



# Northlander

*Strengthening the Pulse of the Northland*



MAY 2006

Vol. 5, No. 13

**Yearlong  
Membership  
Drive**

**206  
in  
2006**

**Help us reach  
new heights in  
membership!**

**Recruit one of  
the 25 new  
members we  
need to get to**

**206  
in  
2006**

The information presented in this publication is intended solely to inform its readership of current issues. Nothing presented is intended to encourage any action on the part of the reader that might violate federal or state antitrust laws or other statutes. This information is not to be construed as legal advice. Readers should pursue legal counsel that is familiar with their own personal circumstances. The views and opinions expressed in this publication are not necessarily endorsed by or are the expressed opinions of NMM.

## Learn . . . Teach . . . Grow Be a Leader!

Earlier this month I was lucky enough to attend the Annual AAPC National Convention in St Louis, Missouri. At this meeting, I learned a great deal about being a good leader from one of the speakers. This woman is a great leader who leads by example!

In her keynote address, this true leader provided an example of leadership that I plan to emulate. She intuitively knows what needs to be done, then she does it, and better yet, she shows others how to do it. This is true leadership.

You all are true leaders as well. You wouldn't be in management if you weren't. Once you've mastered something, share your leadership skills with your support staff in your clinics, as well as others who touch your lives in your family, church, or friendships. Lead by example.

The AAPC convention was a wonderful educational opportunity for me. To tell the truth, by the end of it my brain was full of new information. In my favorite Harry Potter book, Albus Percival Wulfric Brian Dumbledore takes strands of shiny gray matter and removes them from his brain. He then stores them in a pensieve when his brain is crowded. He says you cannot keep everything in one place. This is so true. Each of us has a brain full of knowledge! Since we humans do not have a pensieve for storing excess shiny gray matter, sharing our knowledge with others may just give us some extra space for new information.

How many of you volunteer to speak at an organizational function, chair a committee, research a project, or lead a work group? Remember, you also can learn by teaching. It is one of the best ways to grow both personally and professionally.

Early in May (7<sup>th</sup>-9<sup>th</sup> to be exact), each of you has an opportunity to grow by attending the MGMA-Missouri Annual Conference at Tan-Tar-A Resort. This year's theme is "Coloring Outside the Lines". This is an opportunity to gather more gray matter for your brain and to learn some valuable information in many areas of medical management. It is also an opportunity to become a leader. When you return to your office, there will be many opportunities to share your knowledge and teach others what you have learned at the conference. Hopefully, many of you are planning to take advantage of this opportunity to enhance your education.

I had the opportunity to present information to a group of more than eighty people at an evening AAPC meeting recently. The focus of the discussion was on auditing office notes. We discovered, through audience participation, that the group wanted to continue this dialogue in our next session with a hands-on session on auditing itself. I found this information interesting to me. I also found it interesting that the group was willing to share ideas and information as part of a feedback session. Many of the attendees were glad to be asked their opinion and wanted to let us know what method of education was working for them.

As you educate others, be sure to ask for feedback from them. It might not always be the method you enjoy using to teach, but it might be what works best for the students. After all, it is another method to help us grow ourselves.

Know where you are going, be sure of yourself and head in the direction you intended, and then be sure to show others how to get there. Lead the way....

— Sarah Huntman Reed, President



*Sarah Huntman Reed  
President*

**Know the  
Way**

**Go the  
Way**

**Show the  
Way**

**Be a  
Leader**



**Lana Hutchens of PDS/Cortex will be our featured Business Partner  
at the Saint Luke's Northland Hospital meeting on June 13. No spotlight in May.**

# LEADERSHIP

2006 NMM  
Officers & Committees

## President

*Sarah Reed*  
Meritas Health Corporation  
sarah.reed@nkch.org

## President Elect

*Sandra McCollum*  
Encompass Medical Group  
smcollum@encompassmed.com

## Treasurer

*Lynette Packard-Fales*  
Heartland Clinic - ENT Specialists  
lynette@bbwi.net

## Secretary

*Linda Carter*  
Diagnostic Imaging Centers  
lcarter@dic-kc.com

## Past President

*Jennifer Richardson*  
Pulse Systems  
jrichardson@pulseinc.com

## Board Members at Large

### Manager

*David Krause*  
Heartland Hematology-Oncology Associates  
dkrause@heartlandhemonc.com

