

THE EVERGREEN CONNECTION

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President's Message

by Sherri Gullings, UW Medicine

Happy Fall! Although this time of year is pretty, I hate seeing the summer come to an end. I wanted to take this time to thank my fellow AAHAM board members for all their hard work over the past year.



We have monthly board meetings between September and June and then communicate by email and phone during the summer months. We recently reconvened for our September board meeting. It was probably the best board meeting we had all year. I want our membership to know they are in good hands and that you have a great bunch of people coordinating the AAHAM activities. These individuals are from all areas of the healthcare industry and have very busy schedules. I appreciate the time they take for our membership.

I want to welcome a new board member, Julie Beaurain. Julie has taken on the responsibility for our finances as the treasurer. Julie has worked for UW Medicine for over 30 years and is fiscally sound. Welcome Julie!

I wanted to remind everyone about our Holiday Basket workshop December 5th at the Embassy Suites in SeaTac. This is

really a fun workshop and the proceeds of the baskets go to a good cause. You can pick up some early Christmas presents as well. Take care and see you all very soon!



Inside this Issue:

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RAC – You’ve Heard About Them, But Are You Prepared for Them?

by Patti Peterson, CareMedic Systems

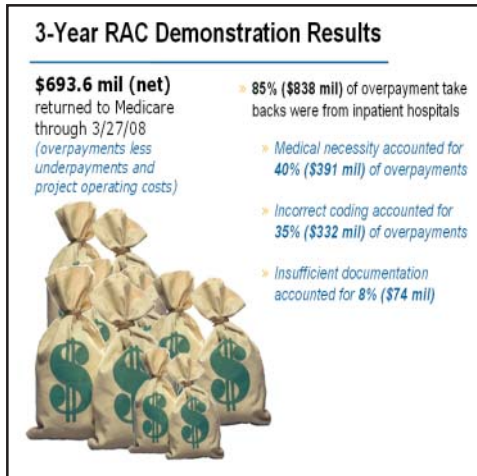
Most of us have heard the latest acronym in the Healthcare industry, RAC, but do you know what it means? Not just what it stands for but also what it means to your facility?

RAC – Recovery Audit Contractors, a CMS program created to identify and resolve Medicare overpayments and underpayments. Section 203 of the Tax Relief and Health Care Act of 2006 directs the Secretary of HHS to make the RAC program permanent and nationwide by no later than January 1, 2010.

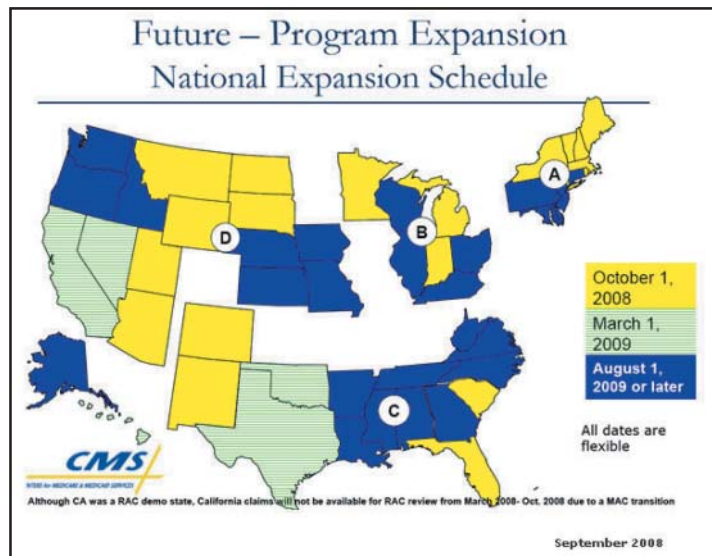
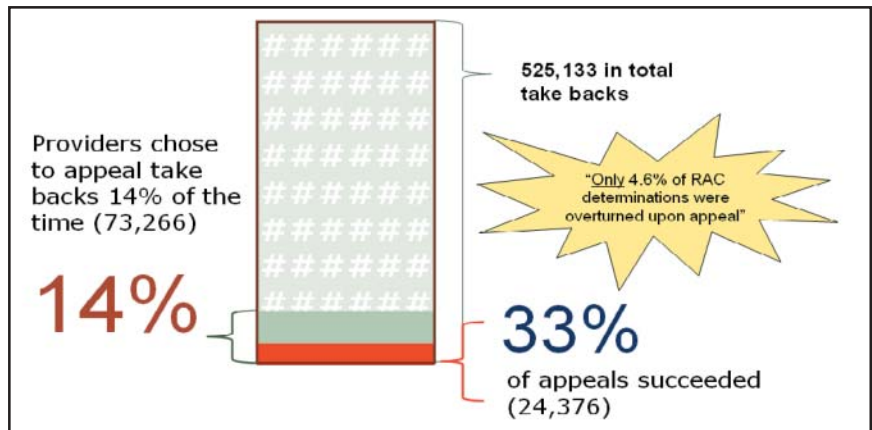
California, Florida, and New York were the pilot demonstration states for the program in 2005, in 2007 Massachusetts, South Carolina and Arizona were added to the demonstration program.

