

HIPAA Version 5010: Eighteenth National Provider Call MAC Panel

*Division of Transactions, Applications & Standards,
Business Applications Management Group, OIS
and the following A/B MACSJ1, J3, J4, J5, J9, J10, J11, J12, J13, J14, J15 & CEDI
August 31, 2011*



Purpose of Today's Call

1. To review 5010/D.0 readiness for Medicare Fee-For-Service (FFS)
2. To review 5010/D.0 readiness for Medicare Administrative Contractors (MAC) by jurisdiction
3. To solicit feedback from participants regarding questions and concerns with 5010 and/or Medicare FFS' implementation of 5010

Today's Agenda

- General overview
- Medicare FFS perspective on 5010/D.0 readiness
- Individual MAC presentations on readiness
- Question & answer session

Today's Contractor Panel

Panel Member	Contractor Name	Medicare Administrative Contractor
Kim Campbell	Palmetto GBA	A/B MAC Jurisdiction 1
Shawn Perersen Tabetha Nilsen	Noridian Administrative Services	A/B MAC Jurisdiction 3
Pam Kitchens	TrailBlazer Health Enterprises LLC.	A/B MAC Jurisdiction 4
Lisa Cuocci JoEllen Fouts	Wisconsin Physicians Service Insurance Corporation	A/B MAC Jurisdiction 5
Shelly March	First Coast Service Options Inc.	A/B MAC Jurisdiction 9
Paula Reed	Cahaba GBA	A/B MAC Jurisdiction 10
Kim Campbell	Palmetto GBA	A/B MAC Jurisdiction 11
Rodney Stone	Highmark Medicare Services	A/B MAC Jurisdiction 12
James Bavoso	National Government Services	A/B MAC Jurisdiction 13 /Title 18 NGS
Tom Langstone Kathy O'Brien	NHIC Corp	A/B MAC Jurisdiction 14
Gloria Lucas	CGS	A/B MAC Jurisdiction 15
Tonya Lewis Michael Todd	Common Electronic Data Interchange	CEDI DME Front End MAC

General Overview

Who needs to know about Medicare FFS' implementation of 5010/D.0?

- All Medicare FFS trading partners who are considered to be HIPAA covered entities, their business associates, and anyone expecting to implement ICD-10
 - Medicare FFS uses the term Trading Partner to designate one of two or more participants in an ongoing business relationship (e.g., provider, billing service, software vendor, clearinghouse, etc.)
- All Medicare FFS providers/suppliers should have the following staff engaged in transitioning to 5010
 - Practice leadership
 - Office and Practice Managers
 - IT and systems staff
- Software Vendors, Clearinghouses, Billing Services or any other entity that services Medicare FFS providers

Implementation Status

- ✓ Expansion for ICD-10 is completed
- ✓ All MACs have completed running the Certification Test cases
- ✓ CMS systems are 5010-ready in production
- ✓ All MACs and Legacies are testing with External Trading Partners
- Trading Partners are transitioning from Test into Production for Part A and Part B

Marching toward 5010-only on Jan 1, 2012

Jurisdiction 1, 4, 11 and Louisiana/Mississippi 5010 Testing Highlights

**We provide dedicated, comprehensive
support services**

- **3 Technical Support Levels**
- **Regular outreach via our website (articles, listservs, technical specifications)**
- **Convenient, self-serve testing that does not require scheduling**
- **Special, personal outreach to large vendors and billing entities**

Contact Details For Jurisdictions 1, 4, 11 and LA/MS

Jurisdictions 1, 11, LA/MS:

(866)749-4301

www.palmettogba.com/medicare

Jurisdiction 4:

(866) 749-4302

www.trailblazerhealth.com

Milestone Dates For Noridian (J3)

- 1/1/2011 – Testing for the 5010 transition was made available to Medicare providers and vendors.
- 3/21/2011 – First Medicare provider successfully passed 5010 testing.
- 6/1/2011 – Noridian received the first Med B 5010 production file.
- 8/8/2011 – Noridian received the first Med A 5010 production file.
- 8/10/2011 – Parallel 5010 835 testing started with providers.