### Business Partner

*Robert Devins (1 year)*  
Affiliated Management Services  
bobdevins@affmgmt.net

### Business Partner

*Luanne George (2 year)*  
Cretcher-Lynch & Company  
lgeorge@cretcher-lynch.com

## Chairpersons

### Symposium

*Jennifer Richardson*  
jrichardson@pulseinc.com

### Hospitality Co-Chairs

*Mary Armstrong*  
marmstrong@ourfamilydoctors.net  
*Santa Galate*  
sgalate@meritascs.com

### Audio Conference

*Sarah Reed*  
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### Program

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## Audio Conference Scheduled for May 11

*Co-Sponsored by NMM and GKCMMA  
A FREE Benefit of Membership*

## KEEPING SCORE: KEY FINANCIAL PERFORMANCE INDICATORS

Perfect for entry-level administrators, physician leaders, and business professionals responsible for medical practice operations. Learn to identify key financial indicators and benchmarks, as well as how to use ratios to analyze gaps in performance. Gain these necessary tools to discover performance-boosting opportunities, recognize negative practice trends early and ensure that corrective action plans are focused.

**SPEAKER:** Marc Halley, MBA, president & CEO  
Halley Consulting Group

**DATE:** May 11, 2006

**TIME:** 1:00 - 2:30 p.m. CT

**PLACE:** North Oak Room,  
North Kansas City Hospital, Pavilion Building

**DEADLINE:** May 9, 2006

**14 Seats left as of this writing!**

**SPACE IS LIMITED TO 35 ATTENDEES**

**TO REGISTER:** Go to [www.northlandmm.com](http://www.northlandmm.com)  
home page link.

Only members or your representative may register. No guests. Because of the limited space, a \$25 charge for no-shows will be assessed if cancellation is received after May 9.

## Understanding Your Clearinghouse Electronic Claims

4.5 AACP CEUs Offered

May 18, 2006

North Kansas City Hospital Pavilion

7:00 - 11:30 a.m.

**AM Session Seats Still Available**

Go to [www.northlandmm.com](http://www.northlandmm.com)

for your flyer and form!

## CMS Monthly Update



**MCS Update:** Adjustments are currently underway for claims denied in error for Computer Aided Detection (CAD) codes and also pap tests with service dates on or after July 1, 2005, submitted with ICD-9 V72.31. The following Problem Notifier numbers, as of April 10, 2006, are the only remaining underpayment issues at this time, although it is possible more could be added as new problem notifiers are verified. The CPT code affected or other criteria are listed in parenthesis: 33721 (0073T), 33850 (92700), 34499 (99307-99310), 34583 (place of service 20), 34691 (78942-adjustments ran for one provider only) and 34843 (home health PPS episodes denied in error).

**NPI Update:** CMS is encouraging providers to apply for National Provider Identifier (NPI) as soon as possible. Please identify all legacy identifiers when submitting your application, and identify State Medicaid legacy identifiers by state.

**Recent CMS Change Requests:** Please review Change Request 4293, as Medicare is preparing to replace the current CMS 1500 claim form with an updated version. The current version of the CMS 1500 form will no longer be accepted for processing as of February 1, 2007: <http://www.cms.hhs.gov/MLNMattersArticles/downloads/MM4293.pdf>.

Please review Change Request 4399, as several changes were made retroactively to the Physician Fee Schedule Database, which would effect specific procedure codes with service dates October 1 through December 31, 2005. The contractor will only adjust claims brought to our attention: <http://www.cms.hhs.gov/MLNMattersArticles/downloads/MM4399.pdf>.

Please review Change Request 5019, which rescinds a previous CMS Change Request and allows providers to use the generic UPIN OTH000 on claims: <http://www.cms.hhs.gov/MLNMattersArticles/downloads/MM5019.pdf>.

