

CIGNA

Moderator: Melody Kief
May 16, 2007
1:00 p.m. CT

Operator: Good day everyone and welcome to today's ask the contractor conference call. Today's conference is being recorded.

I would now like to turn the conference over to Ms. (Melody Kief), please go ahead, Ms. (Kief).

(Melody Kief): Thank you. We'd like to start by welcoming all of the (D Mark) suppliers, and others that have interest in the jurisdiction C implementation. We – as was noted, this is an ask the contractor call. It will be our final ask the contractor call prior to the cut over in operations for jurisdiction C.

I'd also like to welcome the others that are joining us on this call. We have representatives from Palmetto GBA, and from National Government Services, and from CMS with us today to also answer any questions we may have- that you may have later.

I want to tell you a little bit about the format of this call, what we're going to be doing, and what we're not going to be doing. Basically, we will start off by giving you general information about the implementation, how it's going, what you can expect, what – give you specific dates on some things. We will then have a question-and-answer period. During that question-and-answer period, we don't want to talk about payment policy or talk about claim specific issues. We'll

entertain questions regarding the implementation and cut over activities, and those activities that will impact suppliers leading up to cut over.

I'd like to tell you a little bit about CIGNA. And for those of you that have joined our other two ask the contractor calls, I'm going to apologize for repeating myself a little bit here. But CIGNA Government Services is a wholly owned subsidiary of CIGNA Corporation. We have been a Medicare contractor, us or our predecessor companies, since the inception of Medicare. So we have been paying Medicare claims since 1966. We were one of the original (Fort Deemer) contractors.

Our location is in Nashville, Tennessee. So all of our claims processing activities will happen here in Nashville. Basically, there are some things that are a little bit different about this implementation and some of the others that you might have experienced over the past year. And particularly, we will be taking over the processing of claims for all of the current region C states. In addition, we'll be doing what we call a state swap, with national government services. So we will also be processing claims for beneficiaries that live in Virginia and West Virginia.

You'll notice in the new world, that things are a little bit different, that we'll be talking about DME (MAC) versus (D Marks). We'll be talking about regions – jurisdictions versus regions. So some of those things, also, have changed. Basically, if we talk about the actual transition and what you can expect, we want to try to answer as many of your questions as possible.

Basically, our – the goal of this transition, the goal for CMS for CGS in Palmetto and NGS is to provide as little disruption to the beneficiary and supplier community as possible. We are looking that CGS will assume operations from jurisdiction C processing, effective June first. What that will mean is that we will have – that we will have several, what we call dark days leading up to that cut over. Basically, when we talk about cut over, we are talking about cut over activities. It's not necessarily something that happens just on one day. We're going to talk to you about some

activities that will impact you leading up to that time period. But in this case, what will happen is those of you that are current Palmetto – currently submitting claims to Palmetto, and will – for region C, we will have a dark day on May 31, so the last day to submit claims will be on May 30 to Palmetto. We also will have a dark day on June first, and on June fourth, for those are currently in region C.

For those that are suppliers in jurisdiction B, we will have a dark day beginning at noon on May 31, and June first, and NGS will be back up and processing claims, normally, beginning on June the fourth. Now it is important to realize that there is a potential for additional dark days to be added to this. So you need to continue to check our – our Web – our dark time. So you need to continue to check our Web site, and if you have not signed up for a list serve, we would encourage you to do that. That's the fastest way to get information about what is happening with the implementation.

Part of what – a lot of the types of questions that we have been receiving is what happens to the claims that are at Palmetto when we transition? Or what happens to the appeals that you submitted to Palmetto that are not complete yet? Or what about correspondence? Basically with this cut over, with CIGNA assuming this contract on June first, all of that work load that is pending, and new work load coming in average the cut over time on May 31, will be assumed by CIGNA. So if you submitted a claim on May 29 and it is not completed, yet, CIGNA will be responsible for completing the processing of that claim. The same goes for any appeals or correspondence or anything of that nature.

Basically, there are several things that are staying the same. The current toll free customer services lines, that you use today for both customer service and IBR are staying the same. The telephone reopening line that you currently call is staying the same. EMC claims will be submitted – if you are a current Palmetto GBS – GBA supplier, you will continue to submit claims to the same place. The only thing that we'll – that you'll need to be aware of is the contractor

change, at cut over time, which Palmetto will go into more detail later. Those of you that are in Virginia and West Virginia will need to change how you submit your electronic claims. And again, Palmetto will talk to us in more depth about this later in the call.

We've also had quite a few questions about the enrollment process. The national supplier clearing house that Palmetto has that contracted. It is a separate contract. And they will still be administrating that contract. So enrollment for a supplier number, any of your enrollment activities will not change. The national supplier clearing house activities still will be handled by Palmetto. There will be no changes to any of the medical payment policies. So we've had a lot of questions about policy changes. As far as medical policy and the payment based on medical policy that will not change at all.

Those of you that are current Palmetto GBA suppliers, your program safe guard contractor will remain the same. (Trust Solutions) will remain the program's safe guard contractor. For those of those that submit claims for beneficiaries living in Virginia and West Virginia, (Trust Solutions) will now be the program safeguard contractor.

Again, there are several things that are changing. Basically, when you submit your electronic claims, you will need to change the contractor code on the claims when you submit them, beginning claims that are submitted on May 31st. We are requiring – there is a requirement that all suppliers who were paid by EFT submit a new EFT enrollment form to CIGNA Government Services. In order to be paid by EFT, you basically filled out an application saying that having an agreement between you and Palmetto. So it is necessary for you to have an agreement with CIGNA Government Services. It gives us access to be able to put money into your bank account.

Basically, what we will also be doing is those of you that submit a claims to us, or that we process your claims, when we were the region B contractor prior to October of last year, we will be using the same editing that we use in our old region D system. We do have two – our three new

mailing addresses. There is a new mailing address for where re-determination and our appeals need to be sent. There's a new mailing address for where claims and correspondence needs to be sent.

And then there's this – a third new address for where you need to send refunds, for voluntary refunds, or for overpayment. One of the other changes that you will see in this contract, has been our provider outreach and education activities will be centralized in Nashville.

I'm going to let (Roc Via) spend some time going over some specific dates that impact you leading up to cut over now.

(Roc Via): Good afternoon, this is (Roc Via). I should be the claims manager for the new DME contract.

I'm going to cover several key dates for you that you need to be aware of that occur over the next couple of weeks. I'll also go into a little bit of detailed information about how those dates will impact you.

I suggest that you do not memorize this, but actually refer back to our Web site, and the forthcoming newsletter that will be sent out very soon for some additional – for the detailed information and so forth. One of the first key dates is May 21. And this is the date where you will begin to send refund checks to CIGNA Government Services. And that address, and again, please don't memorize this, we'll have this information on our Web site, and also in a forthcoming newsletter. That would be CIGNA Government Services, jurisdiction C, DME (MAC), P.O. Box 30629, New York, New York, 10087.

This will be a little bit different for individuals that are currently billing to national government services. Refunds that were requested, or overpayments that are requested by national government services, should continue to go to national government services. Voluntary refunds, however, should be sent to the new P.O. Box.

The second date is May 25. And on May 25, requests for written inquiries, appeals which includes re-determinations, and paper claims should begin to be submitted to CIGNA Government Services. We will have two P.O. Boxes for CIGNA Government Services, one for re-determinations, and one, essentially for everything else, which would include claims with the inquiries, and anything else that relates to those.

The P.O. Box for re-determinations will be CIGNA Government Services, P.O. Box 20009, Nashville, Tennessee, 37202. The P.O. Box for all other mail other than re-determinations will be P.O. Box 20010, Nashville, Tennessee, 37202. Again, I encourage you not to memorize the information but refer to our Web site and to our list serve, and to other communications for some additional information. But again, May 25, will be the date that you will begin to submit information for written acquires, appeals and paper claims to CIGNA Government Services.

The evening of May 29, after nine p.m. eastern time, is the time when you will need to update the payer ID number in your EDI software. Palmetto is going to speak a little bit more on this in just a little bit. But as part of the transition, suppliers that are billing electronically will need to update the payer ID which is sometimes called the contractor ID to ensure that claims begin – will go to CIGNA Government Services, rather than through Palmetto. That new payer ID is going to be 18003. Now, again, that is 18003. And that should be updated in your EDI software after nine p.m. eastern time on May 29. And again, we will go over some additional information associated with this in a little bit.

To reiterate what (Melody) stated earlier, there will be several dark days, and when we say dark days, it basically means the claims processing system is not available to the Medicare contractors, which basically means there will not be claims processing activity, appeals activity, customer service functions, or IBR functions. May 31, all day, will be a dark day for Palmetto

GBA. Starting on noon on May 31, and continuing through June first, will be a dark day for national government services.

June first and June fourth will be a dark day for CIGNA Government Services. And again, remember, all work will transition the evening of the 31st, to CIGNA Government Services. So for contractors that are – for suppliers, rather that are in jurisdiction C, that basically means that you will have a dark day, the 31st, the first, and the fourth, with potential that there could be additional dark times. Again, please see our Web site and look for our list serve messages and sign for our list serve messages so that we can identify you as quickly as possible, if there is going to be additional dark periods.

Currently, our customer service (selections) are slated to begin on June fifth, and this will include both our IBR and our live call center. This June fifth date could be impacted by additional dark time. Also on June fifth, we are currently slated to begin all operational activities, which includes claim processing, appeals processing, and so forth. And again, that could be impacted by additional dark time.

I'm going to turn it over to Palmetto and (Elaine Hensley), for a second to talk about a couple of workload transitions and ((inaudible)) questions. (Elaine).

(Elaine Hensley): Thank you, (Rock). This is (Elaine Hensley) and I am the manger of the (D Mark) ((inaudible)) administration area. As (Melody) mentioned earlier regarding pending cases or requests that are here with Palmetto GBA, those will be either work in process through or be transitioned over to CIGNA for them to complete the work in a timely manner.

As far as a (pill write), suppliers of (pill write) are not lost during this transition. Those remain. You still have the six months to request a re-determination after the initial processing of a claim. And then you still have the 180 days to request a reconsideration once you receive a re-

determination letter. The only difference is that you would send subsequent requests directly to CIGNA as opposed to sending them to Palmetto GBA beginning on June fifth. But we intend to continue to process the work up until the last day and get as many items closed out as we possibly can. And that's all I have.

(Roc Via): Thank you, (Elaine). As we spoke earlier, we are going to have several different venues of communications to make sure that you are aware of the current state of the transition and also activities that you'll need to take as a supplier community.

One of the key things is watch your communications originating from Palmetto and from national government services for new mailing addresses. You will notice very soon that there will be new addresses on such things as claim remits and so forth, as far as where to submit your appeal request, and such is that. So begin to look very closely at the communications that will have originated from both Palmetto GBA and national government services, as they will very soon begin to include new address information.