In the state of Washington, which is currently targeted as one of the last phases to go live, we have the opportunity to not only learn from the other states but also to review and prepare ourselves for this audit.

Many of you are familiar with Day Egusquiza, in June she presented at the HFMA ANI in Las Vegas, and has agreed to bring her presentation locally to our December 5, 2008 AAHAM meeting that will be held at the Embassy Suites, SeaTac. Please mark your calendars and bring your questions!



Recovery Audit Contractors



Beware of Referral Directory Solicitation

from TriWest Provider Services

It has come to our attention that an organization calling itself Military Media is contacting providers by mail and requesting them to purchase a listing in their directory. The letter is in the form of an invoice for a listing in the “Armed Forces Medical Directory, published for selective CHAMPUS providers.”


The letter also says the listing will bring providers additional exposure and an additional “influx of CHAMPUS patients, retired and active duty, to your practice.” The letter received by some providers had a Palm Springs, CA address on the letterhead, while the return address had a different Palm Springs address.



This is similar to another solicitation that occurred recently in Alaska, in which some providers were told that they would not receive TRICARE referrals unless they purchased a listing in the directory.

There is a company called Military Media Inc., based out of Poughkeepsie, NY, that offers advertising, marketing, and consumer promotions to reach the military audience. When contacted by telephone, a company official said it has no other offices, was not affiliated with this organization and does not print any type of provider directory.

Providers throughout the TRICARE West Region should be alert to any other similar solicitations. TRICARE referrals are not based on listings purchased in any directory. Network providers are listed in the provider directory located at www.triwest.com/provider and do not have

to pay to be listed.

If you are contacted by this organization or an organization making similar claims, please contact your network representative. 

**Help Avoid Unnecessary Out-of-Pocket Costs for TRICARE Beneficiaries!
Avoid Balance Billing Issues for Your TRICARE Patients!
Always Use Network Providers!**

Please help your TRICARE patients avoid unnecessary out-of-pocket costs, balance billing issues, and other service issues by always referring to network providers.

Radiology

- Always use network radiology providers. Refer to the Find a Provider tab on www.triwest.com and search by “Facility” or “Specialty.”

Laboratory

- Always use network laboratories
 - LabCorp
 - Quest
 - Use www.triwest.com, Provider tab, to find local LabCorp and Quest draw stations
 - Check www.triwest.com, Provider tab, to find many other local, network outpatient laboratories

HPV

- The HPV test is covered if performed as a second test after an abnormal PAP result.
- The HPV test is not covered if performed at the same time as a routine PAP.
- Network labs that perform the HPV test simultaneously with the initial PAP for TRICARE Prime beneficiaries will be required to write off the charges.

Genetic Testing

- Genetic testing requires prior authorization. Refer to www.triwest.com for the Prior Authorization List. The referring physician should submit the authorization request to TriWest. If a specific lab is not requested by the referring physician, TriWest will identify an appropriate genetic testing lab. To find other genetic testing laboratories, refer to the Find a Provider tab on www.triwest.com and search by “Facility” or “Specialty.”
- Providers may refer to www.labcorp.com/dos for information on genetic testing performed by LabCorp.
- Providers may refer to www.questdiagnostics.com/hcp/topics/genetic-testing/genetic-testing.html for information on genetic testing performed by Quest.
- Genetic laboratories should review the Government No Pay List at www.triwest.com or www.tricare.mil to ensure services may be covered before services are provided.

