

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: Thursday, October 27, 2011

Time: 10:30am to noon

Location: Medtrade, Room 213

Teleconference:

Conference Dial-in Number: (712) 775-7000

Participant Access Code: 461361#

Meeting opened at: 10:32am

Meeting minutes taken by Rose Schafhauser

Present: NSC: Erika Williams and Nancy Parker. CBIC: Elaine Hensley. CMS via teleconference: Mark Majestic. NSCAC: Tom Heinrich, Joan Cross, Herb Langsam, Miriam Lieber, Robert Clock, Warren Freeman, Peggy Walker, Sheila Roberson, Barb Stockert, Michael Hamilton, Laraine Forry, Gwen Turner, Paula Koenig, Donna Bunyard, Jolene Ward, Alan Cross, Jenna Pedersen, JD Frank on phone for Tom Hood and Rose Schafhauser.

1. Roll Call: NSC staff, CBIC, CMS, NSCAC Members roll call: Joan Cross opened the meeting with introductions.
2. Statement of protocol for meeting: Joan Cross reminded attendees that 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 July 20, 2011: Motion by Tom Heinrich to approve the meeting minutes as written. Second by Peggy Walker. Motion carried.
4. CMS/NSC/CBIC updates: Zabeen Chong, Barry Bromberg, Mark Majestic, Nancy Parker, Erika Williams, and Elaine Hensley
 - a. Mark Majestic did not have an update: Making efforts and enhancements are made to PECOS system for DMEPOS suppliers. Providing more user friendly that will dramatically shift 10-12 % nationally – hope to get to 90% to be submitted through PECOS. Have listened to contractors and providers. In January there is a release that will allow suppliers to search the number of locations you have – there will be a “my home page” – all enrollments that one has will be in one place. Will be able to select a particular enrollment to review what is there. Reduce the number of clicks that have to happen – enter buttons will be taken away. Will be allowed to sign electronically – no longer requiring to send in the certification statement - only the other documents required. Eventually and upload feature will be added where the documents can be uploaded as part of the online process (not in January update). Fastrack revalidation tab will be available – 4 clicks of a button if no changes are required – suppliers should be able to complete revalidation in 4 clicks of the button and you will be done. Process where authorize officials can have individuals complete the process on their behalf – hope to have soon. Looking at much broader scope – switch from paper to web.
 - i. Pay.gov – website will be changing – will be integrated in PECOS – once you enter all your information - link will take you to the pay page. He will get us the website address.
 - ii. The NSCAC reported that the system is sluggish – suppliers are getting kicked out of the site – is this a common problem? Response: It is being addressed. Revalidation letters sent throughout the country. AB MAC world 18000 letters went out the last week in

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- September. Number of users increased. Monitoring the traffic every day – and working with the PECOS contractor.
- iii. My Enrollments – will be available in January and then can select which location.
 - iv. Can suppliers get a PECOS status of the application? Response: It is something that is being looked at, but not on the table.
 - v. In an April release they are looking at making multiple changes under 1 tax number and multiple numbers - will be able to do that without doing separate CMS855 for each location (example changing officials).
 - vi. Is there someone within PECOS that we can report issues to? Response: Depends on what it is – have to contact the help desk. Systematic problem, like hours of operations, do not have a particular person. The NSC elevates the issues well.
 - vii. May have some formal presentation on PECOS for a future meeting and doing a presentation on the features that were updated. Full time people started in the spring that are computer people for IT trying to use focus groups/provider MAC to develop products with the customer in mind when improvements are made. Nancy to send Mark the information on the spring event.
 - viii. Can there be a helpful description on the website the differences between physicians and DMEPOS PECOS – there is a lot of confusion that they are different. Response: indicated something is in the works now.
 - ix. Why does it take so long for PECOS and NCS to match up? Response: Don't touch application until the they receive the paper, once they get that, then they search for the record in PECOS – that's when the clock starts and they start working on it.
 - x. It appears that CMS 855 gets through faster than PECOS: Doesn't show up on IVR at all when submitting in PECOS if they receive the certification process. Should show up on IVR with PECOS when they receive the certification.
 1. Nancy will have to look more into it for paper is paper and the process is the same.
 2. Submit PECOS questions to CMS through the NSC.
- b. Revalidations – the NSC indicated to not panic and reminded suppliers they will just be sending the letter and not the packet.
 - c. New application takes 60 days if not being developed.
 - d. What licenses need to sent when? Response: All except surety bond and accreditation – send all licenses in.
 - e. Issue with billing number and not billing Medicare for over a year. The number will still be deactivated if not billed within 12 months.
 - i. Competitive Bidding: suppliers billing for denial if not a contracted supplier – getting an ABN – provide the modifier. Denying a PR denial. Without the ABN, it will deny on contractual denial.
 - ii. Those who do not bill Medicare, bill Medicaid, Medicaid requires you have a Medicare number therefore there will be no reason the supplier bills Medicare. Response: If the only reason for getting a Medicare number is in the process of having it for Medicaid, NSC will not enroll you. Comment: CMS needs to get together with states Medicaid to change this.
 1. The NSCAC indicated Kansas and Minnesota law requires Medicaid providers to have Medicare numbers.
 - iii. Observational site visits – don't have acknowledge letters or a form to sign. How do suppliers know they are ok? Response: Should show their credentials.
 1. Some have refused and some do not. The NSC to look into that.
 2. Suggested writing an article on observational site visits in the next NSC newsletter.
 3. How does the NSC know they were there? Response: Pictures.

