

CIGNA Government Services

Moderator: Melody Kief
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9:00 a.m. CT

Operator: Thanks very much for holding everyone and welcome to today's Ask the Contractor Teleconference. Just a reminder, that today's call is being recorded.

And at this time, I'd like to turn things over to Melody Kief, please go ahead.

Melody Kief: Hey, thank you. I just wanted to welcome everybody as part of the DME community to the first of three Ask the Contractor Teleconferences that we'll be having to address questions and give you information about – in preparation for the jurisdiction C transition.

I'd also like to take this time to welcome our other hosts from CMS, from Palmetto GBA and from NGS. We have several people here with us at CGS, also to be able to answer any questions you may have.

I'd just like to basically start off by saying that these calls will pertain to the transition and general information regarding Cigna Government Services. We won't be talking about payment policy at this time, or address any claim specific questions.

I wanted to give you a little background about Cigna Government Sservices. Cigna Government Services is a wholly owned subsidiary of Cigna Healthcare or Cigna corporation. We have CGS

or its predecessor companies have been a part of the Medicare business or have acted as a Medicare contractor since the inception of Medicare in 1966. CGS was also one of the original four (DMR) contracts. We served as the region D contractor from 1993 until 2006 when that work transitioned to (Noridian).

Basically, just to give you some background of why these changes are happening, assuming most of you will be aware, but the Medicare Modernization Act included provisions for contracting reform. And as part of that, Medicare contracts were required to be competitively bid, and so in the course of that CGS won the contract for jurisdiction C, and that's why pretty much why this transition is happening.

Something that's a little bit different maybe with this implementation, than at least some of them is in defining the different jurisdictions CMS had provided for a couple of the states. ((inaudible)) we'll be calling that the state thought process, as we go through this transition. In this case, we're talking about Virginia and West Virginia will become of jurisdiction C where they have not previously been.

You're going to notice that we'll be talking about (DME MACs), instead of (DMERCs). We'll be talking about jurisdictions instead of regions. So some more tiny changes that we'll need to get used to as we go into this new world of contracting reform.

Some basic information about our cut over activities. Right now, our cut over date, our official cut over date, when CGS will begin operations for the new jurisdiction C is June first. We are planning on June first being a dark day. There's potential that June fourth will also be a dark day. But we are working through out cutover plans with Palmetto GBA and with NGS and with CMS and once those are completed we'll let you know.

We have started a Web site that you can access, where we're posting the new – trying to keep you up to date with the newest information regarding this transition. That Web site is CignaGovernmentServices.com/transition. We also encourage all of our DME suppliers, and submitters and the DME community to sign up for our ListServs, so that you can get the latest information as quickly as we have.

Also on our Web site, I believe (Roc) will probably be talking about this a little bit more, there is a place for you to submit questions regarding the transition on that Web site.

So now, I'm going to turn over the conversation to (Roc Via) so he can give you some more information about some of our transition activity.

(Roc Via): Good morning and I appreciate everybody calling in. Obviously communications with this type of transition is a key thing, so we want to provide the supplier community as well as the other peripheral community with the information they need to be informed with how the transition is going, some key dates, some important items that people are going to be required to do, because there will be key things that people need to be aware of during the transition.

As Melody said, we will maintain a Web site throughout the transition that will be updated very frequently. And near the end of the transition it may be updated daily. And that Web site is www.cignagovernmentservices.com/transition. And if that's too difficult to remember, just remember CIGNA Government Services.com, and there will be a link that will take you through this transition slide.

We will keep all current information on that site, including all of the newsletters that we'll be sending out, any important information and several frequently asked questions that we encourage everyone to review on a period basis, because we will be updated those as quickly and frequently as we can. And it should address a lot of the questions and concerns that you may have.

We do also have a section on the Web site, where you can submit a question to us, and one of those we will actually turn into the frequently asked questions. So please don't hesitate, if you have a question or concern, feel free to submit something to us, and we'll address it as quickly as possible.

We're also encouraging everybody to sign up with our ListServ. For folks that are all ready signed up for Palmetto's ListServ, we will be transferring into our ListServ so there will not be a need for you to resign up.

The same will go for the Virginia and West Virginia only subscribers to the NGS ListServ. If you happen to be located outside of Virginia or West Virginia, we do encourage you to sign up for the Cigna Government Service ListServ. At present that ListServ is not up and functioning, but it should be at the end of this month, so please just be aware that we do encourage you to sign up for that, however, it will not be up and running until later this month.

We will also be conducting two more ask the contractor teleconferences on April 18, which will be at the same time as this call, nine o'clock central time. And we will also be conducting one on May 16, which we are going to reschedule for later in the day to accommodate the West Coast and national suppliers, just so that they're not having to get up too early to come on to these calls.

And we will send out updated information through our ListServ, and probably also through the Palmetto and NGS ListServ's to give update on those times.

We will also be issuing a series of newsletters through the ListServ, that will give kind of a status report of where we are, what's the transition, some key pieces of information that are coming up. Frequently asked questions and just some general items that the community needs to be aware of. We've all ready submitted one ListServ article, which is in circulation now, and it's gone out in

just the last few days. You will see additional ListServ's –I'm sorry- additional newsletters coming out in the middle of April and also in the middle of May. So please watch for those newsletters as they will contain pertinent information.

((inaudible)) enrollment, which will obviously be a very hot topic, if anybody has been involved with any of these past contract transitions. We will need to get updated ESP enrollment from all individuals that wish continue to receive electronic payments. We need to have updated banking agreement from all individuals. You have seen the communication that has all ready gone out, and you'll see some additional ESP communications, going out over the next several weeks, and probably continuing after the transition. But it's very important that if you wish to continue to receive electronic payments, please submit that information to us.