We strongly encourage you to also visit our Web site on a periodic basis. We do have a Web site dedicated specifically to the jurisdiction C transition. And that Web address is www.CIGNAgovernmentservices.com/transition. You can also go to CIGNAgovernmentservices.com and you will see a link to the transition Web site on the home page.

We also strongly encourage you to sign up for our list serves. Basically, the list serve is one of the most efficient and quickest ways to ensure that you get the most up to date information. And with this transition there is a lot of moving pieces and so forth. So we want to make sure that you have the most recent information as soon as possible. So I strongly encourage you to sign up for our list serve.

We are transitioning the individuals that are signed up for the list serve for Palmetto and for national government services for the state of Virginia and West Virginia into our list serve function. However, I do encourage you to continue to sign up for our list serve. That way we make sure that we have the complete supplier unit ((inaudible)). And that nobody is missing communications when they need them.

We will also be partnering with Palmetto GBA and national government services to jointly submit all list serve information that relates to the transition, through May 31.

We have also been sending out a series of three newsletters, two of which have all ready been sent out and one that will be sent out probably later today or tomorrow that's probably some detailed information regarding the transition and the information that you need to be aware of. Again, this is an ideal resource to go to for information that we previously talked about such as dates of when actions need to take place, and also mailing address. Please look for a newsletter that will be coming out either later today or early tomorrow that should provide significant information as far as dates and addresses go.

We are also in the process of mailing a CD that contains the supplier manual as well as all of the previous newsletters to all the suppliers in the jurisdiction C area, which would include Virginia and West Virginia as well as all of the region C states. That information should be going out, either later this week or early next week and should be arriving shortly thereafter.

Again, as I said, there is a new contact information forth coming, please begin to look at this information as it does contain new addresses and so forth. Many of the phone numbers will be staying the same, however, there will be some – there will be a few changes, so again, I encourage you to review that in detail.

We also be launching a new Web site, close to the end of this month and it will be our operational Web site, that will contain such information as the supplier manuals, links to medical payment policies and the ongoing information that's needed for the suppliers to continue functioning and so forth. This will also have our provider outreach information and so forth. And again, that should be live near the end of this month.

(Melody).

(Melody Kief): OK. Let me –what I'd like to talk to you about a little bit is the process for you sending applications for changing or receiving payment by EFT to CIGNA Government Services. And as I talked about earlier, the agreement that you signed initially to begin receiving electronic (sun) payment was with Palmetto, and that agreement gave Palmetto the rights to actually put money into your bank account. So CIGNA needs to have this same type of authorization agreement on file for us to be able to do the same thing.

What I'd like to do is I know that this has been very frustrating for the supplier community and I know it's been frustrating during each of the transition so first let me apologize to you for that frustration, ask for your patience, mostly because a lot of what we're hearing is that you want a phone number to be able to call and talk to us, or you want us to acknowledge receipt of your application. And as much as we'd like to do all of those things, basically we need you to understand that this is a very large number of supplier applications.

We're processing – trying to process somewhere in the neighborhood of 27,000 of them. And it's much more important to us that we be able to process each of those, than to go back and verify that yes we received them. I'm going to talk about in a few minutes how you can potentially be able to verify that we received it.

But I also want to talk about some of the issues we've experienced with those authorization forms that we've received. Basically we are contacting every supplier that has not sent correct information or did not fill out the form properly. For the most part, the errors that we're seeing is in section five, there is a field that says where you have to name the fee for service contractor. Many of you are just copying other authorization forms that you have with (Nuridian) or that you have with NGS, or that you had with Palmetto.

Unfortunately, those forms still say (Nuridian) or they still say Palmetto or they still say NGS. It needs to say CIGNA Government Services. If it doesn't, you need to fill out a new form and send that in to us.

There's also a requirement that you send a voided check or deposit slip or a letter on your bank letter head, indicating the name on the account and the routing number and the account number. We've had many, many suppliers that have not submitted that with their application. If you did send in the application and you did not send in the bank information or the banking information you can send that separately as long as you send that, you attach a piece of paper that says that it is – that you previously submitted your EST authorization form. And that this is for the DME (MAC) because we do have other Medicare contracts here. So it's important that you let us know which Medicare contract it is, and be sure it includes your supplier number so we can match that up to your authorization form.

We also have had a lot of people sending in their authorization forms to our corporate addresses or sending them to our Part B contract addresses. That's delayed those getting – those authorization forms getting to the people that are processing the DME network. So it's very important that when you mail your authorization form that you mail it to CIGNA Government Services, DME/EFT P.O. Box 20010, Nashville, Tennessee, 37202.

Other questions that we've had are if you all ready have an authorization, if you are a provider in North Carolina and Tennessee and you all ready have an authorization form on file, with CIGNA, do you need to fill out a new authorization form? Yes, you do. We need a separate authorization form for can of your provider or supplier numbers. So that is also important.

If you're having problems figuring out to fill out the form, we recommend that you visit our Web site, at www.CIGNAgovernmentservices.com/transition, and click in the upper right hand corner on the education link and there will be an online tutorial that will walk you through filling out the EFT application.

We basically, we put – there's been some confusion about dates. Mostly, I think around the fact that Palmetto GBA will quite accepting changes to your EFT authorization last Friday. So June 11, our May 11 date was the last day that Palmetto GBA would accept any changes to your current EFT set up. CIGNA basically will guarantees that we will make all changes, and process all applications that are in our office on May 18 by cut over. That doesn't mean that we won't continue to process, applications that we receive, but the only ones that we can guarantee that will be processed by cut over, are the ones that are in our office by May 18th.

One of the things that we are going to do is we plan to send a pre note to every supplier's bank who we process their application as of May 25. So on May 25, we're going to go in and every supplier that we've received your application and its accurate and its complete we will, on May 29, send a pre note to your bank. Now what that means is it's going to query your bank to say – ask if it's OK, for us to send money. So what we do know is that many banks – if you call your bank on the 30 or 31, they can verify that that query hit your bank. So that is the only way, really that we have that you can verify that we have received your application. We processed it and everything is all ready. It's the only way possible that we can contact up to \$27,000 suppliers to verify that we have received that information.

And now I'm going to turn it over to Palmetto and to (Kim Campbell) to talk about our EDI activities involved with this transition.

(Kim Campbell): Thank you, (Melody). This is (Kim Campbell). I'm a manager for EDI operations here at Palmetto GBA.

First of all, I'd like to say on behalf of CIGNA Government Services the jurisdiction C EDI services will continue to be provided by Palmetto GBA. What does that mean for you as suppliers or submitters? There will be changes, but first I'd like to tell you what is not changing for you. Currently our hours of operation are eight to five eastern, those will not change. If you need EDI support, you will still continue to call during that time. If you are all ready enrolled with Palmetto GBA at region C, or jurisdiction C, you will not need to re-enroll.

The current forms and the enrollment process that we have in place, we will continue with those forms and with that process. So if you're used to it, that will continue without change. Your submitter ID and password that you currently use to submit claims to Palmetto will not change. You will not need to re-enroll that either. If you currently have our pro 32 software or if you currently have the Medicare remit easy print software, commonly referred to as MREP, those two softwares will not change. You will continue to use those.

The phone number that you are currently using to submit your claims to Palmetto using our GP Net front end will not change, that stays the same as well. And also, currently, you are receiving three types of reports from us, your 99 subbing report, your response report, and then your debt edit report. Those reports will continue in the same manner in which you have been receiving those.

Now let's move over to the changes that we'll have to make. We have a new Web site that you will begin using and you can begin using it now. Now that EBITDA is

www.PalmettoGBA.com/JCEDI. Once again, www.PalmettoGBA.com/JCEDI. If you are having trouble accessing that, you can go to the Palmetto home page, and over on the right hand side under quick links, click on JCEDI and that will take you to our home page, as well.

The phone number that you are currently calling for EDI support will change effective June first. That new phone number is 888-613-9271. Once again, that's 888-613-9271.

The mailing address that you are currently using to submit your enrollment forms to Palmetto EDI will change effective June first. I'll give you that mailing address as well. That's Palmetto GBA, Jurisdiction C, EDI, AG-420, P.O. Box 100170, Columbia, South Carolina, 29202-3170.

We also have a new e-mail address that you may contact us with basic EDI questions and information. That new e-mail address is jcedi@palmettogba.com.

CSI or claim status ((inaudible)) which a lot of our users are used to. We have updated our manual and there is a new manual posted out under our new Web site, under the software and manual section, and it was posted on 5-14 of this year.

For those users who currently have the express plus software, you will need to switch that software either to the jurisdiction C software pro 32, or either to a vendor software of your choice.

The big change that (Melody) alluded to a little bit earlier is your payer ID. It's commonly referred to as the payer ID, the receiver identification number of the contractor number. Currently that number for regency is 00885. Effective with the transition that number is changing to 188003. For our submitters who are currently pro 32 users, we have detailed instructions located out on our new Web site for our pro 32 users will have to go into the software, and make the updates to change the payer ID in that software. If you are using a software from a software vendor, we

encourage you, if you have not all ready contacted them, to call that software vendor so that the changes can be made to your software to accommodate this new payer ID.

Detailed instructions on where the payer ID needs to be changed in your files is located out on our Web site, under our general information. It's one of the topics on the left side, whenever you are on our home page of JC EDI. This payer change is effective with claims that you submit to jurisdiction C effective after nine p.m. on May 29. All claim files submitted prior to nine p.m. on May 29, please use the payer ID of 00885. After nine p.m. please switch it to 18003.

Let me talk specifically to our Virginia, West Virginia suppliers for a few minutes. For those of you in Virginia, West Virginia who have not all ready enrolled with us, please visit the Web site. And under our general information, there is a copy of the letter, and transition packet that we mailed out to you some time back, if you do not have a copy of it. It contains the forms and information about the transition and what you need to do to get enrolled with jurisdiction C. Of course, if you've got any questions about how to submit the forms, how to fill out the forms, you may go ahead and give a call now.

If you have all ready enrolled with us, you begin submitting to us now. You do not have to wait until the June first transition period. We encourage you to go ahead now and start submitting. Until the June first date, we will continue to direct your claims to jurisdiction B for processing and payment.

All of the information that I've discussed over the last few minutes is located out on our Web site, and it is a little more detailed than what I've given you. And once again, I would ask you to visit our Web site. If you have not signed up on our new Web site, please go into your profile on the Palmetto Web site and update your profile, so that you will be receiving all of the JCEDI information.

And as there are changes or updates that occur between now and a June first date, all of that information will be posted under the general topic, under the JCEDI section.

That's all I have at this time, and I'd like to turn it back over to (Melody).

(Melody Kief): OK. I'd just like to recap a little bit, the stuff that we talked about today. Basically, again, we will begin cut over activities that impact suppliers beginning next week, where we've asked you to send your refund checks to a new address beginning on the 21st. We've asked you to begin sending your claims and appeals request, and correspondence to a new address beginning May 25. Also, we would like for you to be aware of dark days and cut over activities related to those dark days.

