



# The Tele Comm Times

1-800-689-8100 - [www.telecommcomputersystems.com](http://www.telecommcomputersystems.com)

December 4, 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](http://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.

- **[ICD-10-Clinical Modification/Procedure Coding System Fact Sheet](#)**

The ICD-10-Clinical Modification/Procedure Coding System Fact Sheet, which provides general information about the International Classification of Diseases, 10th Edition, Clinical Modification/Procedure Coding System (ICD-10-CM/PCS) including benefits of adopting the new coding system, structural differences between ICD-9-CM and ICD-10-CM/PCS, and implementation planning recommendations, is now available in print format from the Centers for Medicare & Medicaid Services Medicare Learning Network. To place your order, visit [http://www.cms.hhs.gov/MLNProducts/01\\_Overview.asp](http://www.cms.hhs.gov/MLNProducts/01_Overview.asp), scroll down to "Related Links Inside CMS" and select "MLN Product Ordering Page."

- **[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](mailto:medicare.edi@palmettogba.com)



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## November and December Alerts

<a href="#">Incorrect Denials for the Vagus Nerve Stimulation (VNS) National Coverage Determination</a>	12/01/2008
<a href="#">Q1003: Performed in an Ambulatory Surgery Center</a>	12/01/2008
<a href="#">Overpayments on Self-Administered Drugs Under Procedure Codes: J0364, J1562, J2440, J9213 and J9218</a>	11/25/2008
<a href="#">Local Coverage Determination for Polysomnography and Sleep Studies for Testing Sleep and Respiratory Disorders - Update</a>	11/24/2008
<a href="#">Possible Delays in Redetermination Requests Submitted to NHIC prior to August 8, 2008</a>	11/19/2008
<a href="#">2009 Medicare Contractor Annual Update of the ICD-9-CM</a>	11/18/2008
<a href="#">Botulinum Toxin Types A and B LCD - Update</a>	11/17/2008
<a href="#">Treatment of Ulcers &amp; Symptomatic Hyperkeratoses LCD</a>	11/17/2008
<a href="#">Chiropractic Service LCD Update</a>	11/11/2008
<a href="#">Initial Nursing Facility Care Codes Submitted by Podiatrists</a>	11/11/2008
<a href="#">Monitored Anesthesia Care LCD Update</a>	11/11/2008
<a href="#">Monitored Anesthesia Care LCD Update</a>	11/11/2008
<a href="#">Gonadotropin-Releasing Hormone Analogs LCD</a>	11/10/2008
<a href="#">Administration Codes for Flu, Pneumonia and Hepatitis B Injections</a>	11/07/2008
<a href="#">Billing Requirements For Provider Information</a>	11/07/2008
<a href="#">Non-Covered Services</a>	11/07/2008
<a href="#">Routine Footcare LCD Update</a>	11/07/2008
<a href="#">Anesthesia Claims Paid Incorrectly Due to Conversion of Minutes to Units</a>	11/03/2008
<a href="#">Bariatric Surgery LCD</a>	11/03/2008

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

## Denial Finder

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