We will also be attending the (MedTrade) in Las Vegas, which is going to be April 24 through 26, and we'll be prepared to answer any questions about the contract implementation and transition at that time. And we hope to really see a lot of this audience at that event, and work on putting names to faces, and so forth.

We will have some new contact information fourth coming, that will probably be rolled out, late April, early May timeframe. Obviously, with this contract we're going to try to – with this transition we are going to try to make it as seamless as possible so that there will minor impact to the supplier community. However, there will be new mailing addresses for certain key pieces of information and so forth. So please look for that information to come out in the not too distant future.

We will continue to maintain the same 1-800 telephone line that you use concurrently to contact Palmetto GBA. For the Virginia and West Virginia suppliers, obviously that will be a change in telephone number and contact information.

The program safeguard contractor for jurisdiction seat will change. It will continue to be the same program safe guard contractor. However, this will impact the Virginia and West Virginia suppliers, as this is involved in the state swap and the program safe guard contractor will take over the Virginia West Virginia stake.

I'm going to turn this over to Palmetto to speak about some of the EDS functions and some of the changes and impact to the supplier community, Palmetto.

(Sue Alsop): Thank you, (Roc). This is (Sue Alsop) from Palmetto GBA, your long time director of government programs, CDI operations. And with me, I have (Kim Campbell) that most of you in the supplier community know quite well, she's our long time manager for region CEDI. As Melody indicated earlier, we will be changing some nomenclature from region C EDI, to jurisdiction CEDI. But that's one of the few things that those of you who are all ready submitting your claims to region C EDI will have as changes. And Palmetto was delighted that we're going to continue providing you with EDI services. Nothing changes for you until after June first, when you become members of the jurisdiction CEDI community. Until that time, you will remain region C EDI suppliers and nothing changes.

On June first, or soon after when you submit your claims, you will need to change your payer ID in your software mechanism. If you are using vendor software, your vendor will be able to help you do that. And if you're using pro 32 software, we'll be able to help you do that in our new role as jurisdiction CEDI. At that time also, you will have a new number, support number toll free, and you will also have a new address for written communications. Both of these are on our new Web site which is www.palmettogba.com/jcedi. On this Web site, you will have all of the opportunities that you had on the old Palmetto region C Web site, and things are not very changed. So those of you who are in region C EDI right now will remain they way you are with only that one change to your payer ID and a few contact changes after June first. (Kim), do you have anything you'd like to add for our current submitters?

(Kim): Also, I want to add that our hours operation will continue to be the same from 8:00 a.m., to 5:00 p.m. eastern standard time.

(Sue Alsop): OK. That's it for our current region C submitters.

To our new friends in Virginia and West Virginia, we've had significant help from our friends at NGS and we have sent out a detailed letter indicating the changes that need to be made by Virginia and Web Virginia transitioning suppliers. As you know, you will become members of the jurisdiction CEDI submitter community. What we'd like to do is to make this a lot easier for you and we'd like to avoid the end of time straggling that happens during transitions, and with which we're all so familiar. And by doing this, we'd like to offer you early boarding.

What early boarding is, is an opportunity for you to begin submitting your claims now, to jurisdiction C. We'd like to migrate you from the jurisdiction B front end system to our jurisdiction CEDI gateway as soon as possible. Now there's been some confusion about what early boarding means. All that means is that we have the ability to allow you to begin submitting your claims to jurisdiction C right now. We'd like to do that, again, as soon as possible.

There's a lot of details to review and go through as far as Virginia and West Virginia go. And I believe that the easiest way to do that, is to carefully read the communication that we've sent to all Virginia and West Virginia supplier and submitters as of March ninth. In addition, the Web site, which I mentioned previously, and I will mention again, www.palmettogba.com/jcedi will help you to determine exactly what you need to do become live as an early board for jurisdiction CEDI.

I won't go through all of the details in this letter, or on our Web site, but I will let you know that you do need to read these carefully. Now NGF also has this information posted on their Web site for your convenience. If there's any questions that you have, we are taking calls all ready through

our help desk at a toll free number that is 1-888-613-9271. Also, as (Kim) mentioned support hours will not change, they will be from eight to five eastern time, Monday through Friday.

The letter, I believe, is very self explanatory but if it's not, we invite you to contact us any time for assistance. We're ready to help you and we're anxious to make you part of the JCEDI community. Thank you.

Melody Kief: OK. Let me just recap some of the key items and highlight some of the things you need to be aware of. Again, our cut over date will be June first, there will be a cut off time prior to running the final cycle of May 31, that all claims will be submitted and be part of what's processed under the new jurisdiction fee contract. That cut over – the specific cut over information will be forthcoming in future communications to you.

In the meantime, between now and that time, all calls and mail should continue to be sent to Palmetto and NGS until we tell you differently, specifically in regards to mail. That information will be published on our ListServ, on our Web site, and also be available in NGS and Palmetto GBA's Web site.

Just some additional information about the EFT application. We need to remind everybody that you need to mark that this is a new application. Be sure to attach a voided check or deposit slip with your application. The reason for this change is this is an agreement now, between the supplier and Cigna Government Services, your prior EFT agreement, or either with NGS, or Palmetto GBA. So be sure and completely fill out the application or it will be asking you to provide the corrected information.

Again, we encourage you to visit our Web site for updated information and to sign up for our ListServ, so that you can get information as quickly as we have it. At this time, we'd like to open it up for questions-and-answers.

Operator: At this time if you have any questions, simply press star one on your telephone keypad. You'll hear an automated voice prompt on your line that will indicate when your line is open. Once again, press star one if you have any questions, and we will pause for just a moment.

