

National Supplier Clearinghouse Advisory Committee (NSCAC)

Improving communication between the National Supplier Clearinghouse (NSC) and the supplier community

NSCAC MEETING MINUTES WITH THE NSC

Date: Wednesday, January 23rd, 2019

Time: 2:00pm eastern (1pm central, 12pm mountain, 11am pacific)

Via Teleconference

Present: NSCAC: Paula Koenig, Miriam Lieber, Kimberlie Rogers-Bowers, Gwen Turner, Jolene Ward, Lisa Wells, Debra Silver, R Jeffrey Hedges, Mindy Eberhart, Mary Stoner, Sheila Roberson, Deanne Birch, Barb Stockert and administration Rose Schafhauser. **Guest:** Armando Tourez-Preferred Homecare. **NSC:** Barry McManus and Michael Holoman.

Meeting opened at 2:02pm eastern.

Meeting minutes typed by Rose Schafhauser

1. Roll Call and Welcome: Rose Schafhauser and Paula Koenig for Joan Cross.
2. Statement of protocol for NSC meetings: Paula Koenig for Joan Cross: Only NSCAC Members are able to vote on NSCAC business. Do not discuss individual company issues before or after the NSCAC/NSC meeting. There will be no recording of the meeting without the approval of the NSCAC and NSC. IN ADDITION: NSCAC membership communication with NSC: need to keep it professional. We can be forceful, but respectful.
3. Approval of the October 2018 meeting minutes: Miriam Lieber
 - a. Motion to approve the minutes as written by Jolene Ward.
 - b. Second Lisa Wells.
 - c. Motion carried.
4. Welcome Barry McManus and NSC Updates: Paula welcomed Barry McManus and shared that we look forward to working with him.
 - a. Government shutdown -asked if there is any impact on the NSC?
 - i. Response: haven't noticed any effects in their operations at all, including finger printing.
 - b. Domino effect of Nancy leaving and other staffing changes at the NSC: Michael Holoman has been promoted to a management roll managing their operations team. The position effective 1-28-19. They will have to fill his position and hopes to fill it before Medtrade. Will have a new person to work with for the next meeting.
 - c. Provider enrollment conference in March: several folks have already signed up and many are on the wait list. Barry responded that they have been working on the wait list and are getting folks in. Demand is very high. Barry is bringing 5 managers to that event as well. Some A/B MACs will have people there to man a booth and be able to answer questions. Discussed the basketball tournament happening around the time and the impact it may have on the hotel. The Conference ends before the basketball tournament.
 - i. Action: Email Michael if you are on the waitlist and he will try to get you registered.
5. Old/Recurring Business:
 - a. NSC Site Inspection issues:
 - i. Proof of inventory and request from a site visit to provide invoices: providers have arrangements with most major manufacturers that allow providers to process payments using data files – they don't get individual invoices (no paper and no electronic single invoices).
 1. The NSC reported they need help to determine what options would be available in this scenario and requested samples to look at options that would be acceptable.
 - a. Update from the NSCAC membership on providing samples.
 - i. Paula Koenig reported this is very problematic when the site inspector comes in and asks for invoices. Several suppliers do not have invoices for the utilize EDI – so they can't readily produce invoices.
 - ii. Response: the NSC needs proof that you have access to inventory and they understand business is changing and they don't stock inventory like they used to. The rule is more to cover those who have a few items and samples and they bill a lot. So, they need to see what their access to inventory is. The NSC is willing work with the NSCAC on how the documentation can be

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PO Box 3007, Duluth, MN 55803

Ph: 218-464-5169 Website: www.nscac.org Email: amcouncils@associationmgnt.com

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given to them. Asked to provide examples what might be acceptable that they can take to their field staff that they can accept.