MAC Perspective on Provider Testing and Readiness

Jurisdiction 5 A/B MAC & Legacy A & B

WPS 5010 Readiness Web Site:

<http://www.wpsic.com/edi/5010-Readiness.shtml>

**WPS EDI Ask The Contractor Calls 2011 calls (all times 1-2:30pm CST):
Dial In: 800-305-2862**

Date	ID Code
October 5, 2011	23353260
November 10, 2011	23353261

Companion guides posted to:

<u>Part A</u>	http://www.wpsic.com/edi/pdf/med_a_837i_companion.pdf
<u>Part B</u>	http://www.wpsic.com/edi/pdf/med_b_837p_companion.pdf

MAC Perspective on Provider Testing and Readiness

Jurisdiction 5 A/B MAC & Legacy A & B

Testing Requirements:	
25 Claims	ISA14 recommended to = 1
Testing in errata version only	ISA15 must = T
100% syntax	Submitter is considered in test until approved by contractor
95% Medicare business rules	

Guidance from WPS:	
Recommend test early so you will have the greatest opportunity to have contractor and vendor resources available to support your testing needs.	Not just a Medicare issue.

WPS Medicare EDI Contacts

EDIMedicareA@WPSIC.com EDIMedicareB@WPSIC.com

Medicare Part A Legacy A

(multiple states)

WPS Medicare EDI

PO Box 1602

Omaha, NE 68101

Fax: (402) 995-0606

Med A Hotline: (866) 734-6656

Medicare J5 MAC Part A & B

(Iowa, Kansas, Missouri, Nebraska)

WPS Medicare EDI

1717 West Broadway

Madison, WI. 53713

Fax: (608) 223-3824

J5 Hotline: (866) 503-9670

Medicare Part B Legacy

(Illinois, Michigan, Minnesota, Wisconsin)

WPS Medicare Electronic Data Services

912 N Pentecost Drive

Marion, IL 62959

Fax : (618) 998-5170

Med B EDI Hotline: (877) 567-7261

Medicare Part B

(EFT Only)

WPS Medicare Electronic Data Services

8120 Penn Ave. S., Suite 200

Bloomington, MN 55431

Fax: (952) 885-2899

Phone: (952) 885-2811

(952) 885-2881

(952) 885-2882

MAC Perspective on Provider Testing and Readiness

Jurisdiction 9 A/B MAC

<u>5010 Testing Trends and Issues Webcasts</u>	
September 8, 2011	November 4, 2011

<u>5010 Provider Outreach and Education Events</u>	
August 12, 2011	September 9, 2011
Medifest – Jacksonville September 2011	Medifest – Puerto Rico October 2011

<u>Bimonthly All Contactor Call's (with FCSO J9 Providers)</u>	
<u>Part A</u>	<u>Part B</u>
September 20, 2011	September 20, 2011

MAC Perspective on Provider Testing and Readiness

Jurisdiction 9 A/B MAC

- When you're ready to begin 5010 testing, schedule your test with FCSO's EDI team: Call FCSO's EDI team at 888-670-0940 (option-5) -- only scheduled test submissions will be reviewed.
- The Medicare.fcso.com website contains tips and helpful hints, as well as any known issues that will aid in your testing.
 - Select the HIPAA 5010 link the following sections have up to date information:
 - News
 - Tips
 - Tutorials
 - Resources
 - GetReady5010

Cahaba GBA (J10)

Overview of Testing Requirements

- Contact the EDI Help Desk when ready to test
- Assignment of EDI Representative
- Submit a test file of 25 claims
- Contact the EDI Help Desk to request 835 testing
- Testing is not required for PC-ACE Pro32™

Cahaba GBA (J10)

Processing of Files

- **999**

Available for submission of 837/276 on the hour from 8:00 a.m. – 4:00 p.m. (CT)

- **277CA**

Available for retrieval once daily at 5:00 p.m. (CT)

A single zip file will be created for the directory

5010 Transition for Highmark Medicare Services (J12)

- Highmark Medicare Services began accepting 5010 test files on January 3, 2011.
- Highmark Medicare Services began accepting 5010 production files for Medicare Part B claims on April 29, 2011.
- Highmark Medicare Services began accepting 5010 production files for Medicare Part A on July 25, 2011.
- Trading partners using their own software are required to test.
- Providers and billing services using an approved vendor or clearinghouse are not required to test.
- A test file must include 25 claims that represent a variety of the providers' services.
- Testing is encouraged to be completed using Mpower Provider Portal an Internet-based testing portal. If Internet access is not available, testing can be completed manually using dial up or Secure File Transfer Protocol (SFTP).
- Response reports will be provided within several minutes of receipt of the file and will provide details of acceptance or rejections.
- Trading partners using the Mpower Provider Portal and passing 100% of Syntax (999 acceptance) and 95% of data testing (277CA) will be moved to production within 3 business days. If manually testing, trading partners who successfully test will be moved to production within 10 business days.