And we have our first question, go ahead, please.

(Letty Carhan): Hi, this is (Letty Carhan) from (Alpria) Healthcare, can you hear me?

(Roc Via): Yes, we can.

(Letty Carhan): Thank you. I do have some questions. Our department here is responsible for all of the EFT and EDI enrollment. And my question has to do with EFTs, and wanted to ask with the reenrollment that we have to submit the forms to Cigna, will there be a top frame of banks testing where the accounts are being reevaluated again? And is all of that going to be performed prior to the June one transition, so come June one, EFTs are up and running and active, there is no timeframe or lapse where we're going to receive paper ((inaudible))?

(Roc Via): OK. This is (Roc). Just to restate to make sure that we have a complete understanding. With EFT you're basically asking will we have to go through a process with our bank to make sure everything is tested? And will that be done prior to June the first?

(Letty Carhan): Correct.

(Roc Via): I'm going to turn this question over to Melody Kief to let her address that.

Melody Kief: Hi. I'm glad that you're asked that question. Basically yes, we will – our intention is if we get the applications in our test region, we're going to be validating the region that's there, or

updating the new information that you sent us as the supplier. We have – part of our test plan is extensive testing with your banks and basically they go to a pre note period to validate that that information is correct and that is part of our test plan.

(Letty Carhan): Wonderful. So this time, if we did take the opportunity or need to switch a bank account number, different than from what we have with Palmetto, our fear was that, you know, because there's new banking information being received by Cigna that we would be subject to the paper checks. But it sounds that will all be accomplished anyway if we give the bank account.

Melody Kief: That will – that's exactly the truth. But let me remind you, if you do plan on switching bank accounts prior to the transition, you'll also need to send in new – an updated EFT application to Palmetto or (NNGS).

(Letty Carhan): OK. Yes, absolutely. Actually, if it's OK, that was just one more question. During the transition, should we now continue to send EFT forms to both Palmetto and Cigna.

Melody Kief: Up until May 11th, is the date – the cut off date that we set.

(Letty Carhan): Up until May 11th to both companies and then after that just the Cigna?

Melody Kief: That's correct.

(Letty Carhan): Thank you.

Female: Hello?

(Roc Via): Yes.

Female: Hi. I'm calling from a provider in Florida. And our ombudsman have both resigned with Palmetto. And I wondered if Cigna has the same thing on the local level for each state. And if you would be conducting seminars, we really have good education programs with Palmetto and I wondered if Cigna continued with that?

(Roc Via): This is (Roc) and just to reiterate your question and make sure I have a complete understanding, you're basically asking will Cigna continue with an educational program, similar to what Palmetto's had in the past, right?

Female: And also, if we would have state reps as we did, we had – they were called ombudsman, and I just wondered if Cigna does that same thing?

(Roc Via): We will be doing something similar. We will not have state reps but we will have basically jurisdiction reps that will be housed out of our national office. And we'll be traveling periodically throughout the jurisdiction to provide training seminars and so forth.

We will also be emphasizing a lot of self service training where we'll have quite a volume of net courses and Webinars, so we'll be looking for a little more use of technologies to provide some of the education, but we will continue to have jurisdiction (WADS), PR reps, public relations reps, essentially that will be traveling and doing seminars throughout the jurisdictions.

Would you also be coming to either like the state, we have a state association ((inaudible)), and then I did you hear mention that you'll be at (MedTrade). Will Cigna continue to participate with things like that.

(Roc Via): We will continue to participate with some, basically we'll evaluate each individual entity and make sure, obviously what's doing the onsite training is very extensive. So we'll be evaluating those to make sure that they are appropriate. And that we're getting ((inaudible)).

Female: OK. Thanks.

(Theresa): Hello?

(Roc Via): Yes.

(Theresa): Hi, this is (Theresa). I'm calling from KCI USA. My question today, actually is regarding what (Sue) had said about the early boarding for West Virginia and Virginia. Does that mean that we can start sending our West Virginia and Virginia appeals to jurisdiction C now?

(Roc Via): Just to restate your question. The question is, can you begin to send your appeals to jurisdiction C?

(Theresa): Yes, for West Virginia and Virginia?

(Roc Via): No. (Sue) was specifically talking about early boarding because that was specific to the EDI process. Appeals, I'm assuming re-determinations should continue to be sent to your current address.

(Theresa): And that cut off date is May 31st also?

(Sue Alsop): We will be publishing that.

(Roc Via): Right.

(Theresa): Thank you.

Male: Hi. We're a providing in Virginia, and we currently receive paper checks, will we be able to receive paper checks after the transition?

(Roc Via): Just to reiterate your question. You currently receive paper checks, and you're wondering if you'll be able to continue to receive paper checks after the transition?

Male: Right.

Melody Kief: Basically, you will continue to receive the form of payment that you have now, as long as your EFT agreement is up to date. Of course, the Cigna government services and CMS are strongly encouraging all of our suppliers to receive payment by EFT. So we would strongly consider – urge you to consider that as an alternative.

Male: Will do.

Female: Yes, hello.

(Roc Via): Good morning.

Female: Hi. I'm calling from Albuquerque, New Mexico. I'm going to kind of combine a few questions in one if you don't mind.

(Roc Via): OK.

Female: All right. My first question is, I do the provider enrollment and we have approximately 15 supplier numbers for 13 different locations. Are those supplier numbers going to continue to be the same through Cigna?

(Roc Via): Just to reiterate your question, will the supplier numbers continue to be the same with Cigna.

And the answer to that is yes, there will not be a change.

