



PROVIDER OUTREACH AND EDUCATION ADVISORY GROUP (POE AG) MINUTES

Wisconsin Physicians Service (WPS) Medicare
June 4, 2008
11:00 a.m. - 12:00 p.m. (Pacific Time)

Attendees

Tanya Hoagland – WPS Medicare – Chairperson
Janet Mateo – WPS Medicare
Debbie Wickersham – LTC Quick Recovery, Inc.
Kelly Collins – Plum Healthcare
Pat Blaisdell – California Hospital Association
Shirley Guzman – Piedmont Gardens
Wesla Arambulo – Skilled Healthcare, LLC
Meg Gelvezon – North American Healthcare
Avery Malate – SNF Management
Geoff Wanner – Northwest Hospital
Janet Walthew – Northwest Hospital
Linda Allord – Northwest Hospital

Meeting

Tanya Hoagland facilitated the teleconference. The meeting was called to order at 11:00 AM.

The call began with introductions. Tanya reminded the members that the main purpose of the POE Advisory Group is to suggest training topics for future provider education. In addition to the regional workshops, suggestions from the POE group can drive other educational activities such as “Ask the Contractor” teleconference topics and Computer Based Training (CBT) subjects.

Group Input and Feedback:

- **Suggestions for seminars, “Ask the Contractor” Teleconferences (ACT), Computer Based Training (CBT) sessions, etc:**

Tanya advised she has been getting quite a few requests for MSP seminars and seminars for Acute Hospitals. Tanya asked the advisory group what they thought about possibly combining the two together. She would like to invite both SNF and Acute facilities to a seminar that would cover MSP, Consolidated Billing, and possibly one other topic (maybe therapy).

The advisory group thought this would be a good idea to try. They especially liked the idea of doing a seminar on Consolidated Billing for both hospitals and SNFs. Both facilities are highly affected by this. Tanya also noted it would be a good time for both facilities to work together to come up with a “best practice” to handle these situations.

Tanya also mentioned that she would probably be doing another IRF Clinical workshop on the west coast during the 4th quarter.



A POE member suggested getting CBT module for Denial Letters on the Website. Another member suggested this might also be a good topic for an ACT. Tanya asked the members if they thought this should be separate for hospitals and SNFs, or if they thought it would be okay to combine the two. It was suggested to keep the two separate because of all the different types of denial letters. It may get too confusing for providers if kept as one.

Contractor Updates and Issues:

- **MAC Transition Update**

Tanya advised WPS is aware some facilities received a letter from Palmetto GBA in error. This letter informed the facility they would be switching to Palmetto as their MAC contractor as of August 2008. If any facility currently billing with WPS Medicare received such a letter, then this was sent in error. *Any facility currently billing with WPS Medicare will continue to do so until they hear otherwise from WPS and/or CMS.* None of WPS facilities (formerly Mutual of Omaha facilities) were included in the MAC contracts.

Provider Education

- **Scheduled Training**

Tanya informed the POE AG members of upcoming ACTs and Seminars available to providers for the West region. She also sent an email out the previous week to all providers in her contact book listing these educational events.

Member Issues

Some facilities are still having issues with the NPI crosswalk. Tanya asked the members to send her an email with their NPI/PTAN number if they were having this issue.

One member also asked if it would be possible to change the DDE Inquiry screen to go straight to the NPI number. At this time, the field does not automatically open up. Tanya advised she would pass along the inquiry.

Open Discussion/Conclusion

None

Next Meeting

The 4th Quarter meeting will be the National POE Advisory Group meeting being held in Kansas City, MO, on August 13 and 14. Tanya asked who would possibly be interested in attending this face-to-face meeting. Tanya advised she would send out an invitation to her POE AG members once the details for the meeting were finalized, along with an agenda.