5010 Transition for Highmark Medicare Services (J12)

- Highmark Medicare Services offers the following to our trading partners to aid in the 5010 transition
 - An EDI Help Desk for technical support. (1-866-488-0546)
 - Timely feedback in response to test files in the form of Electronic Data Interchange (EDI) reports. (TRNACK, TA1, 999, 277CA)
 - 5010 testing tips on our Web site
<https://www.highmarkmedicareservices.com/edi/5010/pdf/x12n.pdf>
 - A testing portal to complete the testing certification.
<https://www.highmarkmedicareservices.com/edi/mpower/index.html>
 - A 5010 Companion Guide on our Web site
<https://www.highmarkmedicareservices.com/edi/5010/pdf/5010-comp-guide.pdf>
 - 5010 Transition Newsletters with important information
<https://www.highmarkmedicareservices.com/edi/5010/5010-news.html>
 - A Listing of answers to Frequently Asked Questions (FAQs)
<https://www.highmarkmedicareservices.com/edi/faq/5010.html>
 - Listserv messages to our e-mail groups with any changes or important notices
<https://www.highmarkmedicareservices.com/maillinglists.html>
 - 5010 Transition Webinars throughout the transition year
<https://www.highmarkmedicareservices.com/edi/5010/index.html#hippa>
 - Outreach to vendors/submitters that have not started testing

Jurisdiction 13 A/B MAC & Title 18

National Government Services Web site for all 5010 inquires. That site is:
http://apps.ngsmedicare.com/applications/carrierinquiry_enrol.aspx?CatID=1

For all 5010 information, visit us at

www.ngsmedicare.com select Electronic Claim Submission

- [Implementation and Timelines](#)
- [Testing Information](#)
- [5010 Approved Entities](#)
- [Trading Partner 5010 Production Request Form](#)
- [Front-End Reports](#)
- [PC-ACE Pro32 Users](#)
- [Express Plus Users](#)
- [Medicare Claims Express Users](#)
- [Technical Information and Guides](#)
- [Resources](#)

Jurisdiction 13 A/B MAC & Title 18

Outreach For Providers Who Have Not Begun Testing As Of August 31, 2011

Planned Activity/Outreach	Description	Start Date
5010 Readiness Webinars	Host additional webinars/teleconferences on 5010 Testing Readiness	9/21/2011
Outreach Calls	Begin direct outreach calls to top 100 Trading Partners regarding testing readiness and inquire when their customers will be ready to go 5010 Production	9/1/2011
Outreach Calls	Begin direct outreach calls to contacts of Top 100 Submitters that have not migrated to Production 5010 Claim Transaction	9/1/2011
List serv notices	Begin creating and issuing additional list serv notices to Trading Partners regarding importance in testing	9/1/2011
Post Cards	Create and distribute post card to all non-engaged Trading Partners	9/1/2011
Web posting	Begin creating and posting of additional supplemental documents regarding Trading Partners importance in testing.	9/1/2011
Webinars - Invitation Only	Host invitation only webinars for non-engaged Trading Partners	10/1/2011
Webinars - Open Forum	Host open forum webinars for non-engaged Trading Partners	10/1/2011
Standard Paper Remittance (SPR) Message	Utilize the bulletin board feature to direct the providers attention to the 5010 information on the NGS and CMS Web sites.	10/1/2011
EDI Help Desk Call Message	Add reminder to EDI Help Desk Call tree for Trading Partners to be ready for 5010	9/1/2011
Medicare Bulletins	Monthly - 5010 articles published in Medicare bulletins	9/1/2011
IVR Message	Add reminder to IVR for providers to be ready for 5010 on Provider Contact Center IVR	9/1/2011

