

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 July 15, 2015

Time: 2:00pm to 3:00pm eastern (1pm central, 12pm mountain, 11am pacific)

Via Teleconference

Present: Joan Cross, Tom Hood, Paula Koenig, Laraine Forry, Lisa Wells, Debra Silvers, Mary Stoner, Ronda Buhrmester, Kimberlie Rogers-Bowers, Deanne Birch, Sheila Roberson, and Rose Schafhauser. Guests: Barb Stockert
NSC: Erika Williams, Nancy Parker, Brian Banks, Barry McManus, Kim Drake, Rob, and Alonso Cuellar
CBIC: Elaine Hensley

Meeting minutes typed by Rose Schafhauser

Meeting opened at 2:02pm eastern

1. Roll Call: NSC staff, CBIC, CMS, NSCAC Members roll call: Joan Cross opened the meeting with roll call.
2. Statement of protocol for meeting: 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.
3. Approval of the meeting minutes from March 2015: Meeting minutes approved as presented.
4. CMS/NSC updates: Zabeen Chong, Barry Bromberg, Nancy Parker, Erika Williams.
 - a. CMS updates: No one from CMS on the call. Therefore no update.
 - i. PECOS:
 1. Deceased/retired physicians drop off immediately. CMS was working on fix: Update.
 2. Issue with inactive files.
 3. Lack of trust in the files.
 - b. NSC updates: The NSC had no updates at this time.
5. Old Business:
 - a. Site Inspections – the following instances were reported and examples provided:
 - i. NSC site visit last week – photos only but she refused to show credentials or even show a business card. Was there for 20 minutes and not nice.
 1. Regarding ID of rep, should have photo ID available. From time to time the NSC will get specific complaint, The NSC will follow-up and make sure inspector understands they should have photo ID and make it available.
 - a. What are the supplier's options at that time if they refuse?
 - i. If you request and ID, and they were unable to provide, should not let them proceed. Immediately contact the NSC with this information.
 1. The NSCAC asked what kind of ID – driver's license – or does the company provide photo ID?
 - a. The NSC said they should have a photo id issued by the company, i.e., Overland Solutions, Palmetto, IDS or SEER. Should have photo ID by company and a laminated letter signed Barry McManus. If they refuse to show ID, when immediately calling the NSC, the CSR should be able to verify the site inspector provider and pass the information along.
 - b. The NSC stated that it is important to immediately call the NSC CSR so they can document what occurred and that the supplier refused to let the surveyor in without the proper ID, so that if the down the road there is an issue related to why the site visit not being done, the number shouldn't be deactivated.

NSCAC Operations

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- ii. We had an inspection last week and on the letter that explains who the inspector is, they wrote copy all over the letter when we asked to make a copy of it. Why would they not want the Supplier to have a copy of the letter?
 - 1. The NSC said they do ask to avoid copying the letter and if they do request a copy, for them to write “copy” on the letter. This is their standard practice.
 - iii. The inspector was out of business cards & would not let us copy the letter or site inspection form.
 - iv. We had an onsite inspection a week or so ago & the OSI inspector gave us a copy of the Medicare Supplier Standards that show updated Dec 2013 however the one on the NSC website are dated July 2012. The Jan 2012 version is sent with all of our revalidation notices as well. Example provided of the copy that was provided to us by the OIS Inspector and a copy from the NSC website
 - 1. Supplier standards differences on website vs. site visits. The NSC reported that the latest version should be July 2012 – for that one is the most updated.
 - a. Both Barry and Erika are tracking down the 2013 version for they can't explain why a more current dated one is out there than what was on their website. Inspectors should be informed that the July 2012 should be used
 - b. The NSC also reminded the NSCAC that the Supplier Standard Statement can be used, not just the abbreviated or long versions.
 - b. Licensure: crosswalk of the HCPCS codes tied to the product category codes in licensure database:
 - i. Update if CMS has responded on the following list that has not been updated:
<https://www.cms.gov/Regulations-and-Guidance/Guidance/Transmittals/downloads/R865OTN.pdf>
 - 1. Barry has elevated within CMS to see about finding the right person/area to do this.
 - 2. The PDAC has updated the crosswalk, but CMS has not published.
 - a. The NSCAC indicated this would be helpful for providers to determine their states licensure requirements what HCPCS Codes are considered the group codes.
6. New Business:
- a. Other:
 - i. PECOS issues
 - 1. Rose discussed “Changes to the Medicare Opt-Out Law for Physicians and Practitioners and that as a result of changes made by MACRA, valid opt-out affidavits signed on or after June 16, 2015, will automatically renew every 2 years” and if this would translate to the PECOS records where they wouldn't have to revalidate every 2 years?
 - a. The NSC doesn't have any information about this update and recommended we take it to the DMEMAC Councils since there seems to be a major increase in denials for the physicians not being in PECOS even though verified at the time of the order.
 - 2. Increase in the DMEPOS PECOS files issues: the supplier's version of PECOS screens – can't see all the information, but when suppliers call the NSC, the NSC states it shows that they have the information. Asked if NSC is getting a lot of calls from suppliers?
 - a. The NSC indicated they are not getting complaints. They indicated that CMS has acknowledged some problems, but hasn't seen anything. They will bring issues up to CMS in a meeting they have with them tomorrow.
 - 3. Suppliers report CAPs not being process in a timely manner: Can a supplier do both a CAP/Reconsideration at the same time?
 - a. The NSC reported that they have not run over any length of time issues of processing the CAP and are unaware of instances of this being a problem. The supplier can submit both a CAP/Reconsideration at the same time.
 - i. The NSCAC will get examples to the NSC on the issues reported.
 - 4. A supplier reported a problem when requesting duplicate letters with effective date of their supplier number, there have been several instances the system is generating letters 4 to 5 times.