As (Kim) said, you will need to change your contractor number, beginning after nine p.m. eastern on May 29th. There will be a dark day for current Palmetto GBA suppliers on May 31 and a dark day beginning for NGS suppliers at noon on May 31. June first will be dark for all suppliers for NGS and for the new CIGNA jurisdiction C contract on June first. And also for the GS – the jurisdiction C contract or suppliers, it will be a dark day on June fourth, with potential for that to be a little bit longer. Again, we ask that you check our Web site regularly, and even over the weekend, that weekend to verify – to find out how – whether that dark day will be impacted.

You should continue to send your calls and mail to Palmetto GBA or to NGS until those dates that you find on our Web site that we've talked about today. Again, during dark days, the provider call centers will be – will not be available because this system is not available to answer questions. If you've not signed up for our list serve, please do so at our Web site at www.CIGNAgovernmentservices/transition. That's the fastest way to get information.

Basically, there will be a transcription and a replay of this call available, and you can find that information on our Web site, within the next couple of days.

As we move into the Q&A period, I'd like to just make a request of everybody on the phone, we have quite a number of suppliers that have called in to this call, and we want to answer as many questions as we possibly can. We want to answer as many questions as we can. So I would just encourage you to listen to what the questions that are being asked. And if your question is asked and answered, we would just ask that you would remove yourself from the queue, so that we don't keep answering the same question over and over again. And everybody who has a new question, has the opportunity to ask.

There is one other activity that you will find on our Web site, and in our new bulletin, and should have been notified, but if you are a supplier in – for national government services, the payment floor has been reduced. Now you will begin receiving payments almost immediately after your claim adjudicates. It's important for you to note that because once those – after the cut over period, that payment floor will be raised immediately. So you will have up to 14 days or more if you submit paper, before you start to see payment for those because you've been being paid early for those claims for Virginia and West Virginia beneficiary.

So NGS, do you have any thing to add to that?

Female: We don't have anything.

(Melody Kief): OK. So now we'd like to open it up to question-and-answer.

Operator: Ladies and gentlemen, if you wish to ask a question, please press star then one on your touch-tone telephone. You will hear a tone indicating you have been placed in the queue, and then a voice prompt on your line will indicate when your line has been opened. Now if you find your question has been answered, you can remove yourself from the queue at any time, by pressing

the star key followed by the digit two. And do keep in mind, if you are using a speakerphone, to please pick up the handset. Again, that is star one for questions.

Caller, your line is open please go ahead.

Female: Hi. Just wondering about the correct EFT forms, where I can get them so I can get them in before the 18th.

(Roc Via): This is (Rock). You need to verify you are looking for the correct EFT forms.

Female: Right.

Female: And basically you can find a link on our Web site. If you look under the new section and one of the – there is a link there to the CMS Web site, where you can download that form.

Female: So if I have a current CMS EFT form, you know, the newest one, it's the same for all contractors?

Female: It is.

Female: OK. And as long as I – do I – is there a way to FedEx it in so that I make sure that it gets there before the 18? Is there an address that is not a P.O. Box?

Female: Yes, let me give that to you. We recommend that you try to use express mail with the mail service, if you can, but if you must FedEx it to us, you can send it to Two Vantage Way, Nashville, Tennessee, 37228. Again, it's critical that you put on that envelop somewhere that this is for the DME (MAC) because that's where mail for several contracts go and we need to be sure that it is sent to the DME processing area.

Female: So what exactly should I put besides CIGNA Government Services, and then DME dash...

Female: EFT.

Female: DME-EFT.

Female: Yes.

Female: And that's it. There's not like suite number or room number or body.

Female: No. Unfortunately we do that with a P.O. Box number.

Female: OK. So if I do FedEx it's going to go CIGNA Government Services DME-EFT and the address was number two and what was after that.

Female: Vantage Way.

Female: Vantage Way.

Female: Yes, ma'am.

Female: Vantage Way and it's Nashville, 37228. And if it gets into your mailbox before Friday, then hopefully it should be processed so that the funds are not interrupted.

Female: That's correct.

Female: I have a question. If you never received an updated EFT form, what would happen with payments? Would they go paper check?

Female: They would go paper check, yes, ma'am.

Female: OK. Thank you very, very much.

Male: Yes, good afternoon.

(Roc Via): Good afternoon.

Male: I'm a pro 32 users, and I just wanted to confirm, the payer ID, do we go ahead and change that now, and submit claims? Or do we need to wait until after May 29, eight p.m.

(Roc Via): Just to verify your question, you're a pro 32 user, and you want to know if you should go ahead and change the contract – or the payer ID now, or wait until the specified date.

Male: That is correct.

(Roc Via): (Kim), would you address that question?

(Kim Campbell): Yes. For our current pro 32 users or anyone else who was currently submitting to region C, and for our earl borders coming on for West Virginia, Virginia, up until nine p.m. on May 29, you will use your current payer ID for those submitting currently to region C, it's 0085. For the Virginia, West Virginia people, it's 17003. For any claim file submitted after nine p.m. on 29th you will all need to change your payer IDs to 18003.

Male: OK. So if I understand correctly, then you want us to go ahead and continue to use our current payer ID until that date, and then change it thereafter, correct?

(Kim Campbell): That is correct.

Male: Thank you very much.

(Roc Via): And just to reiterate that date, that was after nine p.m. eastern time on the 29th.

Operator: Caller, your line is open, please go ahead.

Male: Yes, I had a question about the refund checks. You said to start to sending, is it only voluntary refunds on May 31.

(Roc Via): This would be for, assuming that you currently – and just to reiterate your questions, our refund checks, where do you send them and what date. After May 21 if you are currently a Palmetto GBA supplier, and ((inaudible)) Palmetto, those would be submitted to CIGNA Government Services.

Male: Even if we initiated the refund with Palmetto?

(Roc Via): Correct.

Male: OK. And then, the payment floor will it be waived for Palmetto submitters?

(Roc Via): No, it will not. It will remain the same.

Male: So there will be no – so we should be receiving checks on the fifth, sixth, and seventh of June, if we're currently submitting to Palmetto if we should have one come up at that time.

(Roc Via): Can you restate your question just to make sure we have a complete understanding?

Male: Well I want to be sure, I want to understand we're not going to wait 14 days from June first to get our first payment.

(Roc Via): You're correct. You are correct. Just restate your question; the payment floor will not be changing for the client. So our cash flow theoretically should not be interrupted.

Female: Other than the dark days.

Male: Right. OK. Thank you.

Female: Hello?

Operator: Yes, please go ahead, caller.

Female: OK. I have a questions. Actually, I want to know when will the NPI testing start.

(Roc Via): Just to reiterate your question, NPI testing has all ready begun and you should probably have all ready tested with your contractor. If not, that will begin with the NPI contractor, I do believe.

Female: So we should all be all ready submitting claims with the NPI on there.

(Roc Via): You can, correct.

Female: Yes.

Female: OK. Also, I wanted to know if EFT is mandatory?

Female: EFT is not mandatory but it's highly suggested. Basically that it – you do get the availability of your funds much quicker, because there is no mail time. In addition to that, say the Medicare trust spend a lot of money. Basically print and mail costs are some of the highest costs that we incur as Medicare contractors. So you – that's your way that you can help keep the Medicare program alive longer.

Female: Right. I just wanted to verify because some people said it was and some said it wasn't. So, you know, there was like a disagreement there. So it's not mandatory. If you have it, you just have to submit the new form. If you don't, there's no need to get it.

Female: Now we – you do need to know that CMS is moving towards making it mandatory. If you make any changes at all to your supplier number, if you submit a new 855, you are required at that time to sign up for EFT.

Female: OK. So if you're making any changes, then yes, you are required?

Female: Yes.

Female: OK. And one last question about MPI, will there be a roster, just like there's a Web site for the UPINs, will there be a Web site for MPI provider numbers?

Female: ((inaudible)).

Female: I'm sorry what was that?

Female: (Your cross walk).

Female: (Cross walk)?

(Roc Via): Are you looking for a tool where you can look up, say by name, and find somebody's...

Female: Right. Like at the UPIN registry Web site, there you can look up the – a doctor, by their UPIN number, by their name, by their state. I was wondering if that's going to happen also with the MPIs.

(Roc Via): I'm not familiar with that. I'm going to turn it over to some of the other folks on the call to see if anybody has the information on that. I personally don't believe there will be one, but I wanted to check with the group to make sure.

Female: OK. Thank you.

(Kim Campbell): At this time, registry look up is not planned or is not in the immediate future. It could be something that is down the road.

Operator: Caller, your line is open, please go ahead.

Female: Hi, I'm wondering about Medicare secondary claims.

Female: OK.

Female: I didn't hear it mention being separate, whereas, now you send it to a separate address. Will it remain separate or do we send it where we send all paper claims?

(Roc Via): Just to restate your question, on Medicare secondary claims, you're wondering if there is a change taking place...

Female: No. If there's a separate address to send them to. Currently, we send them to a separate address.

(Roc Via): Pardon me. OK. I'm sorry. There will not be a separate address. You will continue to send them – or you will begin sending them to P.O. Box 20010.

Female: Where we send paper claims.

(Roc Via): Correct.

Female: That's all I needed to know. Thank you very much.

(Theresa): Hi.

(Roc Via): Hello.

(Theresa): This is (Theresa). I'm calling from QCI. My question is regarding the MSP line that is currently in region C, will that be transferring over to CIGNA?

(Roc Via): The MSP line will be transferring over to CIGNA. We are not aware of the MSP line transitioning to CIGNA.

(Theresa): So CIGNA will no longer have the MSP line?

Female: It won't have a separate MSP line, no ma'am.

(Theresa): OK. But they will have the separate MSP department?

Female: Yes, we will.

(Theresa): OK. Thank you.

Female: Hello?

(Roc Via): Hello?

Female: Yes. I'm sorry. My question, and I'm kind of reiterating something somebody else said, but it goes along the different lines. As far as signing up for the EFT, I have sent in my EFT enrollment. And I've talked to a couple of other suppliers, that are in the same situations. Still received the letter, the form letter from you guys that said that you had not received it or that you received it with several errors.

I don't know if you didn't receive it, or if you received it with errors. I listen today and here what you're saying the most common errors are. I didn't make any of those errors. I suspect I know what the issue is, and it's really not an error on my part, but on your part, how do I get where I can to talk to somebody to find out how to fix something? I mean I know you don't have a line, and I understand the reason why. I just don't know how to proceed from here to rectify my situation.

Female: Well the letter that was sent out and some of this is timing, so basically the letter that was sent out on May fourth went out to all suppliers who we had not received their application in house by April 13.

Female: OK.

Female: So if you mailed your authorization form any time, you know, even up to maybe even a week before that, that potentially could be it.