Female: OK. The other thing is, is I called NFC this morning and spoke with the lady in provider enrollment about the NPIs. And I am providing our location NPIs to Palmetto GBA. However, she communicated with me, that they are not going to share those with Cigna. So is there a process in place at this time to provide our location NPIs to Cigna?

(Roc Via): Just to reiterate your question. We may have to do some additional research on this, because this is a little bit unknown to us. So with NPI, so basically you're saying you're enrolling for NPI and submitting that with that your claims. Our understanding is that NPI will be your national provider information and that that will be transparent throughout the contractors.

Female: OK. Through NFC Palmetto GBI we're required to obtain a location NPI to put on the claims for each different supplier. You know, we were told, we would use the supplier number in addition to the NPI number, that's the NPI number that would be required on the claim. So I'm wondering if with Cigna that is going to also be the same?

(Melanie Neely): This is (Melanie Neely) at Cigna. Cigna will receive you NPI through the NPI cross walk contractor.

Female: OK. Now if we currently have the CMS – you know the 855 SS's that we've enrolled our suppliers for each different location. And you're saying that the information is going to stay the same, then upon each – when each different supplier comes up for re-enrollment, is it going to be then, a new application through Cigna?

(Melanie Neely): None of your enrollment of a supplier is handled through Cigna. That is all done by the national supplier clearing house. And that will change. Each VME (Mac) contractor has all NSC numbers for the whole United States in their system, the base information.

Female: OK. So are you saying after June first, it's going to continue to be CMS 855S applications?

(Melanie Neely): That is something that you would have to discuss with the national supplier clearing house, because none of that comes to the contractor. Your application is handled with the NSC.

Female: OK. One last question, on the EFT agreement I – we just opened a brand new location. And so I did a new enrollment, CMS 855F and I did an EFT – a new EFT agreement for that location. And so I completed both pages ahead of time. And so do I have to do that then, for each location?

Female: Yes, ma'am, you do. Everyone of the – and every application that you submit to Cigna government services is considered a new application.

Female: So if the person who completed them, did not check off the new EFT authorization, are they going to return them?

Female: If you didn't check that it's new, no, because we are accepting them even if somebody says that they're an update. We are more concerned with getting your accurate banking organization and your authorization and the copies of a voided check or a deposit check.

Female: OK. Because she had done it as a revision, but you're saying that will be fine.

Female: That will be fine.

Female: OK. Thank you so much.

Female: And I just want to be sure that on that new application that you send it both to Palmetto GBA and to Cigna Government Services.

Female: No. I don't have any contact information to send it to provider enrollment for Cigna.

Female: OK. Now that – you would need to send to all EFT applications to Cigna again. Every supplier will need to submit a new EFT application, if you're being paid by EFT currently to Cigna Government Services. So you'll need to send that to P.O. Box 20010 Nashville, Tennessee, 37202. And that information can also be found at our transition Web site.

Female: OK. So the one that I sent for our brand new location, I sent it to NCF Palmetto but now I need to make a copy of that, and send it also to Cigna.

Female: Not a copy. You'll have to fill out a new application because the one that you sent to Palmetto GBA or to the NSC should have said that the contract was between you and Palmetto GBA. This new agreement is between you and Cigna Government Services.

Female: OK. OK. Thank you.

(Roc Via): Thank you.

(Stephanie): Yes, I was – my name is (Stephanie) and I'm calling out of Georgia. And I wanted to make sure that I did go on the Cigna Government Services Web site and signed up for the ListServ. But I haven't gotten anything yet and I wanted to make sure that nothing has been sent out. The only signs that I've been getting about any updates have been through Palmetto GBA.

(Roc Via): And just to restate your question, basically, you signed up for the ListServ with Cigna Government Services but you're yet to receive anything from Cigna, correct?

(Stephanie): Yes, sir.

(Roc Via): And that would be accurate. Our ListServ, we anticipate it having up and running the end of this month. So you probably will not see anything coming out from the Cigna, from Cigna Government Services until early April.

(Stephanie): OK. Thank you.

(Roc Via): We will continue to use our friends at Palmetto and NTS as the go between until that time to send out information.

(Stephanie): OK. Thank you.

(Yolanda): This is (Yolanda) with CMC orthopedics, we receive electronic ELBs presently. Will we continue to receive those once you take over?

(Roc Via): To restate your question, you currently receive electronic EOB, and you are asking if you will continue to receive those after the transition?

(Yolanda): Yes.

(Roc Via): And the answer to that is yes.

(Yolanda): OK. Thank you.

(Sherry): Yes, this is (Sherry) with infusion partners. My question is, currently we send our claims through region C, and they disperse them out to the other regions. Will Cigna do that as well?

(Roc Via): Just to make sure I understand your question, you currently submit all of your claims through region C, and they disperse them out to all of these different contractors, correct?

(Yolanda): That's correct.

(Roc Via): I'm going to let our friends at Palmetto EDI address that question.

(Sue Alsop): Yes, we can continue to do that, but you need to make absolutely sure that you have the correct payer ID on each (stash) so we know where to misdirect them. We call them misdirecting. When we get a claim in jurisdiction C, or region C, depending on where it might be, we'll say jurisdiction C, if that beneficiary really belongs in region B, we will misdirect that claim to region B.

(Yolanda): OK. Thank you.

(Melanie Neely): And this is (Melanie), I'd like to add something to that. You also need to make sure that you have an EDI agreement on file with the other DME (MAC) contractors that those claims are getting transferred to.

Operator: And we have our next question, go ahead, please.

(Tommy): Yes, this is with (Tagman), Georgia. Come June first, will all claims go to Cigna regardless if it's a data service is June first or before?