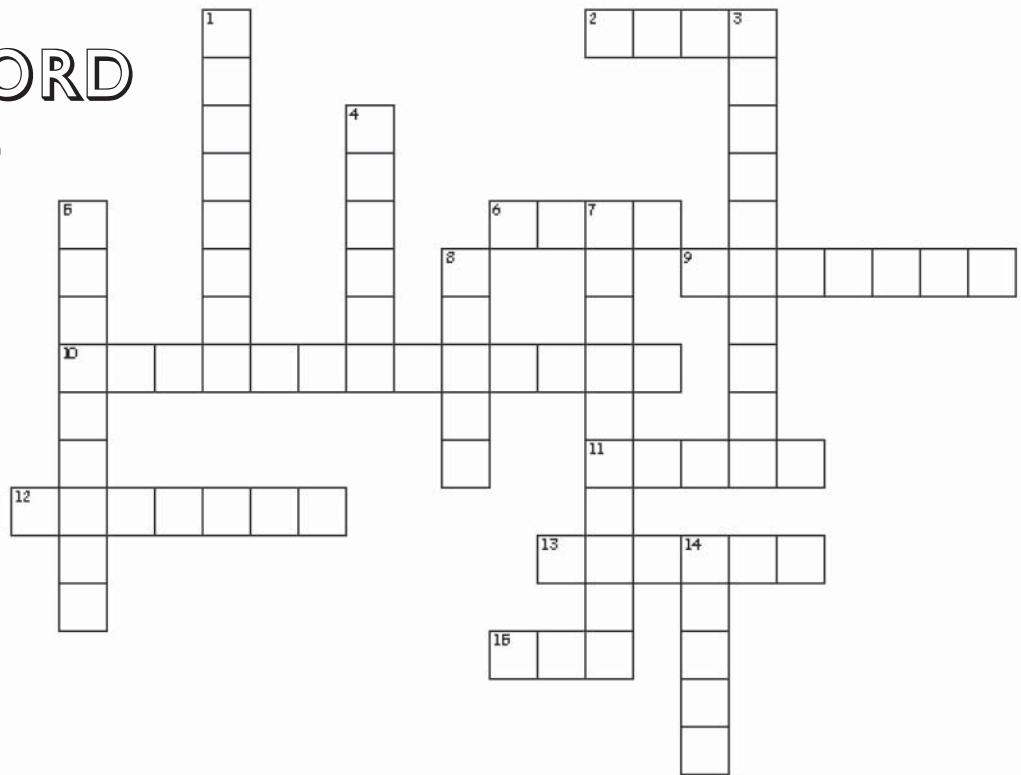
For additional information, please visit the Provider Connection area of www.triwest.com or call 1-888-TRIWEST (888-874-9378).



Technical Certification

CROSSWORD QUIZ

by Maureen Mann



ACROSS

2. Clinical Laboratory Improvement Amendment
6. A debtor who cannot be located by a creditor
9. A claim that is complete, however, the information is illogical or incorrect is a(n) _____ claim
10. Joint Commission on _____ of Healthcare Organizations (JCAHO)
11. Medicare that helps pay for doctor services and outpatient hospital care
12. Total charges for services provided
13. Reporting done to determine the specific number of beds in use at a particular time
15. Durable medical equipment

DOWN

1. A code used to indicate that a performed service has been altered by specific circumstances
3. An arrangement where a provider agrees to accept the Medicare-approved amount as full payment for services
4. Five digit numeric codes contained in CPT-4 published by the AMA
5. A registration ordered by the physician with the intent to provide services exceeding 24 hours
7. A claim missing required information is a(n) _____ claim
8. Intentional or illegal deception or misrepresentation
14. State Children's Health Insurance Program

For answers please go to the AAHAM website at <http://aahamevergreen.org/newsletter.html>





DSHS ProviderOne Update

Currently Provider One is not on track for their December implementation date, at this time they have not named a new implementation date. They are currently testing multiple scenarios and claim variations. Their approach is to reassess the implementation date at planned checkpoints using the best information available on progress, lessons learned, issues, risks, and the work remaining. The next checkpoint will occur when User Acceptance Testing is complete, which is expected to last at minimum till October 23, 2008.