Female: OK. So do I just hide and wait and hope. You said something about you might later be giving – a know that there's not an actual line or anything, but semi deal or some way that we could kind of try and figure out if you have gotten our stuff or not?

Female: What we will do on the 29th of May is we are sending what is called a pre note to everybody's bank that we have processed your application.

Female: OK.

Female: So we will send that on the 29th, and generally that information is available to your bank on the 30th or the 31st. So what it does is it acts just like an EFT. We essentially send a blank file to the bank using the information that you provided as in bank sends us back a message saying yes this is OK. So your bank will be aware that you have been sent that pre note.

Female: OK. Additionally, how do we correct errors that you guys may have on record. I'm aware that, I don't know when, but at some point in time, clearly Medicare or Palmetto transitioned all of the information on all of the providers to you guys. Since then, with Medicare, I have had a chance of address, but you guys don't have it.

Female: We aren't looking for addresses on your EFT information.

Female: OK. But how do I change that with you now?

Female: If you need to change your address, you have to do that through the NSB.

Female: OK. I've all ready done that through them, but you're mailing stuff to my old address, but they have my new address.

Female: Then – it depends on when you sent that to them and how – and whether it's processed or not.

Now I know that we had the EST file as of a certain date from Palmetto. So it may be that the file that we have if you did that within the last month or so, we could have had your old address, that's correct.

Female: Right. OK. But they are still transmitting data directly to you guys, so you will catch up with them.

Female: That happens on the cut over.

Female: OK. One last question, I have pending issues with Palmetto and I know that you all are continuing to process anything that's pending with them thereafter, but specifically they show they've made electronic funds transfers that may bank shows they never received, are you all going to be following up on that kind of information? And if not, how do I continue to pursue that?

(Roc Via): At present, you really should be working that with Palmetto and trying to resolve that issue.

Female: Well I am but they haven't returned any of my phone calls in over 10 days. So I'm working very hard to get that worked out with them before any of this transition takes place, but if it doesn't, what do I do?

(Roc Via): When the contract transitions after June first, and we begin taking ((inaudible)) customer services calls around June fifth, that will become our responsibilities and we will work with you through our regular customer service channels ((inaudible)).

Female: OK. That's what I needed to know. Thank you.

Operator: Caller, if you are on a speakerphone, please depress your mute function or pick up your handset. Hearing no response, we'll move to the next question.

Female: Hello?

(Roc Via): Hello?

Female: Yes. We currently use the PC Ace pro 32, but with the new payer ID number that you gave us, are we allowed to submit claims through (availability) instead of the pro 32?

(Roc Via): Just to reiterate your question, you are using the pro 32, and you are wondering if you can submit through (availability)?

Female: Well yes, (availability) was (thin) or (thin) is now (availability).

(Roc Via): OK. (Kim), I'd like you to address that if you could.

(Kim Campbell): You may use the (availability) if you wish, and I would suggest that you contact them to reiterate with them the fact that the payer ID does need to be changed. We do – or you can use pro 32, or if you like, we've got a list of certified vendors located out on the Web site for anyone that may need to switch software vendors. That's your option.

Female: OK. So if we do submit through (thin) or (avallity), will we still get our remittances electronically?

(Kim Campbell): If that's currently how you're set up with region C, whenever we switch to jurisdiction C, that will remain the same.

Female: OK. That's what I needed to know. Thank you.

(Roc Via): And just to reiterate something that (Kim) stated, a lot of people are using third party vendors to do their EDI billing and so forth. Make sure that your vendors are aware that they do need to update the payer ID. This is not solely limited to people that are using pro 32, it is anybody submitting electronic claims, including vendors and vendor software.

Operator: Caller, your line is open.

(Kelly Selman): Hi my name is (Kelly Selman). I'm calling from DSP (Help Solutions), and I have a question regarding on Palmetto GBA's Web site, I found a DME supplier manual for the CMS 1500 0805, the new claim forms. And within that, it doesn't appear to be correct information because item 24H through 24J it says leave blank, and it actually tells you to put the UPIN or the NPI in 24K. And I was wondering where I could get a corrected version of this DME supplier manual.

(Roc Via): Just to reiterate your question, you're looking at the Palmetto Web site, and it looks like there's some incorrect information in the supplier manual. We're actually in the process of sending out a CGS jurisdiction C supplier manual, which will probably actually be going into the mail in the next few days, so actually starting today. So you'll probably be receiving that in the mail, and this will be in the form of a CD, which should have the updated information.

We are also launching a Web site around the end of the month, I'm not exactly sure of the date, but around the end of this month, that we'll have a all ((inaudible)) supplier manual. And it's what we would really encourage you to go most often will be our Web site, as it will have the most current information.

(Kelly Selman): OK. And also I really didn't have luck yesterday calling for NPI information in regards to D (Mark), who can I contact regarding questions about NPI D (Mark) for region C.

(Roc Via): For region C, as far as the contact in the NPI, there is an NPI contractor that's responsible for that work. I do not have that information in front of me. I'm going to ask the group if they are familiar with the name and the number of who you should contact.

Female: Palmetto, do you have that on your Web site?

(Kim Campbell): I don't have it with me, but you can go to the Web site, and link over to the CMS Web site, and that should have all of the information for the enumerator, how to contact them, either by telephone or by e-mail.

(Roc Via): Does that help caller?

Operator: Caller, your line is open.

Female: I'm calling from Memphis Eye and Cataract. And my question is what is the proper contractor name for the contractor ID number 18003.

(Roc Via): For 18003 it will be CIGNA Government Services.

Female: OK. Also, I understand that our supplier numbers will be staying the same, is that correct?

(Roc Via): It is correct.

Female: Thank you so much.

(Roc Via): No problem.

Female: Hello?

(Roc Via): Hello.

Female: Hi. I have a question regarding the claim reopenings, if there's going to a telephone number for that? Or is it going to stay as Palmetto discontinued their policy on April 16 of this year.

(Roc Via): As far as telephone reopenings go there will be a telephone reopening number. We are taking over the Palmetto number. I'm looking to see if I have it in front of me. It will be 1-866-813-7878.

Female: OK.

(Roc Via): That's 866-813-7878. And we will conduct telephone reopenings.

Female: OK. You will conduct them.

(Roc Via): And we will basically be doing those on very simple clerical error corrections that we are able to complete over the phone, and don't require additional documentation.

Female: OK. And how about as far as re-determination request.

(Roc Via): The re-determination request will need to be submitted in writing.

Female: In writing.

(Roc Via): That will be to P.O. Box 200090.

Female: OK. And Nashville, and the 37202.

(Roc Via): Yes.

Female: OK. Thank you so much.

(Roc Via): Thank you.

Female: Hello?

(Roc Via): Hello?

Female: Yes. I have a question. As far as the appeal process, which is first the re-determination, it goes to that new address, 20009, but do we use the same form?

(Roc Via): You will once – I'm sorry to reiterate your question, when filing a re-determination request, do you use the form previously utilized by Palmetto. We suggest that you download the form from the CIGNAgovernmentservices.com Web site, once it is operational at the end of the month and begin to use that form because it is specific to CIGNA Government Services.

Female: So you're going to have a new form.

(Roc Via): We'll have a new form. It will probably contain a lot of the same information you are used to, but this one will be specific to CIGNA Government Services and it will have our address and so forth.

Female: OK. And then you said that this next step which will continue, I assume, to ((inaudible)) reconsideration it still goes (Trust Solutions)?

(Roc Via): That would be a request for a reconsideration which will – I'm trying to -- give me a second to verify that information, if you don't mind.

Female: OK.

(Roc Via): I'm sorry. Actually, I'm sorry that information will continue to go through (River Trust) who is the (quick) administration which will handle the reconsiderations.

Operator: Caller, your line is open. If you are on a speakerphone, please depress your mute function or pick up your handset.

Female: Hello?

Operator: Yes, please go ahead.

(Roc Via): Hello.

Female: Yes, I have a few questions. First of all, for the appeals and re-determination the post office box is 20009 or 200090?

(Roc Via): 200090. And again...

Female: zero nine zero.

(Roc Via): For re-determination requests it's P.O. Box 200090.

Female: OK. So that's the first step re-determination.

(Roc Via): Correct.

Female: OK. The second thing is roughly a month ago, we sent in a form to Palmetto for – to have EFT drafts. They sent it back and said it was incorrect. And then we received another application in the mail. Did you all send applications out? Did CIGNA send applications to us?

Female: Are you ((inaudible)) applications?

Female: Ma'am?

Female: Are you talking about EFT applications?

Female: I am.

Female: OK. Everything over the last two months that you would have received regarding EFT was sent out by CIGNA.

Female: OK. So if we – to ((inaudible)) we sent out an EFT application, OK, that came from our ((inaudible)). We sent it. It was returned to us. OK. Shortly after it was returned, like two weeks later, we received an application in the mail. The owner did not look; I'm not sure if it came from

CIGNA or if it came from Palmetto. So first of all, I'm asking, did CIGNA send applications to their suppliers?

Female: Yes, ma'am. We sent out applications approximately two months ago. And then we sent out follow up letters, within the last week or two that did not include an application.

Female: OK. I received the follow up letter, but if I received an application letter, roughly two or three weeks ago, would that be from you?

Female: Not unless you had filled out an application and sent it to us and it was incorrect, and we were following up with you.

Female: OK. Now if – so we're not sure where it went, we're not sure if – I guess it went to Palmetto. Let's say it went to Palmetto and they update our files the EFT draft, does it transfer over to you?

Female: (AMEs) still have to fill out an application with CIGNA.

Female: OK. And we download that from the Web site.

Female: Yes, ma'am.

Female: OK. So I think my questions are answered.

(Roc Via): And caller, I believe I actually misstated something. When I was giving out the re-determination P.O. Box, it's 20009.

Female: OK. So there's no zero after the nine.

(Roc Via): Yes, that's correct. I'm sorry that is my mistake.

Female: That's OK. OK, have a good day.

(Roc Via): Thank you.

Female: Thanks.

Operator: Caller, your line is open. If you are on a speakerphone, please depress your mute function or pick up your handset. Hearing no response, we'll move to the next question.

Female: Hello?

(Roc Via): Hello.

Female: Hi. I am calling; I have a question in regards to the JCEDI application form. I am region B supplier currently and we have a region B submitter number. I turned in the application form with the current region B supplier number on there. And I received an e-mail stating that the application could not be processed, as it was sent in. Do you have to apply for a new submitter number, when you move from region B to region C?

(Kim Campbell): This is (Kim). You do not have to apply for a jurisdiction C submitter number. We will use that one from jurisdiction B. If it was returned to you or if you received an e-mail back saying it was invalid, that's letting us know that that was an invalid submitter ID. It could be that it was short a digit or two. If you'd like, you can give us a call and we'll discuss that with you through our EDI support number.

Female: OK. Because I reviewed the application and it's the same submitter number that we are currently transmitting with.