— Bryan Swan, Medicare Part B



# WELCOME

*New NMM Member*

Sharon Benson  
Brenda Wendling  
Jodi Whipple  
Mike McClure  
Shelly Heflin

Gentle Gynecology  
Platte County Health Department  
Beneficial Medical  
Able Care Health Services  
Premier Bank



## Strategic Planning and Surveillance Focus of April Meeting

NMM President Sarah Reed called the April meeting to order at 11:30 a.m. at North Kansas City and provided the following announcements. She strongly encourages all managers to support the state chapter by attending their conference in May (see ad on this page). She announced that the Board had chosen Synergy Services as this year's charity at our Christmas in July meeting (see page 4 and 5 for lists of supplies needed).



Bryan Swan was introduced and provided information available on page 2. Debbie Griffler (L.) of MAWD Pathology Group provided information about her company as this month's spotlighted Business Partner. Sarah thanked all of our hospital sponsors and especially North Kansas City Hospital for providing space, lunch, and door prizes for this month's meeting.

Dr. Ximena Somoza (above r.), who is responsible for Epidemiological Surveillance for Platte, Clay, Carroll, and Ray County for the Clay County Health Department, gave a short presentation to introduce herself to NMM members. Her contact information is available on our website. She stated that she would like to set up a committee that could provide a comprehensive strategic plan to increase surveillance and reporting to prepare for epidemics and pandemics. She would like to increase our ability to be proactive instead of reactive. Information on current issues, educational opportunities, and a link to the CDC is at [www.clayhealth.com](http://www.clayhealth.com). She is very willing to provide educational opportunities to the staff in the handling of vaccines. We will expect to hear more from Dr. Somoza at future meetings.

Kevin T. Walker (at r.) of CBIZ provided a presentation on Strategic Planning in Physician Practices. He ensured that a strategic plan will give the team a consistent vision or goal for the future, a plan to accomplish that vision, and/or to tackle a specific issue in the practice. "Physician practices are complex businesses with many pressures and stressors," he said. "A strategic plan can keep the practice focused on what they wish to accomplish. The plan begins with an inventory of where the practice is today. Do a SWOT analysis (strengths, weaknesses, opportunities, threats) to see where the focus needs to be." He said to plan meetings separately from regular meetings, have an agenda, facilitate full participation of physicians and staff, and to take this plan as an opportunity to start with less complex issues and move forward from there. He ended by encouraging us to write our plan and then review it periodically.

The meeting adjourned at 1:00 p.m. —Linda K. Carter, Secretary



## Seminars

**AAPC OF KC.** May 11. 8:00 a.m. St. Joseph Community Health Center, Alex George Auditorium. Speaker: Kay Carpenter of KC Neurosurgery Group. Topic: MRI, MRA Angiogram and other radiological based diagnostic tools. Register at [www.aapckc.com](http://www.aapckc.com).

**MEDICARE WORKGROUP.** AAPC 1.5 CEUs. May 17. 9:30 a.m. North Kansas City Hospital. Speaker, Bryan Swan. Topic: Review of new CMS web site. Every other month on 3rd Wednesday at 9:30 a.m.

**COLORING OUTSIDE THE LINES.** (Three Day) May 7-9. Tan-Tar-A Resort, Lake Ozark. \$395. MGMA-MO Annual Conference. Go to [www.mgma-mo.org](http://www.mgma-mo.org).

**THE INDISPENSABLE ASSISTANT.** May 31. Embassy Suites Plaza. \$149. SkillPath Seminars. 1-800-873-7545. [www.skillpath.com](http://www.skillpath.com).

**MANAGING EMOTIONS UNDER PRESSURE.** July 13 and 14. 13-Holiday Inn Sports Complex/14-Holiday Inn Hotel and Suites Overland Park. \$99. CareerTrack. 1-800-556-3009. [www.careertrack.com](http://www.careertrack.com).

## Clay County Health Request

At last month's meeting Dr. Ximena Somoza, MPH, asked us to visit their website often at [www.clayhealth.com](http://www.clayhealth.com). They are posting information and updates that are relevant to the medical community. She strongly encouraged us to keep visiting their website for current updates on any condition that may be occurring in our county. On this website, they are developing a full section devoted to medical providers, beside the breaking news section, where we add the latest updates on health advisories and health alerts, as well as useful links for medical care providers.

