

Centers for Medicare & Medicaid Services
Provider Contact Center User Group (PCUG) Conference Call
March 12, 2008
Facilitator: Paul Zawicki

Welcome / Updates

Paul Zawicki / Shana Olshan

Paul welcomed everyone to the call. Shana thanked people for participating in the two recent emergency NPI calls, and moved immediately to the NPI topic.

NPI (Impact on Call Volume, Job Aids)

Shana Olshan/Charlie Riesz

Shana asked participants to share their experience with NPI and any impact to call volume, and to provide feedback on the Job Aids, and if they had been helpful. Shana noted the daily performance list she receives has not been growing as a result of NPI, which is impressive, and she commended participants.

Charlie told the group CMS is developing a new template for Job Aids to be released in mid to late April. In line with that release, CMS asked for feedback regarding NPI Job Aids from two perspectives: content and format. The lines were opened for comment but there was no feedback on the call.

PCID

Amy Abel-Matkins

The Provider Customer Service Program Contractor Information Database (PCID) went live on March 1. Alikia Mack is also working on the project and will be a good resource. All user accounts have been emailed to the contractors, so if you have requested accounts, they have been sent. If the account has not been received, please email Amy. The User Guide has been delayed and will be up shortly. The system was designed to be very self-explanatory when entering data. If you do have questions, please email Amy. As a reminder, all of the contractor-specific information is due to be entered by the end of March. Also, most contractors will use the inquiry tracking function after the close of your next quarter (March), so that information will be due by the end of April.

QCM / QWCM

Nechelle Shaw-Patrick

CMS has begun working on the QCM and QWCM Handbooks. CMS is formatting the QCM Handbook to follow QWCM, and making updates related to the new scorecard and scoring. CMS is targeting finalizing the handbook by April.

Telephone Update

Paul Zawicki

AB MAC call volume was still being compiled at the time of the call, so AB MAC and total call volume was not available. February 2008 completed call volume (and completion rate) by program was approximately – FI: 400,000 (83.2%), Carrier: 3.5 million (82%), DME MAC: 764,000 (95.5%), and RHHI: 58,000 (96%).

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MLN Products

Charlie Riesz

Charlie passed on some quick reminders to the group regarding MLN Matters: Medicare Learning Network is a good source of information for referring providers and training new CSRs. MLN Matters was updated in January 2008, and the MLN Products Catalog, available at: <http://www.cms.hhs.gov/MLNProducts/downloads/MLNCatalog.pdf> should be used for identifying products available. A “What’s New” page lists items recently added or updated, at: http://www.cms.hhs.gov/MLNGenInfo/20_whatsnew.asp. Items include the Medicare Physician Fee Schedule Fact Sheet, the Hospice Payment System Fact Sheet, and the Medicare Appeals Process Brochure. The MLN staff is always interested in feedback, so as you take calls from providers please pass along any feedback and suggestions for new topics or changes that would help.

Monitoring Update

Shana Olshan

The February monitoring reports have not gone out yet, there is still a bit of clean up and review to be done. The reports should be out late the following week. One topic for discussion is the contractor-specific category. CMS does not have a “magic number” for what would require creating a contractor-specific category. CMS asked for feedback on what contractors feel is the right “ballpark” for creating a category and opened the lines, but there was no feedback on the call. Shana asked for feedback and noted CMS would most likely not come out with specific guidance on creating categories.

Open Forum/Questions, Answers, or Comments

Paul opened with a request for participants send in suggestions for topics for the PCUG call.

NGS: With the MCS (Part B Processing) System, one issue is the system will time out on the CSRs every ten minutes, so if they get a call and have to go back to the system, they are having to put the provider on hold while they start again. Could that timeout be extended?

Shana: We are not the right people on this call, but I can take that back to the MCS staff. You should raise it also with the MCS maintainer.

Cahaba: Are we making any progress on the additional piece of data we will use to authenticate the providers when we lift the contingency on the IVR?

Shana: It will happen. You will have to authenticate on both NPI and the PTAN beginning with the lift, which sounds like it will be on May 23. CMS will issue a formal announcement when the date is certain. There will not be a third piece of information. We have a team looking at a revised approach to provider authentication, and they are looking through a lot of data.

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Vangent: Did I hear that as of May 23 if the providers call they will have to identify themselves with the NPI and the PTAN? So we will be asking for both as part of our opening?

Shana: Yes. NPI and PTAN. You may want to look at the desk disclosure reference in our manual. It should be happening now, but we have put a stay on it for now.

The next PCUG call is scheduled for April 9, 2008, from 2:00pm - 3:30pm, EST. The conference dial-in number is 800-857-2655. The authorization code is PCUG.

The Provider Services mailbox is: providerservices@cms.hhs.gov.