*Posted to www.MedicareUniversity.com

**Exact dates and times will be posted to the Training Events Calendar on the www.NGS Medicare.com Web site

NHIC, Corp. Jurisdiction 14 Part A

Migration Plan effective 9/1/2011

Outreach For Providers Who Have Not Begun Testing As Of August 31, 2011

Planned Activity/Outreach	Description	Start Date
Outreach Calls	Begin direct outreach calls to contacts of top 100 Trading Partners regarding testing readiness and inquire when their customers will be ready to go 5010 Production	9/1/2011
Outreach Calls	Begin direct outreach calls to contacts of Top 100 Submitters that have not migrated to Production 5010 Claim Transaction	9/1/2011
Web posting	Begin creating and posting of additional supplemental documents regarding Trading Partners importance in testing.	9/1/2011
List serv notices	Begin creating and issuing additional list serv notices to Trading Partners regarding importance in testing	9/1/2011
5010 Readiness Webinars	Host additional webinars/teleconferences on 5010 Testing Readiness	9/21/2011
Teleconference - Invitation Only	Host invitation only teleconference for non-engaged Trading Partners	10/1/2011
Teleconference - Open Forum	Host open forum teleconference for non-engaged Trading Partners	10/1/2011

NHIC, Corp. Jurisdiction 14 Part A

Visit our 5010 page at

<http://www.medicarenhic.com/5010.shtml>

- [Getting Ready for 5010A1/D.O](#)
- [Teleconference Q & A](#)
- [Implementation Calendar](#)
- [Frequently Asked Questions](#)
- [V5010A1/DO Top Ten Submission Errors](#)

NHIC, CORP. JURISDICTION 14 A/B MAC

Part B Provider Outreach & Education Transition Year Highlights

5010 Teleconferences	NHIC, Corp. Website Dedicated 5010 webpage	5010 Outreach
<p>300 participants at 4 teleconferences since January 2011</p>	<ul style="list-style-type: none"> •5010 Banner "count down" •5010 updates •Implementation Calendar •Frequently Asked Questions •Teleconference Q & A •Registration site •V5010A1/DO Top Ten Submission Errors 	<ul style="list-style-type: none"> •Weekly listserv reminder •2 monthly special listserv publications •Email blast to physician and hospital associations in MA, RI, NH, ME, VT •Face-to-face education <ul style="list-style-type: none"> MARI Payer Day 100+ ACCC 80+ RI MGMA 50 NH Podiatry 50 •Invitational Specialty Testing Weeks begin 9/6

NHIC, CORP. JURISDICTION 14 A/B MAC

Part B Transition Reporting July 2011 Testing in Version 5010

State	# Submitters	# Providers
ME	11	14
MA	36	83
NH	6	7
RI	7	13
VT	3	4
Total	63	121

Part B Transition Reporting July 2011 Production in Version 5010

State	# Submitters	# Providers
ME	8	9
MA	20	28
NH	1	1
RI	3	4
VT	1	1
Total	33	43

CGS J15 A/B MAC

- CGS is currently testing with Part B and Home Health and Hospice Trading Partners. Part A Ohio and Kentucky trading partners may begin testing after early boarding with CGS. You may visit our CGS website for a list of our current 5010 Trading Partners.

CGS J15 5010 Education

- ASK- the Contractor (ACT) call- September 22
- 5010 Testing Webinar- October 13
- 5010 Troubleshooting- October Date TBA
- 5010 EDI ACT Call –November 11

