

Part B Problem/Resolution Report
Issues
Updated 10/20/08

WPS Medicare encourages providers to bill for services as they are rendered. Please do not hold any claims. Unless otherwise specified, we believe these issues are resolved. If you have examples of claims submitted after 3-1-08 denied in error due to these issues please send them to medicareadmin@wpsic.com. Do not submit other issues to the e-mail, please contact customer service at 1-866-503-3807 for all other issues. When submitting the examples please explain the issue and provide the ICN of the claim(s) affected. Thank you.

WPS Item #	OC Issue Tracking Number	Description of Issue	Wheatlands Action	WPS Action	Provider/ Supplier Action	Resolution date/ Projected Resolution date
1	02504	36598 denying in error when no other services is being billed on the same date.	Incorrectly processed claims will be identified and adjusted for payment.	WPS is aware of this issue for claims processed prior to 3/1/08. If you have examples of claims submitted after 3/1/08 that have denied please send examples to medicareadmin@wpsic.com .	If you have held claims, please submit for processing. Please watch the WPS Medicare Website and eNews Listserv for additional information on this issue. WPS will post information once resolved.	6/30/2008
2	03858	94761 denying in error when no other service is billed for the patient by that Dr. for the DOS.	Incorrectly processed claims will be identified and adjusted for payment.	WPS is aware of this issue. If you have examples of claims submitted after 3/1/08 that have denied please send examples to medicareadmin@wpsic.com .	If you have held claims, please submit for processing. Please watch the WPS Medicare Website and eNews Listserv for additional information on this issue. WPS will post information once resolved.	6/30/2008
3	04688 04778 06363	Administrations denying B15 for drugs: J3315 J1441 J0894 In error for "type of administration"	J9025, J9027, J9180, J9210, J9225, J9264, J9395	This has been resolved. For more information read the article at: http://www.wpsmedicare.com/mac/transition/ksb_admincodes.pdf	Provider to submit as new claim once edit fixed in system.	2/27/2008
4	04689	J9035 denying in error when submitted with DX 362.52.	Incorrectly processed claims will be identified and adjusted for payment.	This has been resolved.	Submit claims	2/27/2008

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5	04782	J3301 paying in error	Incorrectly processed claims will be identified	This has been resolved.	Submit refunds for any claims paid in error.	2/27/2008
6	04866 05648	96523 denying content of service when no other service is billed that day	Incorrectly processed claims will be identified and adjusted for payment.	This has been resolved	Submit claims.	2/27/2008
7	05382	DEXAs denying in error when coverage criteria is being met as outlined in CR5521 Note: WPS is working with CMS regarding dates of service 2/29/08 and before. Please watch the Website and eNews Listserv for additional information.		Multi-Carrier System (MCS) has been updated for dates of service 3/1/08 and after. WPS initiated mass adjustments for underpayments.	No action is necessary on previously submitted claims for dates of service 3/1/2008 and after, WPS has performed mass adjustments on these claims. However, claims that have been held can now be submitted for processing.	5/5/2008
8	06052	G0117 denying C/S in error when no other service is billed	Incorrectly processed claims will be identified and adjusted for payment.	WPS is aware of this issue for claims processed prior to 3/1/08. If you have examples of claims submitted after 3/1/08 that have denied please send examples to medicareadmin@wpsic.com .	If you have held claims, please submit for processing. Please watch the WPS Medicare Website and eNews Listserv for additional information on this issue. WPS will post information once resolved.	6/13/2008
9	09138	96150 & 96151 are denying as unprocessable (MA130) in error		Multi-Carrier System (MCS) updated on 4/17/2008.	If you have held claims, please submit for processing. WPS will be initiating mass adjustments for services denied in error.	4/17/2008
10	09248	Services provided in POS 24 (ASC) denying in error	Incorrectly processed claims have been identified and adjusted for payment.	This has been resolved	No action is necessary on previously submitted claims, as WPS has initiated a mass adjustment. However, claims that have been held can now be submitted for processing.	4/7/2008

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11	09267	Add-on codes denying in error when billed with primary code		WPS is aware of this issue for claims processed prior to 3/1/08. If you have examples of claims submitted after 3/1/08 that have denied please send examples to medicareadmin@wpsic.com .	If you have held claims, please submit for processing. Please watch the WPS Medicare Website and eNews Listserv for additional information on this issue. WPS will post information once resolved.	7/1/2008
12	09311	E&M codes inappropriately denied as duplicate Procedure Codes: 99201-99239, 99241-99255, 99281-99440, 99477, 99450-99456 Dates of Service: 1/22/08-1/25/08		Multi-Carrier System (MCS) issues have been resolved and coding updates made effective 3/1/2008. WPS initiated mass adjustments for underpayments	No action is necessary on previously submitted claims, as WPS has initiated a mass adjustment. However, claims that have been held can now be submitted for processing.	4/3/2008
13	09068	System denying add-on code, 77052 in error, when billed with primary code 77057		The WPS processing system is now updated showing procedure code 77052 is appropriate when billed with 77057. In addition, the sex restriction on this code is no longer valid. We are performing mass adjustments.		Closed
14	09616	Independent Diagnostic Testing Facility (IDTF) receiving denials in Error		Following the provider action should resolve all issues.	Contact Provider Enrollment (PE) to ensure all the procedure codes billed in the IDTF are on PE file. After following PE guidance, resubmit all claims.	5/2/2008

