step by step the activities that need to occur to ensure success.
- The detailed plans alone are not enough. Communication is a critical part of any successful transition. To ensure ongoing communication with key stakeholders we have implemented numerous transition activities

Transition Activities

- Today we will touch on a number of the transition activities at a high level, however, we will cover many of these activities on a regular basis during the teleconferences to ensure you are aware of the resources available
- Our goal is to provide consistent, open, and clear communication through multiple channels
- One of the primary tools we are using is the Web site which includes a great deal of information related to topics such as Electronic Data Interchange, Electronic Funds Transfer, Frequently Asked Questions and much more.
- Within the next few days we will also be posting on the Web site a very helpful resource called the implementation timeline along with a provider checklist that will outline key implementation activities...so keep an eye out for this addition.

Additional activities include:

- Email updates. I would like to encourage everyone to sign-up for email updates to ensure they receive



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the most up-to-date information related to the transition. You may sign up by selecting [E-Mail Updates](#) on the J1 Web site available at www.PalmettoGBA.com/J1

- We will be holding both in-person and web based transition seminars. Though we will not be able to be in every city across the jurisdiction we will be offering the same information during the web-based conferences.
- In addition to the overall web-based transition seminars we will be holding some topic-specific Web seminars. Two that will be posted on the Web site in the next few days will cover EDI and EFT information. The EDI sessions will be on 5/15/2008 from 11-12:30 PT and on 5/19/2008 1-2:30 PT. The EFT session will be on 5/21/2008 from 12-1:30 PT
- We also have a toll free information line that will be updated periodically with transition related information. The number is **888.318.7246**
- There is also a transition email address for J1 specific questions. The address is [**J1MAC@palmettogba.com**](mailto:J1MAC@palmettogba.com). We are using the information gathered from these emails to develop Frequently Asked Questions
- The final activity that I will touch on today is the regular teleconferences that will be held throughout the implementation period. We will be holding the Part B calls every other week with the next call being held on May 20th. So make sure you register.
- At this point I would like to turn the meeting over to Dr. Feliciano who will be discussing Local Coverage Determinations and the Carrier Advisory Committee.



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Local Coverage Determination (LCD)

- One of the 1st tasks that Palmetto GBA will undertake for the J1 transition is to look at all LCDs. The goals and objectives have been determined in order to have the conversion go as smoothly as possible. The goal has been identified as being uniform J1 coverage policies.
- We have categorized all of the active LCDs for both A and B in all of the states. We have categorized them by topic and type, and as per CMS instructions we have identified the least restrictive LCD. Once we have identified the least restrictive LCD, we have to draft recommendations to CMS for consolidated policies and then implement that uniform coverage policy after CMS has approved our recommendation. No policy revisions are permitted during the transition period.
- We are in a process that will identify the least restrictive carrier and fiscal intermediary LCD, and then we're drafting the narratives. When we mention that we will be selecting the least restrictive LCD – when comparing two policies that are addressing the same topic, a policy with more indications, more CPT codes, and more ICD-9 codes is considered the least restrictive policy. CMS has identified that there may be instances where the decision to implement no policy would meet the definition of the least restrictive LCD. However, CMS also noted that in many cases it is more burdensome to have no policy or a policy touching upon an issue only briefly rather than a robust policy where there is limited national guidance. For this reason, on an exception basis, a policy may be determined to meet the least restrictive requirement. CMS has also recognized that there may be instances where consideration of a more restrictive LCD may be warranted; but this too must be accompanied by a narrative providing specific justification to CMS.
- After we have identified the least restrictive LCD there is a step where we seek feedback from an adhoc policy committee. After we receive the feedback, we submit the recommendation to CMS. The outcome



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	<p>of this process would be to identify the least restrictive policy, the more restrictive policy or in some circumstances no policy.</p> <ul style="list-style-type: none"> Once we have received approval of the recommendations from CMS, there will be a minimum of a 45 day notice period for the final LCDs. These LCDs will appear on the Medicare Coverage Database (MCD). Following the approval process, we will go into ongoing maintenance; that is revisions of policies, and holding Carrier Advisory Group meetings.
Carrier Advisory Committee (CAC)	<ul style="list-style-type: none"> One of the main focuses that we have is maintaining communications, and for that reason the Palmetto team has decided to maintain the Carrier Advisory Committee meeting in every state. We will maintain the CAC integrity in each state. After we transition into the ongoing maintenance of policies, we will be having CAC meeting as well. There will be a separate draft policy meeting that will be open to the public.
Electronic Data Interchange (EDI)	<ul style="list-style-type: none"> Sue Allsop, Director of Government Programs EDI Operations for J1 welcomed everyone. Letters have been mailed out that indicate how to connect to Palmetto GBA, all the details of your J1 EDI application, and the need for new EDI enrollment. We do need to have everyone who is a provider to submit a new EDI enrollment so that we're certain we have accurate information on you as well as your NPI.



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- We have had several questions, one of those questions has been “Can I early board now using the same software that I have always been using?” The answer to this question is yes you can, but what you will need to do is to go ahead and look at our GPNet connectivity manual which is on our website, and that will tell you how to use the software you currently have to go ahead and connect to us.
- Another question is, “Customer already submits railroad claims to Palmetto, do we still have to complete an application and enrollment form?” The answer to this question is yes because each contract is handled separately.

Electronic Funds Transfer (EFT)

- I am Alexis Christian. I will speak with you briefly on the Electronic Funds Transfer (EFT).
- In order to ensure that your agreement is processed promptly, we ask you to complete the EFT agreement with your current banking information and forward it along with a copy of a voided check to:
Palmetto GBA Finance
J1 EFT
Post Office Box 100277
Columbia, SC 29202-3277
- Palmetto GBA sent out 2, 060 letters in Hawaii and Nevada. Thus far, we have received 598 applications. Of those received, 401 were correct and 197 were returned.
- In California, 13,851 were sent; we have to date received 3, 533. Of those received, 2,306 were correct and 1, 227 were incomplete.