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- iv. Haven't activated PECOS yet, is a supplier live in PECOS? Response: Just because you haven't activated, PECOS is their enrollment database that is used and they no longer use the NSC system. It should be as current as can be.
 - v. Revalidation letters are going to correspondence address? Response: Re-enrollment addresses didn't transfer correctly.
 - vi. Some information is old. Why? Response: That is why it is important suppliers go in PECOS and look at their information.
 - vii. Should have 1 enrollment record that should all be current information. If updating address it would show the history.
 - viii. Erika asked that we remind suppliers to provide an email address. There are multiple opportunities for contact information. Suggest not necessary the AO – but the main person who may handle the NSC stuff.
 - ix. Implementation with 5010 and a 9 digit zip - is there some tie between the 2 systems if you don't have it? Response: Not sure if there is a link between 5010 and their file. PECOS should already have the 9 digit in it.
- f. CBIC still waiting for CMS to release the timelines. Registration should open soon – the date will be announced. Winter 2012 – bidding window opens – means after the first of the year 2012.
- i. Other issues on the licensure requirements – not anything new – if you intend to go into a state that you are not currently in – you must be licensed. National mail order is the entire country including 50 states and territories.
 - ii. The CBIC gets asked which consultants to use. They do not endorse or recommend. Remind everyone of antitrust information that is out there. It is the supplier's responsibility to submit the bids. Elaine will provide us the link to the FAQ's available on this.
 - iii. Description of mail order is different: waiting for the information from CMS that will be forthcoming. If you use a company vehicle it is considered mail order.
 - iv. Dealing with issue with states that take 6 months to get licenses will be problems for bidding.
- g. Guidance on Implementing Edits for Certain DMEPOS Items: CR7333: Edits for the Healthcare Common Procedure Coding System (HCPCS) codes in the product categories designated by MIPPA as requiring accreditation went into effect starting July 5, 2011: Any update as to when edits will be turned back on?
- i. The NSC did not know. The edits maybe turned on in January per the DMEMAC D.
5. Old Business:
- a. PECOS issues for DME Suppliers: update on saving the hours issue still exists as of the week of September 19th; USPS address is coming up differently (e.g., PO Box 40700 is showing up as 40700 PO Box); other issues or fixes? Contact the EUS help desk on this, they are not aware of it. Should be fixed by the end of next week. Running updates nightly – keep checking it daily.
 - i. Need to ask the question on the revalidation letter going out to the correspondence address – where are they getting that address – NSC system or PECOS?
 - b. NSC Customer Service Issues: no issues were discussed.
6. New Business:
- a. Review of Q & A: the Q & A was reviewed.
 - b. Other new business/questions: All
 - i. Large suppliers: if the NSC knows ahead of time, will try to assign to 1 or 2 people to their file. Contact Erika in this instance.
 - ii. Round 1 form C update: do not know when this will come out.

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- iii. Round 2 – will there be an opportunity to enter bid once for multiple CBA's? Response: have not heard that this is a change being made but Elaine will let Rose know.
 - iv. Walker and all manual wheelchairs.
 - v. Round 1 rebid is supposed to be happening while round 2 is starting. What is the plan? Response: Main prep is for Round 2.
7. Future NSCAC/NSC Meetings:
- i. Teleconference January 18th, 2012 at 11:00am eastern time for NSCAC Only and 2:00pm eastern time for NSCAC/NSC/CBIC
 - ii. Medtrade Spring April 10-12, 2012 Sands Convention Center, Las Vegas
 - iii. Teleconference July 18th, 2012 at 11:00am eastern time for NSCAC Only and 2:00pm
 - iv. Medtrade Fall October 15 – 18, 2012 Atlanta
8. Adjournment: Joan Cross meeting adjourned 11:54am.

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