She said, "We ask that you report any communicable disease that you may be seeing in your practices. It can be done to our Communicable Disease Nurses by phone, fax or email to: Barb Dawson RN, BSN, Communicable Disease Coordinator, 816-476-4186, [bdawson@clayhealth.com](mailto:bdawson@clayhealth.com). Or Damon Parker RN, BS, 816-476-412, [dparker@clayhealth.com](mailto:dparker@clayhealth.com); or by fax at 816-415-0131. You only need to provide the name of the patient, the condition, phone number and address.

"Our nurses will do the follow up and fill out the required forms. Reporting mechanism will be the same for Platte County Residents: Contact person will be Crisinda Slaters, RN, BSN, Communicable Disease Coordinator, Platte County Health Department, 816-587-5998, [slatec@lpha.dhss.mo.gov](mailto:slatec@lpha.dhss.mo.gov); or by fax at 816-587-6028. Thank you very much." —Dr. Ximena Somoza MPH, Epidemiology Specialist Community Health Protection, Clay County Public Health Center

## MGMA Update on Consult Billing

The Center for Medicare and Medicaid Services (CMS) has altered the wording on consult billing. Below is the new verbiage.

**New wording:** Medicare does not expect the consulting physician to verify that the requesting physician has documented the consultation request in his/her patient's medical record.

**Old wording:** April 12: We do not expect the consulting physician to verify that the ordering physician has documented the consultation request in the patient chart.

If you have any questions or if we can be of further assistance, please feel free to contact Lisa Goldstein or myself via email at [govaff@mgma.com](mailto:govaff@mgma.com) or by phone at (887) 275-6462 ext. 304.

—Leah S. Cohen, Government Affairs Representative, Midwest and West Sections Medical Group Management Association

**COLORING OUTSIDE THE LINES**

*Creatively Managing Your Medical Practice*

**MGMA-MISSOURI CONFERENCE**

Tan-Tar-A Resort - Lake Ozark, MO  
May 7-9, 2006  
8.75 Credit Hours

To register or for more info, visit MGMA-MO on the web at [www.mgma-mo.org](http://www.mgma-mo.org)

**Last chance to register.  
Don't miss this informative  
conference at the Lake.**



On February 1, the Centers for Medicare & Medicaid Services (CMS) instructed Medicare prescription drug plans to provide Medicare beneficiaries with an additional 60-day emergency supply of any medication they were taking before the Medicare prescription drug benefit began on January 1. This extension increases the mandated emergency drug supply requirement to a total of 90 days. According to CMS, the extension will allow Medicare patients more time to evaluate less costly alternatives to their current prescriptions.

To aid providers in this transition, CMS assembled a fact sheet detailing the transition policy as well as the exceptions and appeals process for the Medicare Prescription Drug Benefit. This resource is designed to provide links to tools that will streamline the prescribing process under the new benefit. Access the fact sheet at [http://www.cms.hhs.gov/MedlearnProducts/downloads/Part\\_D\\_Resource\\_Factsheet.pdf](http://www.cms.hhs.gov/MedlearnProducts/downloads/Part_D_Resource_Factsheet.pdf)

MGMA and other Part D Stakeholders developed a common form to be used by providers when requesting exceptions to Medicare Part D drug formularies. The form is intended to simplify the process of requesting prior authorizations and coverage for non-formulary drugs. This form does not allow providers to request an exception to Medicare Part D drug formularies if they are seeking coverage of biotech or other specialty drugs. Drug-specific forms are still required for that purpose. This standard form request prescriber information as well as diagnosis and medical information and gives providers the ability to check another box and provide further information. Health plans have the ability to request additional information beyond the standard form if it is needed to make a decision.

Currently, this form is voluntary for health plans to adopt; however a number of health plans are going to be using the form immediately. CMS has required plans to accept this form, therefore if a provider receives a return standard form they should email [PRIT@cms.hhs.gov](mailto:PRIT@cms.hhs.gov) and notify them of the situation. CMS has also stated that this form or something similar will be mandatory for health plans usage in the future.