For the latest update please view their website at:
<http://fortress.wa.gov/dshs/maa/providerone/Projected%20Schedule.htm>

NDC – National Drug Code *What Information is Needed. Where Does it Go?*

Billing Using 837I

Here are some basic

Loop	Segment	Element Name	Information
2410	LIN 02	Product or Service ID Qualifier	If billing for a NDC enter the product or service ID qualifier.
2410	LIN 03	Product or Service ID	If billing for drugs, include the NDC. An NDC is not required for vaccines.
2410	CTP 03	Unit Price	If an NDC was entered in LIN03, include the unit price for the NDC billed.
2410	CTP 04	Quantity	If an NDC was submitted in LIN03, include the quantity for the NDC billed.
2410	CTP 05-1	Unit or Basis for Measurement Code	If an NDC was submitted in LIN03, include the unit or basis for measurement code for the NDC billed using the appropriate code qualifier: F2 — International unit GR — Gram ML — Milliliter UN — Unit

Billing Using the Paper Claim Form

CMS-1500 - Use the shaded area of Items 24A-24G.

UB-04 - Use the Revenue Description Field (Form Locator 43) on the UB-04:

Report the N4 qualifier in the first two positions, left-justified, followed immediately by the 11-character National Drug Code number in the 5-4-2 format

(no hyphens).

Immediately following the last digit of the NDC (no delimiter), is the Unit of Measurement Qualifier. The Unit of Measurement Qualifier codes are as follows:

- F2-International Unit
- GR-Gram
- ML-Milliliter
- UN-Unit

Immediately following the Unit of Measurement Qualifier, you will find the unit quantity with a floating decimal for fractional units limited to three digits (to the right of the decimal). Any spaces unused for the quantity should be left blank. ❖



Welcome New Members

Kathy Heideman - Evergreen Healthcare
 Laura Knowles - Valley General Hospital
 Michelle Solomon - United General

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Corporate Sponsors Make a Difference



Corporate Sponsorship is becoming more critical to the continued growth of the Evergreen Chapter. Sponsorship allows us to offer you low cost workshops and educational events every year. We currently have 16 sponsors including our newest, Relay Health, HealthFirst Financial and The Kramer Group.

The Evergreen Chapter is actively seeking corporate sponsors to join the list of our long-time supportive organizations. We welcome your help in recruiting new corporate sponsors for the Evergreen Chapter.

Sponsorship levels are:

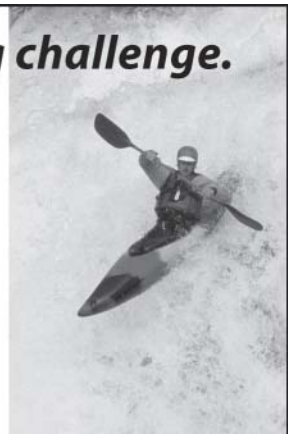
Bronze	500.00
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Gold	1500.00
Diamond	2500.00

If you have a good candidate for sponsorship please email jenniferm@audit-adjustment.com

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MEET ONE OF YOUR BOARD MEMBERS

by Darlene Wood, CPAM

Fredrik Andreasson, Secretary for the 2008-09 Term

Following is my interview with Fredrik:

Darlene: Fredrik, what was your first job in Healthcare?

Fredrik: I started working with contractual adjudication issues for a consulting company in Southern California, assisting healthcare providers with payment problems.

After six years of college, I figured it would be wise to utilize the knowledge I obtained from a Bachelor's Degree in Finance and a Master's Degree in Information Systems, so I co-developed a database management program, which automated the expected reimbursement calculation process. It was able to accurately identify underpayments on behalf of the providers. Especially in California, Managed Care contracts tend to be complex and quite ugly, so this system was very well received by providers I was working with.