(Roc Via): (Tommy), just to restate your question, basically you're asking as a transition date, will all claims, regardless of the day of service, go to Cigna? And the answer to that is yes, you will

continue to submit your claims as you have in the past, through Palmetto, and we will process (all days) of service.

(Tommy): So as far – regardless if it's, you know, data service prior that we still send it the same way. It wouldn't be that for dates and services prior that we send it one place, and then June first we send it to another place, is that correct?

(Roc Via): You are correct. This is not date of service driven. So any dates of service that you have you will submit those two CGS after June first.

(Tommy): OK. One more question. As far as do you anticipate any kind of delays, as far as payment delays, as far as for the transition, because you did mention black Monday, or black whatever. So our dark days or whatever you call them?

(Roc Via): Black Monday, I hope that's a Freudian slip. But yes, we will have a dark day on June first, which will be a Friday, so obviously there will be no processing going on at that time. However, we do not anticipate any other delays, with the possible exception that there may be – we may also have a dark day on June fourth, which is yet to be determined. So we do not anticipate any other delays in payments.

(Tommy): But other than that, the things will go – I mean as far as ((inaudible)), week delay.

(Roc Via): That is correct; we do not anticipate a delay.

(Tommy): OK. Thank you,

(Carrie): Yes, this is (Carrie). I think my question has all ready been answered. We won't have to do any changes to the X55S, correct?

(Roc Via): Just to restate your question, (Carrie), you will not need to make any changes to the X55S you are correct in that.

(Carrie): OK. And then, on the payer IDs will that be process point you get the (580X), (588).

(Roc Via): Palmetto would you like to address that question?

Female: Not if it's about the (855), could you restate the question, please?

(Carrie): The payer ID, will they be assigned once the (588)s have been submitted, the new payer ID?

Female: No. The payer IDs have all ready been assigned. The payer ID is something that you use when you submit your claims. They don't have anything to do with an 855.

(Carrie): Correct. I understand that. I'm trying to determine, because it said we will have enter in our new payer IDs, will those be assigned to us, the new ones or am I missing something here?

(Roc Via): Now are you referring to your electronic funds transfer?

(Carrie): Yes. OK. You stated earlier, you said that we would need to enter our new payer ID, did I misunderstand you?

Female: I think you did. You would need to – you need to enter – your contract is with Cigna Government Services instead of Palmetto GBA. So you'll need to change that on the 588.

(Carrie): OK.

Female: And I guess – I think that the only thing we did say is that when you're submitting electronic claims, you will need to be sure that you have the correct contractor ID, not a payer ID beginning June first. All right, thank you.

Male: Yes, we're a provider in Florida, and I have three questions. With respect to the electronic fund transfer agreement that we're sending to Cigna, are we going to receive an acknowledgement that you had receive it and approved it.

(Roc Via): To restate your question, you asking if you submit an EST agreement, will we send an acknowledgement thing that we did receive it. And I'm going to letMelody Kief address that question.

Melody Kief: No. At this time, we don't plan on sending in an acknowledgement that we did receive it. But, however, we will be sending up follow up letters to anybody that we've not received an EFT agreement from. Or if there's any blank fields on the agreement, or any incorrect information. So you can assume that if you don't hear from us that no news is good news.

Male: Second question, with respect to the existent claims workload that's gone to Palmetto GBA prior to the June first cut off, who's going to finish processing them and if we have questions regarding unpaid claims or denials, are we going to be addressing them to Palmetto or to Cigna.

(Roc Via): And just to restate, if there are claims or workloads in general that are pending, who will be handling that after June first, and where will the questions be addressed to, correct?

Male: Correct.

(Roc Via): All of this workload, even ((inaudible)) workloads, will be transitioned to Cigna Government Services on June the first. So we will be completing on new and pending workload that – at NGS

or at Palmetto at that time. Any questions that arise regarding payments and whatever it may be, will be addressed to Cigna Government Services after June the first.

Male: The last question, is anybody aware of any kind of NPI doctor UPIN cross walk billable.

(Roc Via): Just to restate the question, if anyone is aware of an NPI doctor cross walk, correct?

Female: That's something we'll probably have to do some research. And if that's something that you need to be aware of, we will be sure that that gets published or in any Q&A.

Female: And you're talking about referring physicians, correct.

Female: Sir?

Operator: And I'm sorry, actually that line may have been closed down. Sir, to continue the question, if you push star three, and I'll open your line for you.

Female: Were you referring to a referring position?

Male: Correct.

Female: OK.

(Roc Via): Does Palmetto or NTS, would you have an answer to this question? OK. Well we'll table this question and do some additional research on this. Please take a look at our Web site in a couple of days. We will be posting the minutes from this call, and we'll attempt to address that particular question in the minutes from the call.

Operator: All right. And we will move on to our next question, go ahead, please. Your line is open.

(Michelle): Hello, this is (Michelle) from Florida. And early, we had discussed that the help desk telephone numbers were going to remain the same. And that the hours of operation we're going to remain the same. And somebody had mentioned that they would be eight to five, Monday through Friday, eastern standard. However, when I called team services, at Palmetto GBA, I can't get through to anyone after 4:30. So just to be clear, can I get through after 4:30 until five? Or is it still going to be up to until 4:30.

(Sue Alsop): This is (Sue) with Palmetto GBA and I'm answering on behalf of the technology support center, jurisdiction CEDI. Our hours will remain eight to five eastern time. And you can get through until five o'clock. I think you may be confusing this with the team services or provider services area.

(Michelle): Right. That's what I'm referring to. So then, if I'm trying to dial team services with Cigna, will they be open to 4:30, or what are the hours of operations for Cigna team services.

(Roc Via): OK. You are referring to our customer service call center, correct.