(Kim Campbell): OK. If you'll give us a call, we'll review that with you.

Female: OK. Thank you.

Female: Yes, my question is in regards to ALJs, do you have the address for the ALJ? Will that remain the same?

(Roc Via): Just to restate your question, will the address change for the ALJ? It will not. The ALJ, or the add (quick), as it's sometimes referred to, will remain the same. I do not believe I have the address in front of me. I would suggest looking at Palmetto's or NGS's Web site, and collecting that information.

Female: OK. And my other question is with regard to the supplier manual Palmetto has discontinued that off their Web site. And so until the next two weeks until your Web site goes live with the manual on it, or we receive the CD, what are suppliers supposed to use who use that for their manuals?

(Roc Via): My understanding is that you're saying that Palmetto has pulled the supplier manual from the Web site.

Female: That's correct.

(Roc Via): I'll let Palmetto pulling the supplier manual from their Web site. Going forward, as I stated earlier, we will be sending out a CD that should arrive very soon that will contain the supplier manual. We'll have our Web site up and running around the end of the month, but I'll let Palmetto address the question regarding the pulling of the supplier manual.

Female: OK.

(Anna Carnaggio): This is (Anna Carnaggio) with supplier education. And we have not pulled that information from our Web site. I think the confusion might be with the LCDs of the medical policies.

Female: OK.

(Anna Carnaggio): Are actually accessed via (Trust Solutions) Web site.

Female: Right.

(Anna Carnaggio): But our supplier manual is still out there.

Female: OK. So we – we've – so go through your Web site and Palmetto and not through (Trust Solutions)?

(Anna Carnaggio): What are you trying to – are you trying to access the medical policy?

Female: Yes, the medical policies.

(Anna Carnaggio): We'll actually link you to (Trust Solutions) and you can kind them from there, you can go directly to the (Trust Solutions) Web site.

Female: OK. Thank you very much.

(Roc Via): Thank you.

(Angie Smith): Hello?

(Roc Via): Hello.

(Angie Smith): Hello?

(Roc Via): Hello.

(Angie Smith): Yes, my name is (Angie Smith) with FYI Medical Supplies. I am – you mentioned – someone asked the question about the physician's UPIN number. And just to reiterate, you want us to continue to use the physician's UPIN number since there won't be a link for an NPI number for physicians?

(Roc Via): Caller, can you actually restate your question? I want to make sure I have a clear understanding.

(Angie Smith): Someone asked a question earlier, whether or not there would be a listing made for NPI numbers for physicians, as they have it on most Web sites for UPIN numbers. And you said you didn't foresee there would be anything like that soon. So my question is, on claims that are being submitted, since we will not have anything to give us NPI numbers, or – from anywhere, do we go ahead and continue to use the physician's UPIN numbers? Or are we going to have to get the new NPI numbers from the physicians with the claims?

(Roc Via): On this call, we're not specifically going to address claim specific information just from the simple fact that at least from the CIGNA side, we may not have the proper people in the room.

(Angie Smith): OK.

(Roc Via): If Palmetto would like to answer that question, I would be glad to give them the opportunity, but right now, from the CIGNA standpoint, we're not addressing it to answer that question.

(Angie Smith): OK. That's fine.

(Roc Via): Palmetto.

(Angie Smith): I have one other question.

(Kim Campbell): OK. Let me address that one, briefly, first

(Angie Smith): OK.

(Kim Campbell): As far as NPI goes, there are – what I stated earlier was that there are no current plans to post a UPIN – excuse me – an NPI registry for you to be able to go out and look NPIs up like you have done in the past with UPINs.

But as far as submitting claims, you will still be required to submit and NPI. So what that means is that you will have to get that NPI information from your doctors.

(Angie Smith): OK. Next question, I am presently having some difficulties with some paper claims. And I am – I know they have to be submitted to re-determination and that was kind of answered for me, when the young lady asked for the address. But all I got was the P.O. Box which was 20009. What's the city and state?

(Roc Via): The city and state will be Nashville, Tennessee, 37202. And that is where you will begin mailing information to CIGNA Government Services.

(Angie Smith): OK. So I need to be addressing those there now rather than to – because I've got some that were – I'm having problems with from the Palmetto end. Do I go ahead now when I make the corrections and send them from now on to the Nashville address?

(Roc Via): No. Those will be only submitted after May 25. Anything prior to that, you should continue to work with Palmetto to resolve those issues.

(Angie Smith): Thank you.

(Roc Via): And anything that's pending at Palmetto at cut over date will be transitioned to us. So if you have all ready submitted something to Palmetto, that information will be transitioned to us as part of the cut over task. So there will not be a need to resubmit to CIGNA.

(Angie Smith): OK. Thank you.

Female: Hello.

(Roc Via): Hello.

Female: Hi, I am from region B, but sometimes, some of my clients are region C. Would I still send my paper claims to the address that I sent him for region C, or is that the new Nashville address?

(Roc Via): Just to reiterate your question paper claims for individuals in Virginia and West Virginia for jurisdiction B suppliers, those will begin to be submitted to the Nashville, Tennessee office after May 25.

Female: After May 25.

(Roc Via): Right.

Female: All right then. Thank you.

(Roc Via): Thank you.

Female: Hello?

(Roc Via): Hello.

Female: Yes, sir. We use a third party electronic billing vendor. And our vendor told us that the NPI date has been extended until September or October before it would be required to be on the claims. I'm not hearing that from this discussion. I'm hearing that it needs to be on the claim effective May 23, which was the original date we were given or the claim will be denied or returned, is that correct?

(Roc Via): As far as NPI goes, there is a contingency plan in place. From a CIGNA standpoint, we don't really have the staff and office to address that right now. Palmetto would you like to address that question?

(Kim Campbell): There is a contingency in place. What – there's a lot of information that's located out on Palmetto's Web site about NPI and the contingency. What we are encouraging you to do is if you are all ready have your NPI we're encouraging you to submit it along with your legacy number now. We are – CMS has asked that we do a good – or that you show a good faith effort, that you are trying to get your NPI if you have not. But if you currently have it, we are asking that you go ahead and start submitting it along with your legacy number on your claims, and that is effective May 23rd.

Female: OK. The next part of that question then, if our third party vendor is not up to date, and cannot get up to date, so that we can do it electronically can we submit paper claims until our third party vendor gets our system updated? Even though we currently submit claims electronically and are paid electronically, will that be a problem if we submit paper claims for a while?

(Kim Campbell): What you can continue to do is submit your claims electronically with your legacy number. We will ask you and we will probably from the jurisdiction C side be making some proactive efforts to contact vendors, who are not ready with the NPI to get schedules from them as to when they will be updating software, when they will be ready to distribute their software to their clients. But you can continue to submit them electronically.

Female: OK. Thank you.

Male: Yes, I had questions about claims inquiries with Palmetto. We're currently being told that we have to leave a message and we'll be called back in up to 10 days. And then the 10 days passed and we haven't received a call back. Is there another level we can go to.

(Roc Via): Just to reiterate your call and to stress one thing. We want to refrain from talking about – too much about current policies at Palmetto and really focus on implementation and so forth. However, we do definitely want to address your question. So to restate that, you've contacted Palmetto and they said there's a 10 day turnaround and you are not getting a response, and what do you do next? Palmetto would you like to address that?

Female: You can contact your ombudsman and you can find that contact information on our Web site.

Male: OK.

Female: I'd like to – again, this is not necessarily for this call, but as we said at the beginning of this call, we want to try to limit our discussion to implementation questions. And now answer claims payment questions or anything of that nature. So I would just like remind everybody of that, please.

Female: OK. We received a letter regarding the EFT saying that they have not – you call had not received it, or that it was incorrectly completed. Well we went sent it certified. And it said that the application was received in March 27. And we didn't commit any of the common errors that you described earlier. So we can't recognize any errors on the form, so what do we do?

Female: The only other possibility is we do have a small number of suppliers that their name – the name on their bank account does not match the information that is in the Palmetto system currently. And we're trying to get some clarification on that, but that is not a great number of suppliers. That would be the only other ones

Now what I would tell you is if there was something wrong with your application, then you need to be sure – we will be contacting you about that. Again, if you – as far as where you sent that, that would be critical too, because as I said, we're getting a lot of these applications that are coming from our corporate side, which you would have gotten signed certification from those also.

Female: OK.

Female: So you need to verify where you actually sent it, because even if it was delivered to us, if it wasn't – if it was addressed to our Part B address, or our street address, rather than our – rather than the P.O. Box number or to our corporate address, there's the possibility that it just hasn't been routed to our D (Mark) folks yet.

Female: OK. Now I did send a cover letter that had the contact person's information on there. So someone should be contacting them, if there was a problem like with the bank account or something that way. Because we resubmitted them because we did know what else to do and we couldn't get a hold of anyone.

Female: And that's fine. We would rather you resubmit it, than not have it at all.

Female: OK. Thank you.

Operator: Caller, your line is open, please go ahead. If you are on a speakerphone, please depress your mute function or pick up your handset. Hearing no response, we'll move to the next question.

Female: Hello? Are you there?

(Roc Via): Hello.

Female: Hi. I have just a quick question, again, about the physical address of where to send the EFT enrollment, if we have not all ready done so.

(Roc Via): OK.

Female: Was the name of the street, Vantage Way or (Antage Way)?

(Roc Via): For our physical address, if you are sending something FedEx, it is going to be Two Vantage starting with a V.

Female: With a Victor.

(Roc Via): Vantage Way, Nashville, Tennessee, 37228.

Female: OK. And it's Vantage.

Female: Right.

(Roc Via): You got it.

Female: OK. Thank you so much.

(Roc Via): Hello?

Female: Hello?

Operator: Caller, please go ahead.

Female: Yes, I was wondering, the guy asked a question about a customer service line, so is that just for the transition period, the way it's going on now, about leaving a message? Like when it cuts over and transitions over, you guys will working with people on a regular basis, right?

(Roc Via): That – yes, that is interesting. Once we convert, we will keep the same customer service line that Palmetto is currently utilizing. So we will essentially take over that number. Again, that will come into a different call center than it's currently going to.

Female: OK. And then how about education and in services are you guys working on those as well?

(Roc Via): We are. We are preparing that information and putting together our processes around that. And we will be rolling that out in the not too distant future.

Female: And there is a link on our Web site that you can click on that does say education, so you can see all of our online education there, and any information about upcoming seminars, or other educational opportunities that will be on our Web site.

Female: OK. All right, that's all I needed.

(Roc Via): Thank you.

Female: Hello?

(Roc Via): Hello.

Female: Hi. I just had a question about the telephone reopening slide, you said that you will start doing that again, and I wondered when you would start it?

(Roc Via): We will begin – we will open up the telephone re-opening line and that will happen after the cut over weekend, which will likely be on or around June the fifth, depending on the dark days.

