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The Tele Comm Times

1-800-689-8100 - www.telecommcomputersystems.com

November 26, 2008



Palmetto Updates

The intent of the Palmetto Edition of The Tele Comm Times is to pass on useful information that has been retrieved from the Palmetto GBA website at www.palmettogba.com/J1B. Please be patient when attempting to connect to the Palmetto GBA website, it has been our experience that the site may take some time to come up.

- [2008 Holiday Schedule Reminder](#)

With the holiday season approaching, we would like to take this opportunity to list the holidays that are observed by Palmetto GBA for the remaining calendar year (CY) 2008. Palmetto GBA Provider Contact Center will be closed, Thursday, November 27, 2008, Friday, November 28, 2008, Wednesday, December 24, 2008 and Thursday, December 25, 2008. Please note, the Provider Contact Center will also be closed for customer training between the hours of 11 a.m. to 3 p.m. on, December 5, 2008, January 16, 2009 January 30, 2009.

- [Medicare's Practical Guide to the E-Prescribing Incentive Program is now available online!](#)

The guide explains the e-prescribing incentive program, how eligible professionals can participate, and how to choose a qualified e-prescribing system. To read or print the guide, visit: <http://www.cms.hhs.gov/partnerships/downloads/11399.pdf>. By adopting e-prescribing through Medicare's program, eligible professionals can save time, enhance office and pharmacy productivity, and improve patient safety and quality of care while earning incentives from Medicare.

- [CMS Issues Improper Payment Rates for Medicare, Medicaid, and SCHIP](#)

CMS today reported it protected roughly \$400 million of taxpayer dollars as improper payments for Medicare fee-for-service (FFS) decreased from 3.9 percent in Fiscal Year (FY) 2007 to 3.6 percent, or \$10.4 billion, in FY 2008. The Medicare, Medicaid and SCHIP improper payment rates are issued annually as part of the HHS Agency Financial Report. In addition to improved Medicare FFS payments for FY 2008, CMS reports its first Medicare Advantage improper payment rate of 10.6 percent, or \$6.8 billion, in payments made in Calendar Year (CY) 2006. Also being reported for the first time are the FY 2007 national composite error rates for Medicaid and for SCHIP. The Medicaid composite error rate is 10.5 percent, or \$32.7 billion of which the federal share is \$18.6 billion, and, for SCHIP, the rate is 14.7 percent, or \$1.2 billion, with a federal share of \$0.8 billion.

- [Possible Delays in Redetermination Requests Submitted to NHIC prior to August 8, 2008](#)

Numerous Redetermination requests submitted to NHIC prior to August 8, 2008, and which were transitioned to Palmetto GBA, were not immediately available for processing. As a result, the Palmetto GBA redetermination team was not able to begin working these appeals until the end of September of 2008. This resulted in a backlog of redetermination requests. Palmetto GBA is working diligently to complete the transitioned redetermination requests by early December of 2008. No action is required. Please do not re-submit requests that were originally submitted to NHIC. You may continue to check on the status of your request by calling our Provider Contact Center.

- [Modifier Lookup: Your Resource for Correct Claim Submission](#)

Is documentation required with the claim when submitting CPT modifier 24? If HCPCS modifiers GN and KX are both required, which modifier should be submitted first? Find these answers and more in the Modifier Lookup. This handy tool contains all the information you need to document and correctly submit modifiers. Palmetto GBA revises the information in the Modifier Lookup frequently based on your questions and new published guidance.

- [Temporary Procedures To Facilitate Remittance Status Change Requests from J1 Part B Providers](#)

It appears that during the transition to Palmetto GBA many providers, at one time, enrolled for electronic remittances, but decided not to take advantage of this service and continued to rely on the hardcopy remits, which they continued to receive from their outgoing contractor. They did not experience problems with their remittance status with Palmetto GBA until 45 days after the newly set remit counter elapsed and their hardcopy remits were correctly deactivated. If you have been affected by this scenario, please fax a request for remittance status change on company/provider letterhead to (803) 935-0008, along with your e-mail address. Your remittance status will be changed to hardcopy. **This fax number is only for addressing the remittance status issue.** For more information about the published article, please visit Palmetto website, under Providers / Jurisdiction 1 Part A / EDI / General.

- [J1 Part B IVR System Enhancements](#)

Palmetto GBA is pleased to announce updates to our IVR system serving the J1 Part B provider community. The IVR enhancements will be available for Part B providers beginning Monday, November 24, 2008. An overview of the Part B enhancements includes: Payment Floor information: Part B Providers will be able to obtain the number of claims approved to pay and the pending payment amount for those claims; Providers will continue to have access to information regarding the last three checks paid; Blood Deductible information: Part B Providers will be able to verify the total number of pints remaining for a patient to meet the Blood Deductible; Psychiatric information: Part B Providers will now be able to obtain the number of Psychiatric days remaining in the benefit; Physical Therapy: Part B Providers will have access to the amount of the Physical Therapy Cap satisfied by a patient; and Occupational Therapy: Part B Providers will be able to obtain the amount of the Occupational Therapy Cap satisfied by a patient.