(Michelle): Correct. If I need to speak to a live voice regarding a claim, how long do I have during the day to reach someone?

(Roc Via): We are currently working on our hours of operations and verifying that information. We will have that published in the very near future. So I'd refer you to back to our Web site, and also look at the bulletins and the ListServ information that will be coming up shortly.

However, whatever our hours of operations are going to be, if it's eight to five, we will be manned that entire time and be ready to take calls for that entire time.

(Michelle): OK. Thank you.

Operator: Next question, your line is open. And hearing no response, we'll move to the next question.

Female: We are a provider in North Carolina, and Cigna Government Services currently processes our part B claims. And I apologize if this has all ready been asked or answered, we were a couple of minutes in getting to the conference. Has there currently – will there be a change in claims address and is there a different electronic payer ID.

(Roc Via): To restate your question, you're a North Carolina provider, currently submitting claims to our part B operations for Cigna Government Services. And you're wondering if there will be any change for your DME claims, correct.

Female: Yes. I'm going to turn that question over to the Palmetto EDI team to address.

Female: Hi, this is Palmetto EDI. You will have a change in payer ID, which some people call something else, what was that other term we used? Contractor ID, as of June first. Right now, your DME claims are coming into 00885 and your contractor ID will come 18003 and that will be as of June first.

Female: And let us please reiterate, that is only for your DME claims.

Female: What about claims address?

(Roc Via): As far as the address to mail paper claims to, that will be coming out very shortly.

Female: OK. Can I restate then our current contractor payer ID is 000885 and it will become effective June first 18003, is that correct?

Female: Your current contract ID is 0085. And your jurisdiction C contractor ID will be 18003 as of June first.

Female: And of course, naturally, you know, we separate our DME claims from our regular part B claims, and again, since Cigna Government Services is our part B and processor of our claim, did I understand that we will still need to separate the DME claims from all other detail on?

Female: That is correct. There will be no change whatsoever to your part B claim.

Female: OK. Thank you.

Female: And just a reminder, to ask a question, it's star one, star one on your phone. If you find that your question has all ready been answered, you may remove yourself from the queue by pressing star two. We will move to our next question, go ahead, please, your line is open.

(Audry): This (Audry) in Oklahoma. I was just going to point out that the written instructions published on Cigna's Web site on the new EFT agreement say that currently enrolled Palmetto GBA suppliers should submit a revised CMS 588. It doesn't say to check as new EFT as a revised one.

Female: And I think that basically, we were talking about revised, as far as who your contract is with. So we're accepting either one.

(Audry): OK. Great, thank you.

(Roc Via): And we'll go back and review that information just to make sure that's clear. And if there's anything we need to adjust we'll be glad to do so.

(Audry): OK. Thank you.

(Roynita): Yes, hi, this is (Roynita) from provider services in the state of Virginia. In regards to the claims that are all ready or currently being processed through what we are submitting to region B, will you all get the information from Palmetto working file, or will you all prefer us to submit initial CMAs and documentations with those claims that have all ready been processed in the past.

(Roc Via): So basically you're asking, will we need any new information with CME or will we utilize the common working file for that information, is that it?

(Roynita): Yes. I'm going to let (Melanie Neely) address that question.

(Melanie Neely): Yes, we will not need any new CMNs. The CMNs that you have all ready submitted to NGS for Virginia and West Virginia will be transferred to our system.

(Roynita): OK.

(Abby): Hello?

(Roc Via): Hello.

(Abby): Hi, this is (Abby) at KCS. I was wondering what would the process be for questions that cannot be answered by the customer service representatives, like will there a manager call back or a level two representative?

(Roc Via): Just to restate your question, you're asking what the escalation process will be for calls that are not resolved on your initial call into the call center, correct.

(Abby): Yes.

(Roc Via): We will have an escalation process that we are currently working on defining the process. So we will have – if you have difficult technical questions or systems questions or something on that line, we will have an escalated process to address those questions.

(Abby): OK.

(Roc Via): And we will put more information about that in the future communications.

(Abby): OK. Thank you.

(Tommy): Hello.

(Roc Via): Hello.

(Essie): Yes, this is (Essie) from (Doken), Alabama. Right now, we're able to access easy print to print out ELBs through Palmetto. My question is, are we going to be able to do that through Cigna?

(Roc Via): So the question is, currently you are using easy print to print your EOB and will you be able to continue to do that, after the transition to Cigna?

(Essie): Correct.

(Roc Via): The answer that, and anybody correct me if I'm wrong on this, I believe I do have an understanding is that will be transparent. So yes, you should be able to continue to print your...

(Essie): OK.

(Roc Via): And we encourage everybody to utilize the easy print software.

(Essie): The second question, will we be able to use CSI also?

Female: Yes, you will.

(Essie): OK.

(Letty): Hi, this is (Letty) calling from (Apria), again. I just had a confirmation question – a confirmation and then another question having to do with the EDI (ERN) enrollment. My understanding is that those forms, we do not, first of all need to reenroll any of our supplier numbers on that aspect of the EDI and that those will be continued to be handled through Palmetto, not Cigna.

(Roc Via): So you're asking if your – if clients are enrolled currently in EDF, do they need to reenroll, and will that be done through Cigna or through Palmetto. You will not need to reenroll and that will continue to be done through Palmetto.

(Letty): OK. And then my other question had to do with my understanding is that Cigna still has remained as the processor of the EDI and (ERN) enrollment firm for (Noridian), is that still correct?

(Roc Via): The question is does Cigna continue to do the EDI and (ERN) enrollment for (Noridian) and at this point, that is correct.

(Letty): Thank you.

Female: Am I understanding right for the predetermination, do we still send our stuff to (Trust Solutions)?