Female: OK. And then also on the EFT form, we don't currently – we're not currently enrolled in that. And it's not mandatory, and she had said – mentioned a date, May 18 for needing to get all of those enrollments in, if for some reason we miss that date, does that mean we can't enroll in EFT afterwards or can we enroll in it at any time?

Female: No. We encourage everybody to enroll in EFT. Again, May 18 is the last date we're going to guarantee we'll be able to process them prior to cut over, but we will process EFT applications from now on.

Female: OK. All right, well thank you.

(Roc Via): Thank you.

Male: Hello?

(Roc Via): Hello.

Male: Yes, were not currently on the EFT, and we had submitted our application but my question is that we will still receive our remittance by mail showing what was paid?

Female: I believe that you receive them for a period of time. Well do you receive electronic remittances now?

Male: No. By mail. And we also receive our check by mail, but I filled out the form to do the electronic funds transfer.

Female: The only requirement is if you receive an electronic remittance in EFT, then you have – you can't have paper remittances. So if you sign up for EFT and get paid by EFT, you will get paid with remittances, as we long as you're not receiving an electronic remittance.

Male: OK. So I'll still receive, according to what you're saying, I'll still receive the paper remittance?

(Roc Via): And again, this is an area where we encourage you to sign up for electronic remits, and utilize the (MREP) software will convert an electronic remit, into a paper remit.

Male: OK. I understand – I guess I have to get more information on that, but my question was, I was still receiving by mail, at this point, my remittance, correct?

Female: Yes, sir, you will.

Male: OK. Even though I did send in the information to have the EFT.

Female: Right. If you are not currently receiving electronic remittances and you sign up for EFT, then you will receive paper, until you do sign up to receive electronic remittances.

Male: OK. And where would I go to sign up for that also, what Web site?

Female: You would do that with Palmetto GBA. That's one of the EDI services that they...

Male: OK. Thank you.

(Roc Via): Thank you.

Female: If we changed our contractor ID on the 29th, and the dark days start on the 31st, what happens to our claims on the 30th?

(Roc Via): Just to reiterate your question if you change your payer ID after nine p.m. on the 29th, what happens to your claims? They will essentially be held, for lack of a better term, in suspension until the system come back. Then we will bring your claims into the system utilizing the date that you submitted the claim to us.

Female: Well because I was just asking you because you mentioned to change it on the 29th, after nine p.m. And you said dark days start on the 31st. So those claims that we're submitting on the 30th, under our new contractor ID are in suspension.

(Roc Via): I state suspension. That may be the improper term. They will not be brought into the claims processing system. They will be held until the system comes up back up and at that time, we will be brought into the claims processing system.

Female: And actually what will happen is there a programming change for those couple of days just to change the contractor number on those.

(Roc Via): OK. So it's still OK to submit them on the 30th. You're just going to hold them until the dark days are old.

Female: Yes, ma'am. Until we've converted everything over to this – over to CIGNA.

Female: So really, the dark days start on the 30th.

(Roc Via): No, they start on the 31st.

Female: We're still going to run cycles. You're still going to receive payments on the 30th. We just won't be bringing claims into the system to be processed on the 30th.

Female: OK. All right, then.

(Roc Via): Thank you.

Operator: Caller, if you are on a speakerphone, please depress your mute function or pick up your handset. Hearing no response, we'll move to the next question.

(Roc Via): Hello?

Female: Hello.

(Roc Via): Hello.

Female: Yes, hi. This is in regards to the EFT. I've heard everything I need to hear, but I'm very unclear, because I just needed to know, I did send the application that you guys mailed to us, back to the address it was stating on the paper. But I did receive the letter that was mailed out on May fourth. My question is, we don't know if it was processed maybe after April 13, could you go ahead and send another application, will that effect if it was processed after April 13, if we sent in another application?

Female: It won't impact it. Now again, that letter was sent out only to suppliers who we had not received their EFT applications on April 13. So if you mailed yours on or around that date, we may not have received it, or after that, we would not have received it.

Female: OK. Because we did mail as soon as we got the – the same day we got the letter, we mailed it out that same day.

Female: OK. Then – you mean the first letter you received?

Female: The application itself, when it was mailed out to us, I believe it was about two months ago.

Female: Yes, it was. It was very close to two months ago. So you would probably – it would probably be best for you to submit another one.

Female: OK. So even if let's say by any chance, the first one was processed after, and I sent in another one, will it override that one?

Female: Well if you sent it in that either, we either haven't received it or it wasn't filled out correctly and we would follow – you still would need to send in a new one.

Female: OK. And I do have the address for the FedEx one but you were saying that it's better to send it express mail.

Female: Yes, express mail to the P.O. Box number.

Female: To the P.O. Box number.

Female: Because – just because that P.O. Box number is only for our DME work so we know it gets to the DME processing area.

Female: OK. Could I have that address just in case, so I could verify.

Female: Sure.

Female: Thank you.

Female: It's P.O. Box 20010, Nashville, Tennessee, 37202.

Female: Three seven two zero two. And it's 100170.

Female: No.

(Roc Via): It's actually P.O. Box 20010.

Female: OK, 20010. That would be the address that I would send it to overnight.

Female: Express mail.

Female: Express mail. OK. Thank you so much. That was it.

Female: Great.

Female: Hello?

(Roc Via): Hello.

Female: Yes, I just have one quick question. I know that we need to change our contractor code obviously by the timeframe, we submit claims for all four D (Mark's) and we submit them all through region C, and then they forward the claims out to the correct place, that will still happen, correct?

(Roc Via): Just to reiterate your question, you are submitting claims for all regions through jurisdiction C and they're using the misdirected process to distribute to the proper contractor. (Kim), I'd like you to address that question.

(Kim Campbell): Yes, of course. We will still distribute the claims through the all jurisdiction.

(Roc Via): OK. Great. Thank you very much.

(Roc Via): Thank you.

Female: Hello. Hello?

Operator: Yes, please go ahead.

Female: Yes, I have a couple of questions. First, we received a notice this morning from I can't remember whether it was from CIGNA or CMS, regarding the CSI online which is going to be dropping the financial information such as (TAME), I was wondering if that information was going to be available in another location.

Female: (Heather), did you send that information out to submitters?

(Kim Campbell): This is (Kim) from Palmetto.

Female: yes.

(Kim Campbell): We updated the CSI manual, and I believe that information was sent out this morning to let suppliers know that the manual had been updated.

Female: OK. And as far as that information being available in other ways, it is available to the 10-Q system.

Female: Through the who system? I'm sorry.

(Roc Via): It's called 10-Q PINQ.

Female: And where can I find out more information about that?

(Roc Via): You want to contact the jurisdiction CEDI group for that information.

(Kim Campbell): OK. JCEDI. OK. I had another question, please. We don't send paper checks for refunds, we send the offset to the fax. Is there is a new fax number that we're going to use? Or will that fax number remain the same?

(Roc Via): The fax number will not be the same it will be change. ((inaudible)) that information in front of me right now. I would suggest taking a look at our Web site and upcoming newsletter for that information.

Female: OK. And I have one more question, please.

(Roc Via): Sure.

Female: During the dark days, I realize you won't be processing claims, but will we still be able to transmit on those days? Will EDI receive the claims?

(Roc Via): Correct. If you – on the dark days you can still submit your EDI claims, and we will receive those.

Female: Thank you very much.

Female: Hello?

(Roc Via): Hello.

Female: Hey, if we all ready sent our EFT application for, but we forgot to include a check, I was wondering do we need to fill out a new application and send it with a check? Or can I just send a check?

Female: Ma'am, what you need to do is you can send your voided check, but very certain to attach a piece of paper to it saying that you previously submitted your EFT authorization form, and that you are a DME supplier, and this is your supplier number. Without the supplier number we can't match your application up to your check.

Female: OK. I would be – I have two supplier numbers, do I need to send in two checks, or just one?

Female: Hello?

(Roc Via): Hello.

Female: Hi there. I have a question regarding the EFT.

(Roc Via): Sure.

Female: We all ready have an EFT on file with Palmetto, I know we need to submit a new one, in part one, do we select revise, or do we select new?

Female: Actually, you need to do new because it a new agreement with – authorization agreement with CGS. But if you have submitted it and put revised, we are accepting both.

Female: You are accepting both.

Female: That wouldn't be the cause for something to be considered wrong with it.

Female: OK. Because I know I did put in revised, so I wasn't sure, but it really should have been new would have been the proper way.

Female: Yes.

Female: OK. And you said with the appeals forms, that's all going to be on the Web site after June first.

(Roc Via): OK.

Female: OK.

(Roc Via): And that information will actually be in our supplier manual which will be coming out very shortly, if you want to pull it from our supplier manual.

Female: OK. Thank you so much. Also two, one last question, are you going to have the ombudsman in service with CIGNA as well?

(Roc Via): The ombudsman in service?

Female: Right. Where you can schedule a visit for the ombudsman to actually come to your office?

(Roc Via): That is something we are currently evaluating right now. Our initial direction is to not provide that service, but to provide you that information online, and to do some online seminars and so forth to provide very similar information. However, we are still reviewing our business plan around that area.

Female: And the phone number that's going to be reopened, where you can just call in to get some clerical errors fixed, is the same phone number that we have currently, or is it a new phone number?

(Roc Via): Yes, it will be the same phone number.

Female: The same phone number.

(Roc Via): 1-866-813-7878.

Female: 1-866-813-7878.

(Roc Via): Correct. And that is not a new number. That will be the same number you have been utilizing.

Female: OK. Great. Thank you so much for your help.

(Roc Via): Thank you.

Female: Yes, hello. I understood you earlier saying that the address for the Palmetto provider enrollment was going to change, is that correct?

(Roc Via): No. That is not correct. For provider enrollment, which is performed by the national supplier clearing house, that information will remain the same, there will not be a change there.

Female: So the P.O. Box and the street address will remain the same for all provider enrollment for the NSC, correct?

(Roc Via): That is our understanding. Any changes in the national supplier clearing house, and provider enrollment is not part of this transition.

Female: OK. Thank you.

(Roc Via): Thank you.

Female: Hello?

(Roc Via): Hello.

Female: Yes, I have a couple of questions for you. The letter that you're going to send to the bank, it's going to do the same thing as the EFT, if for some reason our EFT was not submitted correctly/

Female: Well what we will be sending to the bank is actually a file. And it's called a pre note. And all it does is say, you know, this is CIGNA. And we're sending information to this account, is it all right. And then they'll send something back to us.

Female: And that will open it up for the EFT to go into effect.

Female: Yes, ma'am.

Female: OK. You said some of the common errors on the EFT was in section five what was the biggest error?

Female: Probably the very biggest one is the line where it says – there's blank but it says a fee per service contractor, and there's a blank after that. And a lot – it's either being left blank or it's being filled out saying (Nuridian) or it still says Palmetto or it says NGS. It must say CIGNA Government Services.

Female: OK. That's like on the very first line.