My responsibilities grew throughout my years in California, but I don't recall ever changing my title, other than getting a nicer and larger office every year.

Darlene: What is your current title,

where do you work and what are your areas of responsibility?

Fredrik: I made the move from California to Washington almost three years ago to work with Outreach Services. Even here, I'm wearing numerous hats – ranging from being in charge of our Managed Care payment review and payer settlements to client services. I also participate in our A/P and A/R operations, as well as being the Corporate Controller and assisting our CPA with various tasks. Generally a diverse area of responsibility, where I have the privilege to work with a variety of talented co-workers and clients.

Darlene: When did you join AAHAM?

Fredrik: I joined National AAHAM and the Evergreen when I moved to Seattle in December of 2003. I am currently the Secretary of the chapter.

Darlene: Are you a member a HFMA and when did you join. What positions have you held?

Fredrik: Yes, I have been a member of the WA/AK chapter of HFMA since December, 2003. I currently hold the

position of Newsletter Editor for the chapter.

Darlene: What is your biggest challenge in your current position?

Fredrik: Finding a way to complete everything that needs to be done with only 168 hours in a week.

Darlene: What are your hobbies outside of work?

Fredrik: As a former pro-athlete, I enjoy most sports, including playing soccer and golf in the Seattle area as much as time allows. I also pretend to be a weekend handy-man/carpenter/plumber/electrician, etc. by banging on my house with various results and call it a remodel.

My wife, Suzanne, is currently pregnant with our first child, so after December I have a feeling I will be slightly more busy with all that being a father involves – so I will probably have to figure out how to change diapers instead of replacing rusty pipes. ❖

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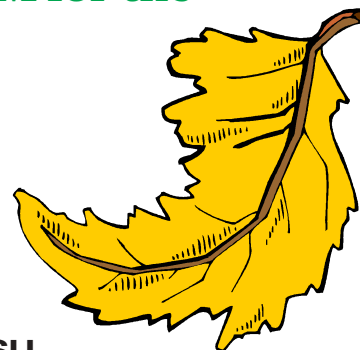
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WE ARE PROUD TO BE A GOLD SPONSOR



Congratulations to all the following who were awarded technical certification through AAHAM for the May 2008 certification period:



CPATs

Harrison Medical Center

Dawn Barnett
Diana Carty

OHSU

Carrie Ann Colwell
Heather Pashley

HealthServicesNW

Anna Combs
Brandi Dennis
Ma Doanh
Lisa Lam
Melina Misquez
Kiyomi Mitchell
Lisa Niedermeyer

Perot Systems

Kristina Carroll
Christina Hinchman
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Tatyana Piatnitsky
Shirlene Swamy

University of Washington Medicine

Jean Hjort

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Lorie McCreedy

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Kristina Carroll

The next CPAT/CCAT/CCT exams will be given in November 2008

Registration deadline is September 1st



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Corporate Sponsorships help us provide high quality, low cost educational programs and networking opportunities for AAHAM members. We thank the following companies and organizations for their continued support of the Evergreen Chapter.

Diamond Level

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Silver Level

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Retail Lockbox
VisionShare
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The White Stone Group, Inc.**

Evergreen Chapter/AAHAM welcomes your help in bringing new sponsors on board. We encourage you to contact suppliers and vendors you know who might be possible candidates. For more information please e-mail jennifer@audit-adjustment.com



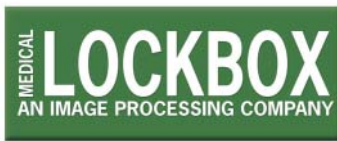


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- Uncompensated Care and Bad Debt Audits
- Revenue Cycle Consulting



UPCOMING

Evergreen AAHAM Meetings & Events

October 8 - 10, 2008 AAHAM - ANI, Hyatt Regency in Chicago, IL

October 23, 2008 Fall Target - Payor Panel Workshop
Northwest Hospital

December 5, 2008 Joint AAHAM/WHAMA Conference & Business
Meeting, Embassy Suites, SeaTac

*Featuring Day Egusquiza
speaking on RAC's*



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