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- a. The NSC indicated they knew about this and have issued a fix. Should have been fixed July 1st. The supplier reported it is still happening and will send examples to the NSC with the respective PTAN.
5. Increase in calls asking for information that is already available or accessible in the NSC system, and when the supplier points it out, the staff sees it.
 - a. The NSC asked if there are examples of who is making these calls. The supplier will email examples over to the NSC.
- b. Review of Q & A:
 - i. Questions:
 - ii. #1 – okay. Asked if they get notified when letters/other information is uploaded in PECOS.
 1. Yes the NSC is alerted.
 - iii. #2 – still a problem, but it is out of the NSC scope.
 1. Asked if we could invite someone from PECOS to our meeting. The NSC indicated it is policy issue and should bring it to the DMEMAC.
 - iv. #3 – Causes complication for CBIC only looks to AO's and not DO's.
 1. The NSCAC asked if the CBIC could allow DO's?
 - a. The CBIC responded that CMS gave them some guidance. In some instance they do have the authority to talk to DO's. However, since the record is tied into what IAACS and then into the CBIC system, while they pull over PECOS data, may not get all the information. In the past, because it is related to contracts, not allowed to talk to anyone else. The CBIC will go back and ask CMS if this is something they could do for they do understand the issue and the need to get that information timely. When the supplier submits bids, the system does allow them to submit other people – suggested perhaps the CBIC could expand that offering - that might help. The CBIC has an internal meeting with CMS tomorrow morning and will discuss.
 - v. #4 – There are 7 instances that this has happened.
 1. What was the time period of the system issue.
 - a. It was one batch of letters that went out in April. Do not anticipate this will happen again.
 2. How long will it take to get the refund for it was an NSC error even though CMS issues the refund?
 - a. When the error was realized, the NSC notified all the suppliers and requested refunds from CMS for all who were impacted. CMS did not provide the NSC exact timeframe on when it should be processed, but was told it takes 3-4 business days for credit card refund and for debit, 4-6 weeks, for CMS will cut a check. If there are issues with credit card refund, CMS would also send a check.
 - vi. #5 – Several suppliers being denied by the CBIC because they look at the NSC records. They have submitted the exemptions to the CBIC – but haven't gotten anywhere.
 1. The CBIC reported that when adding a location form, suppliers will want to provide licensure exemptions when submitting the form, let them know the details as to why the license doesn't apply to them.
 - vii. #6 – answer is fine. Reported just a few scenarios of this happening.
7. CBIC updates: Elaine Hensley
 - a. Round 2, and National mail order:
 - i. CDRD, prelim bid notices at the end of May.
 - ii. Shortly will begin working on pieces to move forward on bid evaluation. Once that complete, move into verifying if a bonafide bid – a few months down the road.
 - iii. Then send notifications whose bids selected for additional information. Once those are received, will go into final stages, do composite, pivotal bid, etc.
 - iv. Announcement first of the year for single payment amounts and contract awards.

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- b. Round 1 2017 – next phase - timeline for registration bid opening. Reminder, ventilators were removed from the program.
8. Future NSCAC/NSC Meetings:
 - a. October 2015 Medtrade - October 27–29, Georgia World Congress Center in Atlanta, GA. Proposing last day, October 29 10:30 to noon if room available.
 - b. January 27, 2016 (4th Wed of the Month)
9. Adjournment: Joan Cross adjourned at 2:46pm eastern time.

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