Female: Yes, ma'am.

Female: OK. That we – that is correct, what we've done. I am of the understanding that all of the transmit phone lines are going to be the same, the one to get the ERNs, the one to get the error report are going to be the same as they were with Palmetto?

Female: Palmetto can you answer that question?

(Kim Campbell): Could we get you to repeat that so we make sure that we understand the question.

Female: OK. How we transmit right now, we send our, you know, we get our error reports. We got our ERNs, and we send our claims. Those numbers are going to say the same?

(Kim Campbell): As far as your submitter ID password, that information, is that what you were asking?

Female: Right. You know, how when I send my claims, my computer automatically dials this number, that phone number is going to say the same?

(Kim Campbell): Yes, that phone number that you are currently dialing into GP Net stays the same. Your submitter ID and your passwords will stay the same.

Female: OK. Other than the EFT, is that the only new form we had to submit?

Female: Yes, ma'am. As long as you are current region C supplier.

Female: OK. Now where do you change your payer ID at?

(Roc Via): (Kim), would you like to address that or would you like to refer her to the jurisdiction CEDI Web site?

(Kim Campbell): There are several places in the (ANTC) file where the payer ID needs to be changed and those specific (loops) and segments, all of that information is posted out on our Web site.

Female: OK. And that's who's Web site? Palmetto?

(Kim Campbell): And that's the Palmetto JCEDI Web site.

Female: OK. And that's where it's going to tell us where to change that ID number?

(Kim Campbell): Yes. It gives you all of the different loops and segments in the file that you'll need to change it.

Female: OK. Now how do we know if the EFT form was accepted? I guess we'll start getting electronic deposits, right?

Female: Yes, ma'am.

Female: OK.

Female: As I said at the beginning of the call, we'll be sending that pre note to your bank on the 29th, so you can check on the 30th or the 31st with your bank to see if they received that pre note.

Female: OK.

Female: And if they did, that means that we got your application, we processed it, and everything is fine.

Female: OK. One other question, with CIGNA, can you send a paper claim?

(Roc Via): You are allowed to send a paper claim as long as you have an approved (ASCA) exception.

Female: As long as what?

(Roc Via): As long as you have an approved (ASCA) exception.

Female: OK. And where would I get that?

(Roc Via): That, you probably have all ready received from Palmetto. If you haven't received an (ASCA) exception and basically it would be a letter coming from Palmetto or from national government services, stating that hey, you have to build paper, or build electronic claims.

Female: Right. We have – we did receive that.

(Roc Via): OK. You did receive that.

Female: But on certain instances, there are certain claims that when you're using certain codes that they deny because they want more information, and then you have to go back hard copy. And I was just wondering if you could start out with it on hard copy. But if Palmetto won't let you, then CIGNA won't let you also, right.

(Roc Via): Correct, that's part of the Medicare regulations. On a lot of those claims, where you would generally be required to submit additional documentation, we suggest you utilize the notes field and the AHO field on the claims, including ((inaudible)) documentation. We will also send you what we call automated development letters, or commonly referred to as ADS letters, that will request additional information on some of those claims.

Female: OK. Well I think you very much.

(Roc Via): Thank you.

Female: Hello?

(Roc Via): Hello.

Female: Hello?

(Roc Via): Hello.

Female: Hi. I was calling to clarify are we going to not have ombudsman any more?

(Roc Via): We will continue to have ombudsman and we may not call them ombudsman but we will continue to have ombudsman, and they will be centralized in the national office.

Female: And are we just going to get information telling us who our ombudsman is, or who our contact person is?

(Roc Via): Your contact person for the vast majority of our questions will be our 1-800 customer service line.

Female: OK. I think that was all of the questions I had.

(Roc Via): Thank you.

Female: Thank you.

Male: Hello?

(Roc Via): Hello.

Male: Yes. My question is regarding the information that I received that came out on the CMA Web site.

It says that if you are not (accreditation), you are not going to be mail claims. You're not going to be able to submit your claims.

Female: Could you say that again, please?

Male: OK. The CMS Web site came out on the information that on August 31, 2007, those suppliers that are not (accredited – accreditation) will not be able to submit claims.

(Roc Via): Actually, on that information, we're probably not capable of addressing that today. We're really focused on implementation of the jurisdiction C contract, and that would be more of an ongoing operation. So unfortunately, I don't think we're – have the ability to address that question.

Male: OK. Another question, Palmetto right now I haven't received no payment from them. And I haven't for the last two months because I'm still under they're reviewing the – I appeal for the last claim submitted. And when you guys do the transaction will I be able to resume the claim for these times that I haven't billed – that I haven't submitted the claims?

(Roc Via): If you haven't the submitted the claims, you are welcome to submit them to us, because obviously that would be essentially a new claim. Now if you are currently working through the appeals process with Palmetto on those particular claims, you're welcome to either work with Palmetto through the end of the month, and then that information is not completed by then, will transition to CIGNA effective June first.

Female: So an appeal that is in progress with Palmetto is still going to be in progress with CIGNA.

Male: OK. It's been in progress for more than 60 days all ready. So it will continue, if they haven't decided yet, they will continue after you guys take over.

(Roc Via): Actually, if they have not decided by the end of the month which would be May 31, May 30 for them, that information will be transitioned to us and it will be our responsibility to complete.

Male: OK. Thank you.

(Roc Via): Thank you.

Operator: Caller, please go ahead, your line is open. If you are on a speakerphone, please depress your mute function or pick up your handset. Hearing no response, we'll move to the next question.

Female: Hello?

Operator: Yes, please go ahead. Caller your line is open. Again, we'll move to the next question.

Male: Yes, good afternoon.

(Roc Via): Good afternoon.

Male: I have been remiss in not writing down all of the addresses and telephone numbers because if I understood correctly, the CD that you will be supplying recently will – with the supplier manual will have all of those addresses and phone number, is that correct?

(Roc Via): That is correct.

Male: OK. And a question regarding pro 32 software, I did the last update, and I did not see a field for the NPI number. Is there going to be another pro 32 update that we'll have a field for that please?

(Kim Campbell): The current version of that pro 32 that we have does have the NPI information in it. It may be possible that you do have a later version. If you'd like to, you can give us a call or you can go out and visit the Web site to check to make sure you do have the most current version.

Male: Yes, I downloaded the March '07 version, which I think is the latest one on the Web site, and I did not see anywhere where it asked me for my NPI number or it didn't pop up on the provider screen. So you are saying it is on there and I should look a little deeper?

(Kim Campbell): It is in the current version of the software. Right now, I do not remember the exact version number that is out there. But if you don't see it you're welcome to give us a call and we'll walk you through the software.

Male: Thank you very much. And thank you for the conference call. Very useful.

(Roc Via): Thank you.

Male: Bye-bye.

Female: Hello? Hello?

Operator: Caller, please go ahead.

Female: Hello?

(Roc Via): Hello?

Female: Hello?

Female: Hi. I have two questions.

(Roc Via): Sure.

Female: The first question is, is there a physical address beginning June first for Palmetto for the EDI?
Or will it remain the same?

(Kim Campbell): The address for the EDI department for Palmetto effective June first has changed. It is a new P.O. Box. That information is located out on our new Web site under the JCEDI portion. And it's also located on all of our new forms that we have posted out on the Web site, as well.

Female: Right. I was needing the physical address, we usually send those forms through FedEx overnight. If all of the EDI processes will remain the same, we usually overnight them.

(Kim Campbell): If you would like to give us a call and we can discuss that physical address, or the process that you've been going through in the past. We do recommend that you use our mailing addresses that we have posted on all of our forms.

Female: OK. And then, this is a question for CMS. There is someone there from CMS, right?

(Roc Via): Correct.

Female: And is there a contact for someone at CMS regarding issues that we could contact?

(Roc Via): Could you provide more specifics on the issue, because we will have a 1-800 – a toll free customer service line operate through the contractors, all contractors will have that.

Female: OK. It's really, and nobody wants to hear this, I guess, on this call, but as others apparently have continuous issues, unresolved issues with the EDI department, we were needing a contact at CMS.

Female: (Emma), are you there?

(Emma): Yes.

(Jim Ralls): This is (Jim Ralls). And I am with CMS, and my suggestion, if you have an issue that regarding – the issues regarding what contractor, what Palmetto?

(Emma): Yes.

(Jim Ralls): Well is it an issue that can be resolved by the end of this month?

(Emma): Probably not.

(Jim Ralls): Well then I would suggest then that even though it's a – the EDI services are being provided by Palmetto, you could send your concerns to the project officer, which is (Claire Young).

(Emma): (Claire Young)?

(Jim Ralls): Yes. And I don't – unfortunately, I don't – he's located in the Dallas regional office, and unfortunately I don't have his address.

(Emma): (Larry), or (Claire)?

(Jim Ralls): (Larry).

Female: OK.

(Jim Ralls): You know if – how about if I give you my telephone number and you contract me directly and that way I can get you his address.

(Emma): OK.

(Jim Ralls): It's 410-786-9504.

(Emma): Thank you.

Female: Hello?

(Roc Via): Hello.

Female: You know, what I have a question, is the assigned, or non assigned addresses going to change? I'm a region B provider right now, and we have two addresses. We assign our claims and non assign our claims. Do you guys have two separate addresses also?

(Roc Via): No. We will only have one address for the mailing of claims.

Female: And my other question is I'm kind of confused, because you guys are talking about a Palmetto Web site, and you're talking about the CIGNA Web site, which is our main Web site or which is going to be our main Web site to get all of this information from that you're talking about?

(Roc Via): OK. Your main Web site would really be CIGNAgovernmentservices.com, specific to the DME section.

Female: OK.

Female: And there will be a link on our Web site to the jurisdiction CEDI Web site, also. So if you access the CIGNAgovernmentservices.com, you can still access the EDI information that's contained on Palmetto's Web site.

Female: OK. And my – is this not set up? Because I've been trying to follow, switching back to both Web sites? And I have actually not anything you guys are talking about. Is that information all ready on your Web site?

Female: What information are you talking about?

Female: The EDI, the what you just told me I would be able to go in and link that information.

(Roc Via): Sure. The operational Web site for CIGNA Government Services will not go live until the end of the month.

Female: OK.

(Roc Via): The current Web site for CIGNA Government Services is really related to transition related information, things that pertain specifically to the events over the next couple of weeks and so forth.

Female: But that definitely will be my new jurisdiction C Web site that I could get all of this information from.

(Roc Via): Correct. We will provide a link to the jurisdiction CEDI Web site. Some of the confusion, I think, on this contract is coming from the fact that while CIGNA is performing most of the operational functions for this contract, Palmetto will continue to do the EDI portion, the EDI functions for the contracts. So that's probably where some of the confusion is coming from.

Female: OK. A part of my confusion is I'm Virginia, so we're coming new to you period.

(Roc Via): OK.