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15	N/A	<p>E/M Services were paid and/or denied inappropriately when more than one E/M was billed for the same beneficiary on the same day</p> <p>Procedure Codes: 99201-99239, 99241-99255, 99281-99440, 99477, 99450-99456</p> <p>Dates of Service: Any date of service billed 1/1/06 thru 2/22/08</p>	N/A	<p>Multi-Carrier System (MCS) issues have been resolved and coding updates made effective 3/1/2008. WPS has initiated mass adjustments for underpayments. WPS will also process overpayments as needed.</p>	<p>No action is necessary on previously submitted claims, as WPS has initiated mass adjustments. However, claims that have been held can now be submitted for processing. Refunds can be mailed to the Financial Department. Click on the following link to obtain the address for your state: http://www.wpsmedicare.com/mac/selfservice/b_contact.shtml#add</p>	3/12/2008
16	N/A	<p>Administration codes denied inappropriately when billed with drug code</p> <p>Procedure Codes: G0345-G0363, Q0081, Q0083, Q0084, Q0085, 51720, 64612, 64613, 64614, 67027, 67028, 67505, 68200, 90465-90468, 90471-90474, 90760, 90761, 90765-90768, 90772-90775, 90779, 90783, 90788, 96401, 96402, 96405-96406, 96409, 96411, 96413, 96415-96417, 96420, 96422, 96423, 96425, 96440, 96445, 96450, 96520-96523, 96530, 96542, 96545, 96549, 99506, 99601, 99602</p>		<p>Multi-Carrier System (MCS) issues have been resolved and coding updates made effective 3/1/2008.</p>	<p>Claims that have been held by providers can now be submitted for processing. Claims denied in error can be resubmitted.</p>	3/17/2008

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17	N/A	<p>Diagnostic Imaging procedure codes with the same “DIAG FAM IND” and “MULT” Indicator of 4 on the Medicare Physician Fee Schedule Database (MPFSDB) were processed incorrectly resulting in overpayments and incorrect denials. The second and subsequent technical components should be paid at 75% of the allowed amount.</p> <p>Procedure Codes: Family 1: 76604, 76700, 76705, 76770, 76775, 76778, 76831, 76856, 76857 Family 2: 71250, 71260, 71270, 71275, 72191-4, 74150, 74160, 74170, 74175, 75635, 0067T Family 3: 70450, 70460, 70470, 70480-2, 70486-8, 70490-2, 70496, 70498 Family 4: 71550-2, 71555, 72195-8, 74181-3, 74185 Family 5: 70540, 70542-9, 70551-3 Family 6: 72141-2, 72146-9, 72156-8 Family 7: 72125-72133 Family 8: 73718-73723, 73725 Family 9: 73700-73702, 73706 Family 10: 73218-73223 Family 11: 73200-73202, 73206</p> <p>Dates of Service: 1/1/06 and after</p>		<p>Multi-Carrier System (MCS) issues have been resolved and coding updates made effective 3/1/2008. WPS initiated mass adjustments for underpayments. WPS will also process overpayments as needed.</p>	<p>No action is necessary on previously submitted claims, as WPS has initiated a mass adjustment. However, claims that have been held can now be submitted for processing. Refunds can be mailed to the Financial Department. Click on the following link to obtain the address for your state: http://www.wpsmedicare.com/mac/selfservice/b_contact.shtml#add</p>	3/25/2008

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18	N/A	Pancreas Transplant Procedure code was not loaded as payable resulting in inappropriate claim denials, Procedure Code: 48554 Dates of Service: 11/27/06 and after		Multi-Carrier System (MCS) issues have been resolved and coding updates made effective 3/1/2008. WPS initiated mass adjustments for underpayments. WPS will also process overpayments as needed.	No action is necessary on previously submitted claims, as WPS has initiated a mass adjustment. However, claims that have been held can now be submitted for processing.	3/25/2008
19	N/A	The place of service and procedure code combinations were inappropriately denied as invalid. Procedure Codes/Place of Service: 36415 in POS 34 11056 in POS 13 Dates of Service: 9/15/05-3/1/08 for 36415 7/5/07-3/1/08 for 11056		Multi-Carrier System (MCS) issues have been resolved and coding updates made effective 3/1/2008. WPS has completed mass adjustments for any underpayments.	No action is necessary on previously submitted claims, as WPS performed a mass adjustment. However, claims that have been held can now be submitted for processing.	4/2/2008
20	N/A	Positron Emission Tomography Scan claims were suspending or inappropriately denying due to incorrect contractor pricing and/or coding. Procedure Codes: 78459, 78491-78492, 78608-78609, 78811-78816 Dates of Service: 1/28/2005 and after (submitted between 9/5/2005 to 2/29/2008)		Multi-Carrier System (MCS) issues have been resolved and coding updates made effective 4-24-08.	A mass adjustment was completed for dates of service 3/1/2008 through 4/24/2008. If providers have denials, for dates of service 2/29/2008 and before, that they do not agree with, and have the medical documentation to support the service, they will need to submit requests for redeterminations. However, claims that have been held can now be submitted for processing. We encourage providers to check their remittance advices and the IVR for status.	4/24/2008