(Roc Via): For – and you're asking for pre determinations or advanced medical determination does that continue to go through (Trust Solutions)?

Female: Correct.

(Roc Via): And the answer to that is yes.

Female: OK. Thank you.

Female: Yes, I want to clarify, once again, on – I have – if we're having a new location so that it will be a new supplier number that we're currently negotiating for June and let's say I'm – I have an application that I need to send in around the middle end of May, will I then just send that to Palmetto GBA or do I need to send it to both Palmetto GBA and Cigna it's prior to June first, for a new location, new supplier?

(Roc Via): The question is, if you are enrolling in a new supplier, or a new location and you have an EFT agreement that you need to send in the middle of May, who do you send it into, correct?

Female: No, no. Not just the EFT, the whole application.

(Roc Via): The whole application. OK. The application will continue to go through the NSC. All new supplier enrollment will continue to be handled by the national supplier clearing house.

Female: However, if you're sending that information to the national supplier clearing house, after May 11, then the 588 that accompanies your 855S will need to indicate that the agreement is between you and Cigna government services. And again, May 11 is the cut off date. Prior to May 11, you would send the 588 portion of your application, both the NSC and the Cigna Government Services.

Female: OK. So after May 11, the EFT to – that I'm sending to Palmetto, as long as it just has the Cigna Government Services in it.

Female: That's correct.

Female: And so one last question we have a – on our newest location, we were doing a transition, we were moving a location that we were leasing to a brand new location that we own. But due to cross over claims, I did not term that location. And we have our lease that exists until May 31st. And so, come May, I will want to term that location supplier number, will I do that through GBA?

Female: Terminating supplier numbers is always handled through the NSC.

Female: OK. Thank you.

(Roc Via): Thank you.

Female: I just have a question on the clarification of your early boarding for Virginia and West Virginia, so you are you stating that we can start transmitting today, the Virginia and West Virginia claims to region C, and they're going to pay us?

(Roc Via): The question is, if you're in Virginia and West Virginia, and you want to give out early morning process, can you begin to submit claims to jurisdiction or region C.

Female: Yes, you can.

Female: And Palmetto is going to pay us?

Female: The claims will go to region C right now. They will become jurisdiction C as of June first.

Female: OK.

Female: So on our remits, are the remits going to come back from Palmetto or (Administar)?

Female: They will come back from us, Palmetto.

Female: OK.

(Roc Via): Just to verify this information with Palmetto, with Virginia and West Virginia suppliers, they really need to enroll with region C to begin billing, correct.

Female: That is correct.

(Roc Via): And once those claims begin to come in, we'll use the misdirected claims process, and you will take claims for Virginia and West Virginia and essentially send them through national government services, correct.

Female: That is correct.

(Roc Via): And the remits will come from national government services, correct.

Female: Unless they're electronic.

(Roc Via): Unless they're electronic.

Female: The electronic remits will come from Palmetto GBA.

(Roc Via): OK. Just wanted to verify that.

Operator: We have our next question; go ahead, please, your line is open.

Female: Yes, I'm calling from a provider in Georgia, and I have a question about the early boarding.

Would we in Georgia be eligible to participate in that?

Female: No. If you are in Georgia, you are all ready submitting your claims to Palmetto GBA, as the region C (DMARK). You're all ready doing it. You don't need to early board, you're all ready there.

(Roc Via): However, if you are billing paper claims, we would encourage you to sign up for electronic claims.

Female: No, we're billing electronically.

(Roc Via): Great.

Male: Just a quick question, you gave the mailing address for EFT quickly, and I did not catch it. And also, your e-mail address where the information is available. Can you repeat both of those?

Female: Basically the EFT application to be mailed P.O. Box 20010, Nashville, Tennessee, 37202. And there's not an e-mail address, there is a Web site...

Male: That's what I was looking for.

Female: ...that has a place for you to submit questions, and that would be cignagovernmentservices.com/transition, and there's a link that says contact us.

Male: Forward slash what?

Female: Thank you very much.

Male: You're welcome.

(Bill Barren): Yes, I've got an EDI question, this is (Bill Barren) at reimbursement services in (Grier), South Carolina. And this is in regard, we've got a number of customers in Virginia. We too transmit everything to region C, and then they're dispersed to region B. We have EDI agreement on file with region – well all four (DMARKS) or regions. Do we need to do anything for those region or Virginia customers?

(Roc Via): So currently you're in Virginia, submitting claims to South Carolina, and you're submitting claims to region C, and allowing the claims to be disbursed from there, correct.

(Bill Barren): That's correct.

(Roc Via): Do you need to make any changes?

(Bill Barren): For the Virginia customers. We do have EDI agreements on file with region C.

(Roc Via): You should not have to make any changes.

(Bill Barren): OK. Great. Now, one other question in regard to an earlier question on being able to send the Virginia claims to region C now, and they will be directed to region C, rather than disbursed to region B. Do we need to change anything in the payer ID, or anything? Or is that handled automatically? Does that make sense?

(Roc Via): I believe it does. You will have to change the – and I'm going to let Palmetto verify this, but you will have to change the contract ride the – around June the first, to make sure that the claims are being submitted to Cigna Government Services as opposed to Palmetto.

(Bill Barren): OK. But in other words, we don't have to change anything now with Virginia customers or patients to go to region C.

(Roc Via): Palmetto would you please verify that?

(Kim): For the Virginia, West Virginia customers that you have that you would be transitioning into us, yes, we would ask you to give us a call so that we can verify that all of those set ups are correct, especially if you're doing electronic – going to be doing electronic remit assist for those suppliers.

Male: OK, (Kim), thanks.