CGS J15 Contact Information

Visit our website at

<http://www.cgsmedicare.com/>

Telephone our EDI helpdesk

866-758-5666 - J15

866-520-4022 - Idaho

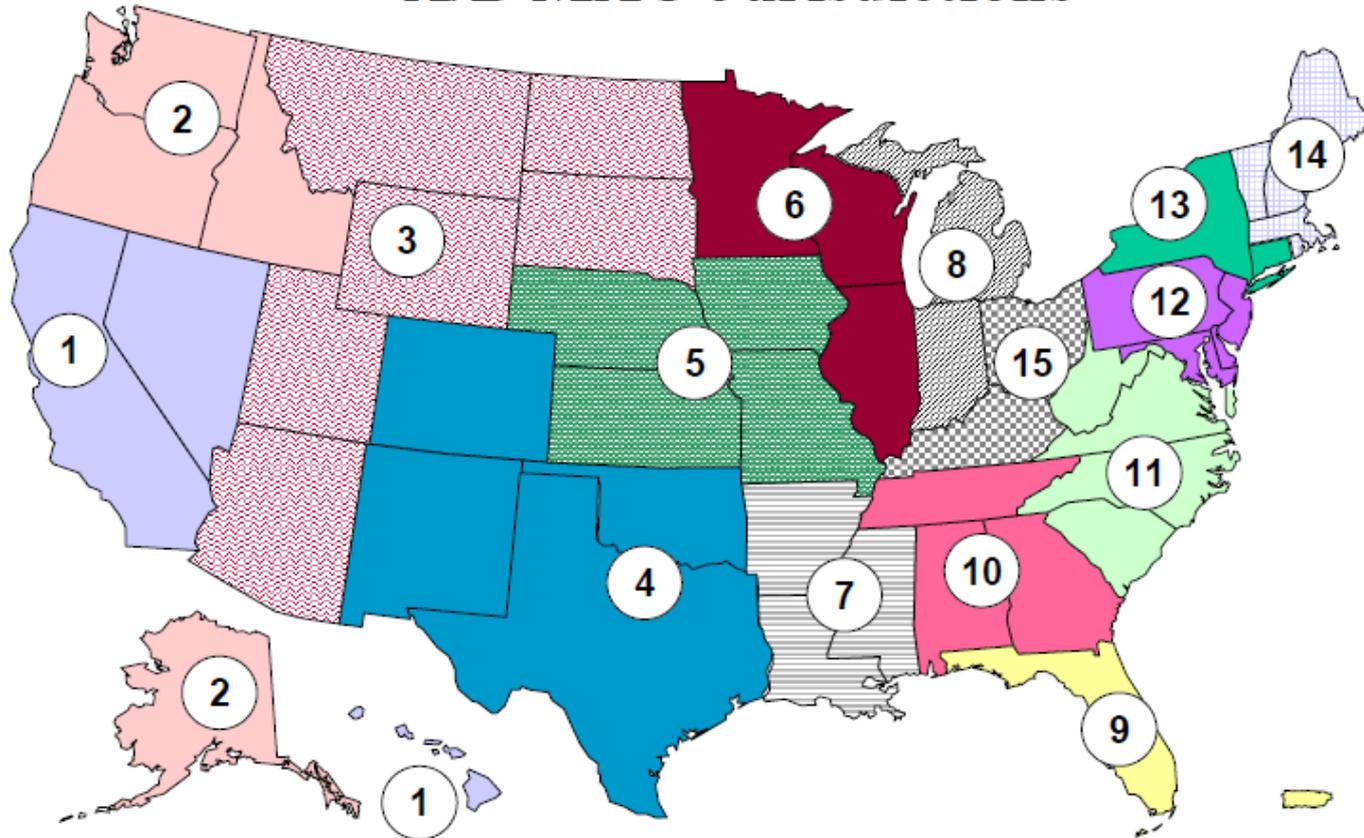
Transition Year Highlights for CEDI

We have begun outreach to our vendor, billing service, and clearinghouse community

- **Communication**
 - ✓ Contacting the top 100 Trading Partners to see when they will be moving to production
 - ✓ Contacting PC-ACE Pro32 users to begin migration beginning September 1st
 - ✓ Daily contact with new and current testing vendors, billing services and clearinghouses to answer questions and get them ready for production
- **Monitor Vendor Progress into Production**
 - ✓ Using a list of all previous HIPAA Testing Vendors to contact and track progress
 - ✓ Obtained a list of estimated time to transition to 5010
 - ✓ Provide Top Ten 5010 Edits monthly for edits received in test and production
 - ✓ List passed entities on the 5010 Approved Entities List on the CEDI Web site
- **PC-ACE Pro32**
 - ✓ Migration will be done in a 3 month progression
 - ✓ Listserv communication will be sent out to notify of transition
 - ✓ Webinar Seminars for assistance in changing the software and questions

Project Overview

Medicare Administrative
Contractor (MAC)
Jurisdiction Numbers



A/B MAC and CEDI Contacts*

Jurisdiction	Operational MACs	EDI Help Desk Phone Number	Website
1	Palmetto GBA	1-866-749-4301	www.palmettogba.com/medicare
3	Noridian Administrative Services, LLC	1-800-967-7902	www.edissweb.com
4	Trailblazer Health Enterprises, LLC	1-866-749-4302	www.trailblazerhealth.com
5	Wisconsin Physician Service Insurance Corporation	1-866-503-9670	http://www.wpsic.com/edi/5010-Readiness.shtml
9	First Coast Service Options, Inc.	1-888-670-0940	www.fcso.com/
10	Cahaba GBA	1-866 582-3253	www.cahabagba.com/
11	Palmetto GBA	1-866-749-4301	www.palmettogba.com/medicare
12	Highmark Medicare Services	1-866-488-0546	https://www.highmarkmedicareservices.com/
13	National Government Services	1-877-273-4334	www.ngsmedicare.com/
14	NHIC	1-877-386-1056	www.medicarenhic.com/
15	CGS	1-866-758-5666	http://www.cgsmedicare.com/
CEDI	National Government Services	1-866-311-9184	http://www.ngscedi.com/

*Legacy providers should contact their current contractor for 5010-related matters.