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- Within 24-48 hours, a confirmation letter is sent if the information received was complete with no errors.
- If information is not complete or contains errors, Palmetto GBA will send a letter explaining what needs to be corrected. You therefore, do not have to waste time guessing what is required.
- To assist the offices with the completion of the form, we developed a Job Aid which is located on the J1 Web site. You will find this to be a most valuable tool in successful completion of the application.
- Also, we will be conducting a Web-based training on EFT on May 21st 12:00 PM-1:30 PM PT. We hope you can attend.
- With the high volume of applications being processed, we encourage you to submit your application as soon as possible. In order to avoid any disruption to payments, please submit a new agreement.

Palmetto GBA EFT Agreement Submission Due Dates

Provider State	Palmetto GBA EFT Agreement Due Date
Part B - HI, NV	July 18, 2008
Part A - CA, HI, NV	August 1, 2008
Part B - CA	August 15, 2008

Questions and Answers

- Sharon Cardinale will be covering some of the FAQs that we have posted on the Web site as well as the questions that we received through emails that have not been covered previously in the teleconference.



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- We suggest that if you have questions or are not sure how things are going to be handled, that your first resource would be to go to the FAQs on the website.

- Q:** We currently have permission to submit our claims on paper; do we need to request permission to submit paper claims to Palmetto GBA?

- A:** The Administrative Simplification Compliance Act exempts small Part B providers (those with fewer than 10 full-time employees) from the mandatory electronic submission of the claims rules. So there is no need to request special permission from Palmetto to file paper claims as long as your facility meets the CMS definition of a small provider. If you have a waiver with your other contractor, those will be sent over to Palmetto and you can continue to bill paper.

- Q:** Is there a phone center we can call for any further questions?

- A:** We are encouraging providers to continue to work with their current contractors to address issues that arises prior to cut-over. Palmetto GBA contact information will be shared via the e-mail. We encourage people to sign up for e-mail updates. We will always communicate information on our website, which will also include any information about the cut-over. We will post dates and addresses as we get closer to the cut-over.

- Q:** If we have a claim that was processed in July 08 that needs to be appealed, will Palmetto GBA handle the appeal process for us after cut-over?

- A:** Regardless of DOS all claims will be forwarded to Palmetto GBA and processed as of the cut-over date. Once we get closer to the cut-over date we will be posting information regarding when you need



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to start submitting your claims and sending appeals.

Q: There is a process that we use for the ambulance workload that we handle in Ohio and West Virginia; this is a special program for the authorization of dialysis transport. The person was asking if we will be doing this process?

A: We will not be employing this process at the time of transition, but we may implement this at a later date.

Q: Most of the information being received is for electronic claims submission; will there be any problems with paper claims?

A: We discussed this earlier, but we do not anticipate any significant changes that will be specific to paper billers.

Q: We plan on adding a physician to our group this summer; will there be any delays in processing the application?

A: We do not anticipate any delays in processing applications. The requirements for processing the application will remain the same.

Q: Enrollment – minor changes need to be made to our clinic profile (changing mail to address) and we would like to know if we should make the changes now or wait?

A: Provider Enrollment and EFT areas would recommend making the changes now.



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Q: Billing service with 70 doctors under contract with 10 different ID's.

A: Must have one submitter ID and they can submit all their claims under one. Sue Allsop took the callers name and number and will have her EDI Manager give the provider a call.

Q: Will the CAC committee be made up of the same physicians that are on the current NHIC CAC or will there be new physicians?

A: The committee will be made up of those physicians that are currently serving on the CAC.

Q: Reference early boarding, do we as a software vendor need to get certified with Palmetto?

A: No. If you are certified by one of the outgoing contractors then you are certified by us. If you have any Additional questions you can call the help line at **866-749-4301**.

Q: NHIC is in the process of starting to publish the summary of CAC meetings on their website for all providers to have access, want to know if Palmetto will be able to do the same?

A: Yes. One of the things the CAC will allow us to do is to gather information from the CAC members and a summary of the CAC is something that we can put on the website.

Q: Will there be phone people available until 5pm PT on weekdays?

A: Customer service lines will be available from 8-4pm PT. EDI line will be available from 8-5pm PT.



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Q: Will there be a capacity to do electronic billing using high speed internet rather than modem dial-up?

A: CMS has not authorized us to have claims coming in through the internet as of yet.

Q: LCD process - the current outbound carrier, NHIC and Noridian, are those the two you review for the consolidation process or will Palmetto also be reviewed?

A: All active LCDs in the states covered within a jurisdiction will be part of the consolidation process, which means NHIC and Noridian for Part B.

- Sue Allsop directed callers to view the website for EDI questions.
- Sue Allsop gave out the contractor id for California Part A. Old number is 00454, and the new number is 01101. The new id can not be used until after the transition. Sue re-emphasized that during early boarding you are to use your current contractor id. Although you will be sending your claims to the Palmetto GBA EDI Gateway, we will be sending the claims to the outgoing contractor for payment of those claims until we take over as the contractor.
- Sue Williams said that we will look at expanding the time frame for this meeting. Sue reminded everyone about the two web based training sessions for EDI that are coming up soon and will be posted shortly. The dates for the training sessions are May 15th and May 19th.
- Sue Williams thanked everyone for joining the meeting and informed everyone that the next meeting is scheduled for May 20th.

Next Meeting Date: May 20, 2008

Time: 12:30 PT