Male: I've recently received my NPI number. Do I need to send a test batch to Palmetto before the June first, and after June first, do I need to send a test batch to Cigna?

(Roc Via): So the question is you recently received your NPI number and you're asking if you need to send a test batch to Palmetto GBA prior to June first, and then after June first submit one to Cigna Government Services, correct?

Male: That's correct.

(Roc Via): Palmetto, would you be able to answer that question.

Female: You don't have to test with your NPI. If you do wish to test any time with Palmetto GBA EDI, or with jurisdiction CEDI, it is an automated procedure, and you may at your convenience.

Male: Thank you.

(Roc Via): And once that testing is done you should now have to do any additional testing with Cigna Government Services.

(Tommy): Yes, this is (Tommy) with (Tagman). As far as – is there any plans as far as being able to have claim information available on the Web or to the Web that we can go in and make corrections and then resubmit.

(Roc Via): Excellent question. And just to restate, will there be any type of Web interface, that will allow you to check the status of claims, and make changes via the Web. At this point, the answer to that is now, that is not permissible.

(Tommy): OK. Thank you.

Female: Yes. Can you let me know, are they planning to have on the April 18 conference, any information regarding how to get our group NPI numbers to Cigna.

(Roc Via): The question is on the April 18th call, will we have any information about how to get your group NPI numbers...

Female: Yes, all of the various location NPIs to provide that information to Cigna.

(Melanie Neely): This is (Melanie) at Cigna. All of the contractors receive your NPI information through the NPI cross walk contractors.

Female: OK, so we don't have to worry about it then.

(Melanie Neely): No. They provide all of the contractors with a file that cross walks your NPI to your NSC number.

Female: OK, great.

(Melanie Neely): So basically, Palmetto is receiving the information on May 31st. Cigna will receive the same information on June first.

Female: OK. Thank you.

Operator: Just checking for additional questions, again, it's star one if you have any questions, please.

(Linda): Hi, this is (Linda). I'm a biller out of Texas with medical management services, and I had a question about our ombudsman, would our ombudsman remain the same in our district? And will we continue to have an online event, I guess, going with Cigna that we currently have with Palmetto GBA.

And also, a second question, would be someone asked earlier about an NPI cross walk, I know on e-care we can also look up UPIN numbers from most doctors, so would e-care provide a national provider's identification number for the doctors as well?

(Roc Via): OK. To address the first question, which is basically will we continue to have an ombudsman for the state of Texas. We will have national ombudsman but we will calling those provider relations staff. And we will continue to have both Webinar, which is basically where you can contact us or call in a specific time, and we will go through a specific training course.

We will also have a series of net courses which are basically self study courses that you'll participate with. To address your second question, you currently have an application where you can look up provider UPINs, correct.

(Linda): Yes.

(Roc Via): And you're wondering if that will continues.

(Linda): Yes, will u-care also provide like a national provider identification like to the (edit) that shows it. I mean e-care shows UPIN numbers, when you input a doctor's information such as the as the first name, last name or where the state that the doctor is rendering services.

(Roc Via): In this case, we're not familiar with e-care, so we assume that it's probably going to be your software vendors that you'll need to contact. Palmetto, do you have any information on this. Palmetto?

Female: No, it's not a Palmetto value added feature.

(Roc Via): OK. I would suggest that you contact your software vendor, and direct that question to them.

(Linda): OK. Thank you.

Female: I all ready forgot my question. I'll call back. Thanks.

Female: Yes, hi, I'm just curious, this new contract that goes into effect June first, what links of time is this contract effective for, five years, seven years? Was there a period of time that it was in effect for?

Female: The new (MAT) contracts are basically issued for one year and they're renewable for four additional years, at which point, they would need to be re-competed.

Female: Interesting, thank you.

Female: ((inaudible)).

Female: Yes, I have a question about the other conference calls; will we be discussing any of the claims processing in either one of those phone calls?

(Roc Via): The question is, will we be discussing any claims processing during any of the future contract – ask the contractor calls. On the April and May calls, these are very likely to be centered around implementation. So if they are claim specific questions, or payment policies, those we continue to be addressed through Palmetto and the national government services.

Female: OK. Thank you.

(Roc Via): We will discuss information such as where to send the information, discuss more the EDI information we talked about today, that is claim specific or payment policy specific, those will be – continue to go through national government services of Palmetto.

Female: No. I'm not talking about claims that we have in process. If we have a question about how you all process claims, if we have certain problems now with Palmetto, and we want to ask you a question to see how you all handle that problem is that going to be available to ask you prior to the transition.

(Roc Via): Right. We would consider that claim specific, and we would not be addressing those at that time.

Female: I would suggest that you submit that question via our Web site, and if it's something that we can address from a policy perspective, we will or include it in future bulletins or future ask calls post transitions.

Female: OK. Thank you.

Operator: With that, there are no additional questions in the queue. Melody, I'll turn it back to you and the speakers for any additional or closing remarks.

Melody Kief: OK. Thank you very much. We really appreciate everybody's attendance at the call today and your good questions. Basically we just want to reiterate that our goal is to make this as transparent to you as possible. We will change as little as possible. And where changes are required, we are going to let you know via our ListServ, via our Web site, via our bulletins, and via these calls what the changes would be.

I would anticipate that probably our last ACT call, we will be focusing very heavily on cut over activity, telling you the last date that things need to be done and how those need to done. Again, we look forward to serving as your (DME MAT) contractor, and we realize that our relationships with you are going to be the things that make us successful. And we want to build a strong foundation as your contractor, and do everything we can to make this experience as easy for you as possible. Thanks for your participation.

Operator: Again, thanks everyone, and that will conclude today's conference call.

END