MAC EDI Helpdesks

Who should you contact to find out more about how Medicare FFS will implement 5010?

- Each Medicare FFS trading partner should be registered with an A/B MAC, FI, Carrier, or CEDI for DME. Your first source of Medicare information should come from your Medicare contractor
- The following links provides EDI help desk phone numbers for Part A and B/DME by State
 - Part A -
<http://www.cms.gov/ElectronicBillingEDITrans/Downloads/Medicare%20Part%20A%20EDI%20Helpline3.pdf>
 - Part B/DME -
<http://www.cms.gov/ElectronicBillingEDITrans/Downloads/Medicare%20Part%20B%20EDI%20Helpline3.pdf>

Medicare FFS

Communications To Date

- Establishment of central Version 5010 and D.0 webpage(s) on the CMS website (<http://www.cms.gov/Versions5010andD0/>)
- Development of resource materials – fact sheets, readiness checklists, resource card, FAQs, 4010 to 5010 side-by-sides, Medicare Learning Network (MLN) articles, and a series of presentations can be found at http://www.cms.gov/Versions5010andD0/40_Educational_Resources.asp#TopOfPage
- Delivery of a series of National Provider Calls – presentations, transcripts and audio files available at (<http://www.cms.gov/Versions5010andD0/V50/list.asp#TopOfPage>)
- List serve message(s) posted at (http://www.cms.gov/Versions5010andD0/30_CMS_Communications.asp#TopOfPage)
 - To subscribe to the Medicare FFS provider list serves go to http://www.cms.gov/prospmedicarefeesvcpmtgen/downloads/Provider_Listservs.pdf and subscribe to the “All FFS Providers” list serve

5010/D.0 Communications Update

- The following audiocasts have been presented to providers, software vendors and clearing houses: *
 - ✓ 3/24/10 – National Call: General 5010 Overview
 - ✓ 4/28/10 – National Call: Eligibility Request/Response Changes
 - ✓ 5/26/10 – National Call: Professional Claims Changes
 - ✓ 6/30/10 – National Call: Institutional Claims Changes
 - ✓ 7/28/10 – National Call: Claim Status Request/Response Changes
 - ✓ 8/25/10 – National Call: Remittance Advice Changes
 - ✓ 9/29/10 – National Call: New Acknowledgement Transactions
 - ✓ 10/27/10 – National Call: NCPDP Version D.0 Changes
 - ✓ 11/17/10 – National Call: COB Changes
 - ✓ 12/8/10 – National Call: Provider Outreach and Education – Transition Year Activities
 - ✓ 1/19/11 – National Call: Errata/Companion Guides
 - ✓ 3/30/11 – Provider Testing/Readiness
 - ✓ 4/27/11 – MAC Outreach Event: Are You Ready to Test?
 - ✓ 5/25/11 – National Call: 5010 Call to Action: Test!
 - ✓ 6/29/11 – National Call: Questions & Answers
 - ✓ 6/15/11 – National Testing Day
 - ✓ 7/20/11 – MAC Outreach Event: Troubleshooting with your MAC
 - ✓ 8/22 -8/26 – National Testing Week
- The tentative schedule for future communication events is:
 - 8/31/11 – National Call: MAC Panel
 - 9/13/11- National Call: Questions & Answers
 - 10/5/11 – MAC Outreach Event: Last Push for Implementation

* To access completed presentations go to <http://www.cms.gov/Versions5010andD0/> and click on 5010 National Calls on the left menu

Q & A Session

Now this is your opportunity to ask questions

CMS HIPAA Enforcement Process:

If a provider needs assistance with HIPAA transaction and code set (TCS) issues, they should file a complaint with CMS on-line at the following URL:

http://www.cms.gov/Enforcement/05_HowtoFileaComplaint.asp#TopOfPage

CMS 5010 Medicare Fee For Service Outlook Resource mailbox:

- The email address is: 5010FFSInfo@cms.hhs.gov
- Responses will be posted to the appropriate session's webpage at a later date along with the Audio file and Presentation Material