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| **Month/**  **Year** | **Category** | **National Supplier Clearinghouse Advisory Committee (NSCAC) Questions January 2014** | **Answer** | **Status** |
| Jan/2014 | NSC Education | 1. Lately the application status on both the IVR and the website application tool has been inconsistent: information is there one time, but gone the next; IVR says one thing, web shows a different status; various combinations. Is this a known issue or has there been updates to the system to cause this? If there are issues with the systems, it will be very helpful to inform suppliers. | The IVR/Application Status tool are not real-time and may have up to a 24-hour lag time. In most instances, they should reflect the same status. After several attempts, we’ve not been able to identify any inconsistency. Please provide specific examples. |  |
| Jan/2014 | NSC Website | 1. The NSC Website used to have a link that a Supplier could request a Welcome Letter be sent to them and that has been taken away and now a Supplier has to call a Customer Service Representative to request the letter. Please provide an update if this link be coming back? | As stated, the link has been temporarily removed but we are planning to replace it in the foreseeable future. We are not able to provide a specific timeframe. In the interim, NSC CSRs can handle requests for the duplicate welcome letters. Requests for five or more locations should be mailed in on your company’s letterhead. |  |
| Jan/2014 | Other | 1. When entering an application for a new location using PECOS, providers now must fill out the EFT form 588 electronically. Do we also need to complete and mail to the NSC paper copies (with original signatures) of the EFT form? The instructions are not clear. And, if mailing paper forms, is it still a good idea to send 4 sets, so that the NSC may pass these on to all 4 DME MACs? | The enrollment process via PECOS is completely electronic. If the EFT is completed, signed, and uploaded into PECOS, it is no longer necessary to submit it hard copy. Only one EFT agreement is needed via PECOS. The NSC will duplicate it and send it to the DME MACs as necessary. |  |
| Oct/2013 | Other | 1. When as application is submitted for an immunization provider, their PTAN status automatically gets set up as participating provider even though NO participating provider agreements were ever submitted. When a new application for the same provider gets submitted for DME, the NSC automatically sets them up as a participating provider. We have recently had two providers that Barry Bromberg has had to intervene to fix their provider status. In realizing that only one participation status is allowed in PECOS, what would be the best way to notify the NSC, upon submitting a DME application, that the provider does NOT wish to be established as participating?   **Follow up question: Many times the Part B Contractor's make errors that are not noticed until the DME application is complete and the carrier begins processing non-assigned claims as assigned. Since "assignment" is not something that can be corrected, this created irreversible errors. Would it be possible for the NSC representative to develop the application for a Participating Provider Agreement Form when the NSC is processing an initial DME application where PECOS is indicating "Participation Status"? This would give the provider an indication that their provider status was set up incorrectly and give a window of opportunity for the provider to get the Part B Contractor to fix the error.** | Part B flu billers are automatically enrolled as participating providers. Therefore, suppliers must indicate to their Part B contractor their decision to be non-participating but still accepting assignment for claims. Medicare A/B MACs will be receiving clarifying instructions from CMS on this topic.  Just as when enrolling with the NSC, the Part A/B MACS should inform providers if they are participating or nonparticipating in their ‘Welcome to Medicare’ letter. If this information is not included in the welcome letter, suppliers should contact their A/B MACs directly. |  |
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December 20, 2013, January 8, 2014