The standard form along with all health plan specific appeals and exceptions request follow a strict timeline. Health plans have 72 hours or 24 hours, for expedited request, from the time they are in receipt of the request to respond to a provider or advocate regarding documents. If a health plan does not follow the timeline properly, contact the Part D Casework at your CMS Regional Office.

Access the standard exceptions request form at [http://www.cms.hhs.gov/MLNProducts/Downloads/Form\\_Exceptions\\_final.pdf](http://www.cms.hhs.gov/MLNProducts/Downloads/Form_Exceptions_final.pdf) — *MGMA Primary Care Assembly Legislative Update*

The 2005 Deficit Reduction Act (DRA) imposes severe payment decreases for many imaging services paid under the Medicare physician fee schedule. Under the DRA, effective January 1, 2007, the payment for the technical component (e.g., equipment, non-physician personnel, supplies and overhead) of an imaging service will be set at the hospital outpatient department payment rate if the physician fee schedule payment is higher. These severe and arbitrary payment reductions will lead to a wide range of adverse, unintended consequences for Medicare beneficiaries and effectively exclude qualified physician specialists from providing imaging services.

MGMA urges practices to contact their members of Congress to express concern about the DRA provision and the need to halt its implementation. The process is quick and easy. Write your representatives today! [<http://www.congressweb.com/cweb4/index.cfm?orgcode=MGMA>] — *MGMA Primary Care Assembly Legislative Update*

## CCHIT Seeks Jurors to Test EHRs



The Certification Commission for Health Information Technology (CCHIT) seeks qualified jurors, including practice administrators, to assess ambulatory electronic health record (EHR) products. Jurors will test products for how well they conform to the certification criteria CCHIT has developed as part of its contract with the U.S. Department of Health and Human Services (HHS) to reduce the risk of information technology (IT) investment by ensuring the interoperability, privacy protection and quality of EHR products.

Each jury team will consist of a practicing physician, IT security expert and a third individual with EHR experience. The evaluation process will involve reviewing the performance of a product via documentation review and Web-based demonstrations.

Jurors must sign a contract that includes conflict-of-interest and confidentiality statements. EHR vendors cannot be jurors, and neither can those with financial relationships and paid or unpaid fiduciary relationships with vendors. Practicing physicians will receive \$1,500 per test, and other provider jurors will receive \$1,200.

To access more information on the CCHIT and the juror application process go to:

<http://www.cchit.org/>

— *MGMA Washington Connexion TM, 4-21-06*



Clay County Senior Services have contracted with several adult day health centers in the metro. This is a great resource to provide to your patients. They will arrange transportation as well. Go to [http://www.northlandmm.com/images/Adult\\_Day\\_Health\\_flyer.doc](http://www.northlandmm.com/images/Adult_Day_Health_flyer.doc) for a flyer that you can copy and have available in your office for patients.

— *Tina Uridge, Executive Director, Clay County Senior Services*

## Synergy Services, Inc. Our Christmas in July Chosen Charity

Start gathering your donated items now for July.

### School and office supplies needed:

Spiral notebooks for journaling  
Pens, pencils, erasers  
Scissors, paper clips  
Clear tape and dispensers  
Staplers, staples  
School folders  
Copy paper, white and colors  
Paper shredder  
Miscellaneous: dolly, picnic cooler, wood chips, storage shed, new van.

### Household supplies needed include:

Paper towels, tissues, napkins  
Plastic wrap, wax paper  
Freezer storage bags  
Aluminum foil  
Toilet tissue  
Trash bags (30 gallon, tall kitchen sizes)  
Laundry soap, dryer sheets  
Dishwasher detergent  
Liquid hand soap  
Pine-Sol, Lime-Away, cleansers  
Clorox, Lysol spray  
Sponges, mops, brooms  
Laundry baskets  
Night lights, 60 watt light bulbs  
Fluorescent lights  
Flashlights, batteries,  
Pliers, channel locks  
Yard tools, weed eater



# Treasurer's Report

As of March 31, 2006

## Balance Sheet

### ASSETS

Checking	\$19,793.37
Cert. of Dep	<u>\$30,930.20</u>
<b>Total Assets</b>	<b>\$50,723.57</b>
<b>TOTAL ASSETS</b>	<b>\$50,723.57</b>