- [Are you eligible for Advanced Payments to Providers of Part B Services?](#)

Visit Palmetto website and see if you meet the requirements.

- If you are having problems with rejections that were not occurring when you were billing NHIC Medicare, you may want to check the "[Alerts](#)" area on the Palmetto website. It has information on how to perform certain billing operations with Palmetto.

- If your Palmetto reports have suddenly become unreadable, this could be caused by a change in report format that Palmetto has been randomly making in some clients mailboxes. To correct this problem, Palmetto must be notified by e-mail that you want them to set the reports back to their original format. Call us if you need assistance with this problem.

- With Palmetto telephone on hold wait times routinely exceeding two hours, consider sending an email to Palmetto, rather than sitting on hold. The EDI Department email address is medicare.edi@palmettogba.com



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November Alerts

Local Coverage Determination for Polysomnography and Sleep Studies for Testing Sleep and Respiratory Disorders - Update	11/24/2008
Possible Delays in Redetermination Requests Submitted to NHIC prior to August 8, 2008	11/19/2008
2009 Medicare Contractor Annual Update of the ICD-9-CM	11/18/2008
Botulinum Toxin Types A and B LCD - Update	11/17/2008
Treatment of Ulcers & Symptomatic Hyperkeratoses LCD	11/17/2008
Chiropractic Service LCD Update	11/11/2008
Initial Nursing Facility Care Codes Submitted by Podiatrists	11/11/2008
Monitored Anesthesia Care LCD Update	11/11/2008
Monitored Anesthesia Care LCD Update	11/11/2008
Gonadotropin-Releasing Hormone Analogs LCD	11/10/2008
Administration Codes for Flu, Pneumonia and Hepatitis B Injections	11/07/2008
Billing Requirements For Provider Information	11/07/2008
Non-Covered Services	11/07/2008
Routine Footcare LCD Update	11/07/2008
Anesthesia Claims Paid Incorrectly Due to Conversion of Minutes to Units	11/03/2008
Bariatric Surgery LCD	11/03/2008

For more information about the listed "Alerts" visit Palmetto GBA website at www.palmettogba.com - [Providers](#) / [Jurisdiction 1 Part B](#) / [Resources](#)

Denial Finder

The Palmetto GBA Denial Finder tool includes resources for resolving the top claim rejections and denial reasons. Save time and resources by looking here before you pick up the phone. The following list is just SOME of the denials listed. Please visit Palmetto GBA website for the complete list of denials.

Denials: Top Reasons and Procedures	10/13/2008
Physical & Occupational Therapy and Speech Language Pathology Caps: Financial Limitation Denials	09/02/2008
Prothrombin Time (PTT): Medical Necessity Denials	09/02/2008
Pulse Oximetry: CCI Bundling Denials	09/02/2008
Reason Code CO-125: Payment Adjusted Due to a Submission/Billing Error	09/02/2008
Reason Code CO-16: Claim/service Lacks Information Needed for Adjudication	09/02/2008
Reason Code CO-96: Non-covered Charges	09/02/2008
Darbepoetin Alfa Injection (non-ESRD use): Medical Necessity Denials	09/02/2008
EKG Rhythm Strip: CCI Bundling Denials	09/02/2008
Eye Refraction: Statutory Denials	09/02/2008
E/M Services: CCI Bundling Denials	09/02/2008
E/M Service: Duplicate Denials	09/02/2008
E/M Service: Global Surgery Denials	09/02/2008
Fecal Occult Blood Test (FOBT): Medical Necessity Denials	09/02/2008
Finger Stick, Heel Stick, Ear Stick: Bundling Denials	09/02/2008
Glucose Testing: Medical Necessity Denials	09/02/2008
Glycosylated Hemoglobin A1C: Medical Necessity Denials	09/02/2008
Heparin: CCI Bundling Denials	09/02/2008
Hospice: Non-Attending Physician Denials	09/02/2008
Hospice: Services Related to Terminal Condition Denials	09/02/2008
Hot or Cold Packs: CCI Bundling Denials	09/02/2008
Influenza Vaccine Administration: Bundling Denials	09/02/2008
Injection Administration: CCI Bundling Denials	09/02/2008
LDL Cholesterol: CCI Bundling Denials	09/02/2008
Lidocaine: Bundling Denials	09/02/2008
Lipid Panels: Medical Necessity Denials	09/02/2008
MSP: Eligibility & Denials	09/02/2008
Myocardial Perfusion Imaging: Medical Necessity Denials	09/02/2008
Night (After-Hours) Services: Bundling Denials	09/02/2008
Noninvasive Vascular Testing (NIVT): Medical Necessity Denials	09/02/2008
NPI: Troubleshooting Rejections	09/02/2008
Physical Therapy: Denied for Chiropractors	09/02/2008
Physical & Occupational Therapy and Speech Language Pathology Caps: Financial Limitation Denials	09/02/2008
Prostate Specific Antigen (PSA): Medical Necessity Denials	09/02/2008
Prothrombin Time (PTT): Medical Necessity Denials	09/02/2008
Provider Certification Denials	09/02/2008