1. **Action:** the NSCAC membership will come up with option to offer the NSC when they do not keep a lot of inventory in stock. This will include when suppliers use EDI for their inventory.
- iii. Seeing more trends that the site inspector is asking to email copies be sent directly to the site inspector for they do not want to take the copies with them. Is this appropriate?
 1. Response: the NSC needs specific examples when this happens. The site inspectors try to be electronic. Example: taking pictures with their tablets and they have an APP that will convert to a pdf. They shouldn't be asking for you to email when you already have the copies there for them.
- iv. General question: site visits for a CHOW, revalidation, etc. it is felt by suppliers that it is redundant that the site inspectors are asking for what suppliers have already uploaded to PECOS
 1. Response: The NSC says the site visit is ordered up front so the site inspector has no knowledge whether those documents have been received or not. The site visit reports do get matched up with the application and the documents.
- b. CMS 855S Application/Revalidation Issues:
 - i. Issue when doing a revalidation and it has not closed yet, the record is locked. Having to do paper application. NSC reports that it is a system design. Should be resolved in the redesign in 2019 with PECOS 2.0. Update?
 1. Response: The NSC doesn't have an update on this issue. They know testing is being done on PECOS 2.0 and not well versed on this. They are not sure of the timeline on implementation. Michael recommended calling into CSR when this happens and they may be able to assist.
 - ii. Asked if there will ever be a mandate that suppliers use PECOS.
 1. Response: no.
 - iii. The DMEPOS Enrollment/Revalidation Status Letters sent to the contact person on file (when requested by the provider) vs. having them sent through the mail.
 1. NSC looking at this, but no ETA. It will be all or nothing - it would either be email or snail mail – not both. Update?
 2. Response: The NSC had no update. The previous Director was looking into that but has not carried forward. On revalidation notices, you can check online for that.
 - iv. Issues with revalidations in progress: problems with putting information in and then being developed for information that has already been submitted. It appears analyst is not seeing that and have left messages for the analyst. End up doing duplicate work when it. Looking for guidance. What is the best way to make these things move quickly?
 1. Response: The NSC asked for examples.
 - v. Locations that have never received revalidations for several years – asked what we can do.
 1. Response: This is out of supplier hands. CMS took over the control when providers get revalidation. The NSC no longer has that control for over 4 years. Just had discussions with CMS on this with CMS for there is gap on how they pull the data. He said continue to stay the course until you get notified.
 - vi. Communication issues: not getting calls back. CHOWs should be processed retroactively. Know it is an ongoing issue, but is there anything you can share on best practices if we leave messages and not getting calls back?
 1. Response: If notice one individual who is a repeat offender, let the NSC, Barry, know. Call backs are important. All are required to be on CSR line some hours of the day.
 - vii. Updates done at NSC getting communicated timely with the MACs. How often transmit to MACS:/
 1. Response: The NSC reports that those are nightly feeds and shouldn't be more than a day delay in those changes. Michael shared other contractors may have different systems don't

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know what their cycle is when they accept those updates. Sometimes it takes them time. He suggested to contact the NSC if this happens in the future.

2. May not be a 1 to 1 match – will have to ask the MACs on how that works.

- a. Action: this will be placed on the MAC agenda's.

- viii. DMEPOS PECOS: All

- c. Licensure/Accreditation Issues:

- i. Licensure database: no discussion.

- ii. Edit for Accreditation: CMS will be sending letter to suppliers who had claims in recent period that would fail accreditation edit.

1. The front-end edit is delayed until April 2019 – it is a priority.

2. Product categories and crosswalks: Some HCPCs codes, mostly supplies, are in multiple product categories. This was to be addressed. Have to have either/or.

6. New Business:

- a. Other New Business: No other new business.

7. Future NSCAC/NSC Meetings:

- a. Medtrade Spring: Conf: April 15-16 | Expo: April 16-17, 2019. Looking at Wednesday at 3:30pm (Jur A Council meeting is 1-3pm).

- b. Teleconference: the fourth Wednesday July 24, 2019

- c. Medtrade Fall: October 21-23, 2019

- d. Teleconference: The fourth Wednesday in January

8. Adjournment: Paula Koenig for Joan Cross adjourned the meeting at 2:33pm eastern.

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