Female: A lot of the Palmetto is not, you know, I'm not getting because I'm not used to following their guidelines.

Female: Sure.

Female: But I appreciate, you know, your answering the questions.

Female: Sure, any time.

Female: Thank you.

Female: Caller, your line is open. If you are on a speakerphone, please depress your mute function or pick up your handset.

Female: Hello?

(Roc Via): Hello.

Female: If I'm filing a claim without the doctor's NPI, will it reject as of May 23, '07?

(Roc Via): Again, on this call, we're really focusing on addressing transition implantation related information and trying to avoid claim specific information. I don't want to disregard your question, but in this case, I encourage you to check with Palmetto.

Female: OK. Thank you.

(Roc Via): Thank you.

Female: Hello? Palmetto GBA is doing the price for Humana Military, is that going to continue? Or is that also going to transition to CIGNA?

(Roc Via): Your question is a pricing for Humana Military; will that be transitioning to CIGNA? I am not aware of that, so I'm not aware of it transitioning to CIGNA. Palmetto, do you have anything to add?

Female: (Rock), we'll check into that and send something to you that you could post on the Web site.

(Roc Via): OK.

Female: We really are not familiar with it right now.

(Roc Via): OK.

Female: Thank you.

Male: Yes, hello. I have two questions. Even though I included the voided check with my EFT application, I received an e-mail saying that it was lost or couldn't be found. In the application, it said May 11 on the letter, has that been upped to May 18?

Female: Yes, sir. I think the May 11 was more related to Palmetto – the last day that Palmetto would also update any changes, so we used that initially.

Male: OK. My second part of my question is, May 29, May 30, I contact my bank and they don't record a ping against my account, what do I do now?

(Roc Via): You're saying basically on May 29, May 30, you contact your bank and they have not received a ping from us basically saying – basically assuming that there was no pre note communication.

Female: Right.

Male: Even though I submitted my application with two voided checks, two times.

Female: ((inaudible)) is that on 29th, your bank is not going to have any information because we will be sending the transmission on that day. The earliest that they would receive it is the 30th and potentially the 31st.

Male: OK. So I contact them on the 31st. And they don't have a ping from CIGNA, what do I do now?

Female: Then you'll have to contact us after we go live.

Male: What phone number?

Female: The customer service line.

Male: OK.

(Roc Via): Which is your current customer service number.

Male: OK.

Female: Hello?

(Roc Via): Hello.

Female: Hi. I needed some clarification on something that we discussed early in the call about the dark day on May 31st. They had stated that the last day to submit would be on May 30th. Does that mean on May 31st, we should not be transmitting any claims at all, or they just will be held before they'll actually be received through CIGNA?

(Roc Via): In that case those claims will be held. So you're welcome to go ahead and submit, as you normally would whatever your schedule may be. Just be aware, that those claims will be held, and not pulled into the claims processing system until probably June fifth.

Female: OK. Will it be the standard turnaround time like Palmetto is doing with now with usually about 14 days before we receive remit? Or will these claims take longer than 14 days? What would be the turnaround time?

Female: If your claims are clean, and they don't hit any edits, then it should be the normal 14 days. That's the CMS standard; it's required by all contractors.

Female: OK. And the, I had one more question for you. That's on the Medicare secondary claims, will – is this a CMS rule? Or was it a Palmetto rule that the Medicare secondary claims had to be transmitted electronically?

Female: We encourage you to transmit all claims electronically.

Female: OK. But it's not required?

(Roc Via): Yes, it – for the most part it is required, unless you have a granted (ASCA) exception.

Female: OK. All right. That's what we needed to know. Thank you for your time.

Female: Hello?

(Roc Via): Hello.

Female: I have another question about EFT. We sent our application on March 27 and we still got the updated request letter, and I don't see any problems with our application but we did put a different bank on our application than we did have with Palmetto. Will that throw our application out?

Female: It won't throw it out. But that's why you got the letter. So basically – because the information that you provided doesn't match what's on Palmetto's system. So what will happen in that case is we will update that information so the pre note that goes to your bank with the new banking information. But the reason you got the letter is that it did not match.

Female: OK. Good deal. Thank you.

Female: Hello?

(Roc Via): Hello.

Female: Hi. I have a question about MSP claims. This was talked about earlier. And my question is about do they need to go into a separate address, as they have been going Palmetto before?

(Roc Via): No, MSP claims will be submitted to our (stayer claims) address which will be either through electronic submission or if you are submitting them on paper to the P.O. Box 20010.

Female: Yes, and then is it Nashville?

(Roc Via): Right. Nashville, Tennessee 37202.

Female: OK. So I can submit those the same as I have been.

(Roc Via): Right. And again, you know, with all of the addresses and phone numbers we talked about, I strongly encourage folks to go back and look at our Web site, and/or wait for your CD that has the supplier manual and so forth, just so that you have the most current information.

Female: OK. And I noticed here, I had a thing about MSP line; will CIGNA have a separate MSP department?

Female: They'll have a separate MSP line. Our customer service line will answer MSP related questions.

Female: OK. And that customer service number?

Female: The same as what you have today.

Female: OK. So I can call that one if I have any questions.

(Roc Via): Exactly.

Female: OK. But that address, you will accept the paper claim forms that I have been sending.

(Roc Via): We should, yes.

Female: 20010 Nashville, 37202.

(Roc Via): Yes.

Female: And it's to CIGNA.

(Roc Via): CIGNA Government Services.

Female: Government Services. Thank you very much.

(Roc Via): Thank you.

Female: Yes, hello.

(Roc Via): Hello.

(Cynthia): Yes, my name is (Cynthia). I am calling from Positive Air. And I know you didn't really want to get off into a lot of claims issue, but at this point, we have a lot of appeals with Palmetto GBA, and my biggest concern is if they are not processed before the transition take place, I know you all stated it was going to roll over to CIGNA.

(Roc Via): Correct.

(Cynthia): But what if some of the information gets lost in that transition?

(Roc Via): Well obviously our goal with this transition is to have as small an impact in the supplier community as possible, so we will do our best to make sure that no information is lost.

(Cynthia): OK, but if it is? If it is, you know, right now, we have a four month filing deadline to submit appeals for re-determination. And if by any chance, it does get lost in the transition, what do we do at that point to make sure our claims will be processed and we won't be penalized for fail filing deadline.

(Roc Via): Yes, if that occurrence does happen and obviously like I said, we'll do our best not to, you can always contact our customer service number and work through that process. In the appeals process, we can grant exceptions for unique circumstances.

(Cynthia): OK.

Female: But the other thing ma'am, is in this transition part of what we do is we look at- we will be verifying that on May 31, or May 30 when we bring down the system, once Palmetto runs their last cycle we're going to get a count of how many appeals they have in the system. The very first thing we're going to do when we bring the system back up is verify that the same – we have the same number of appeals in the system once CIGNA takes it over.

(Cynthia): So you all are working on a strategy for that particular case?

(Roc Via): Exactly.

Female: Yes, ma'am.

(Cynthia): OK. Because right now what we can do, and what I've been doing faithfully is calling Medicare, because we can go through the voice response unit and put in a doc-net number for the appeals and they can say it's still in process, will we still have the capability of doing that after the fifth of June or after the fourth of June through CIGNA? Will I be able to go and dial in and get a status report of my appeal?

Female: I don't know that we have the people in the room to be able to answer that question. We will, on our Web site at cut over, or even prior, have basically a map of all of the functions that will be available on our IBR. So we just encourage you to check back there.

(Cynthia): OK. Another question. I know you gave us a new P.O. Box for refund checks, but what we have set in place at my company we prefer Medicare or Palmetto to recoup, versus us submitting a check, simply because we have submitted double payment. Medicare has offset, and we have also submitted payment. Will CIGNA do the same thing if we prefer for you all to recoup first as a check?

Female: Yes, ma'am. All that would be required is for you to send us – now you will need to a fax authorizing us to do that for every over payment.

(Cynthia): OK. Send a fax, OK. Now...

Female: It's not yet on our Web site but they will be prior to cut over.

(Cynthia): OK. Great. Now I understand you all are getting ready to send out a new CD pertaining to some of the guidelines and criteria, but the latest CDs that we have been getting from Palmetto, it didn't really go off into specific as far as criteria for certain pieces of equipment, like it used to. Will this CD give us more specific, for instance, like a hospital be, what would qualify a person for a hospital bed or a wheelchair?

Female: That's going to be send – those are going to be medical policies that you would have to locate on (Trust Solutions) Web site.

(Cynthia): OK. That's what I thought. OK. Hold on one second.

Female: Hello. I have a very quick question going back to electronic funds transfers.

(Roc Via): Sure.

Female: I know you said that the bank will get a pre note, OK, what will I look for from my bank that it's gone through, because I don't know what you – what the specifics of a pre note are.

Female: I would suggest – and I can't speak to what your bank will or will not do. I do know that some banks if you contact them they can verify whether there has been one.

Female: OK. Will it show up on like the electronic bank statement?

Female: I don't know what your particular bank does, ma'am, you'll need to call and ask them.

Female: OK. So what question do I ask them? When you get a pre note, what do you do?

Female: Exactly. Or you can call and ask them that if there's been a pre note received if you can just call and confirm that it was received, that, you know, someone is sending one, and you can call and confirm that it was received.

Female: And they'll know what a pre note is.

Female: Yes.

Female: OK. Thank you very much. Good luck.

(Roc Via): Thank you. And we're probably going to make this the last call for this teleconference.

Operator: Thank you so much. Caller, please go ahead. Caller if you are on a speakerphone, please depress your mute function or pick up your handset. Hearing no response, we'll go ahead and take one more question.

(Roc Via): Hello?

(Lydia): Hi. This is (Lydia) with Diabetes Management and Supplies. One of the calls earlier asked for the NPI enumerator information.

(Roc Via): Correct.

(Lydia): And I have that information if they need it.

(Roc Via): OK.

(Lydia): It's the Fox Systems Incorporated. And their telephone number is 800-465-3203.

(Roc Via): Thank you for that information.

(Lydia): You're welcome. And thank you for the teleconference.

Female: You're welcome.

(Lydia): Bye-bye.

Female: OK. We're going to wrap up today. We certainly appreciate all of the good questions and all of the good participation. We do encourage you again, to check back to our transition Web site, often, between now and June fourth or fifth, and that is www.CIGNAgovernmentservices.com/transition. And we will post regular information out there for you to be able to determine what is going on and what information you need to know. I just want to thank you again for your participation and also to let you know, that we do plan on having another ask call in mid to late June, basically just so if there are transition questions still out there, or some of the operational questions that we've not been able to answer today, we certainly want to be able to do that for you. So again, watch our Web site so you know when the next ask call will be and we look forward to being your new jurisdiction C contractor. Thanks.

Operator: Thank you so much. Ladies and gentlemen, that concludes our conference for today. On behalf of CIGNA, I would like to thank you for your participation. Enjoy the rest of your day.

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