### LIABILITIES & EQUITY

Opening Balance	\$47,866.16
Retained Earnings	\$ 6,447.48
Net Income	<u>\$-3,590.07</u>
<b>Total Equity</b>	<b>\$50,723.57</b>
<b>TOTAL LI. &amp; EQ.</b>	<b>\$50,723.57</b>

## 2006 NMM calendar

**May 9,** Liberty Hospital

Ruth Schukman-Dakotas, OSHA Issues

**June 13,** Saint Luke's Northland Hospital

Dawn Murphy, Performance Reviews

**July 11,** North Kansas City Hospital

Synergy Services, Charity Christmas in July

**August 8,** Saint Luke's Northland Hospital

Dan Rabin, Collections

**September 12,** Liberty Hospital

Dr. Michael Fine, Diabetic foot care / heel pain

**October 10,** North Kansas City Hospital

Jim Nichols of BCBS of KC

**November 17,** Embassy Suites Airport

Symposium

**December 12,** Saint Luke's Northland Hospital

Wellness Program, More Info to Come

## Medicare Paper Claims Processing

Just a reminder for those of you using paper claims – the timely payment floor is now 29 days and if you want to continue paper claims, you need an exemption, otherwise CMS will NOT accept your claims.

[www.northlandmm.com](http://www.northlandmm.com)

List among your favorite websites

## Medicare Voluntary Reporting of Quality Measures



Are you thinking about Medicare's voluntary quality care program sponsored by the Centers for Medicare & Medicaid Services (CMS)— Physician Voluntary Reporting Program (PVRP)? The initiative requests providers to report codes for specified measures that are related to patient care outcomes that CMS believes are linked to quality care. Since January 1, the PVRP program has collected data on 36 measures; now reduced to a 16 core starter set. Physicians are NOT required to participate, and there is no financial incentive for participation available at this time. However, if you are interested in participating and receiving confidential reporting feedback from the agency, please register at [www.qualitynet.org/pvrpintent](http://www.qualitynet.org/pvrpintent). MGMA also has a Microsoft Power Point presentation available at [www.mgma.com](http://www.mgma.com) entitled "CMS Power Point Explains How to get Feedback Reports From the Physicians Voluntary Reporting Program."

CMS recently released four worksheets – one each for primary care, surgery, nephrology and emergency medicine – intended to be attached to the super bill for a clinical visit. Physicians should check the appropriate line so that billing staff can submit the appropriate G-code on the claim form. These worksheets do not contain relevant current procedural terminology (CPT) II codes. However in a separate provider education article, CMS

makes clear that CPT II measures will be accepted in lieu of G-codes should practices find this method of reporting easier. Currently, of the 16 starter set measures, CPT II codes exist for six measures. The six are listed below:

- ◆ Beta blocker at time of arrival for heart attack patient;
- ◆ Hemoglobin A1c control less than 9 percent for diabetic patient;
- ◆ Low-density lipoprotein control in diabetic patient;
- ◆ High blood pressure control in diabetic patient;
- ◆ ACE inhibitor in heart failure patient; and
- ◆ Beta-blocker therapy for patient w/ prior myocardial infarction.

If you are not familiar with pay for performance programs, which some third party payers have instituted throughout the country, you might want to research this topic via MGMA to learn more about how it works. Primary care practices in Western Pennsylvania are very familiar with pay for performance and I am sure many other states have had this implemented by the payers, too. For a full overview, visit [www.cms.hhs.gov/pvrp](http://www.cms.hhs.gov/pvrp). — MGMA Primary Care Assembly Legislative Update

## Synergy Services, Inc. Our Christmas in July Charity

Over the Counter Products:  
 Aspirin, ibuprofen, acetaminophen  
 Cold and sinus medications (alcohol free)  
 Vicks Vapo-Rub  
 Bandages, hydrogen peroxide  
 Antibiotic cream  
 First-aid kits

Rubbing alcohol  
 Vaseline  
 Thermometers (oral and anal)  
 Heating pads  
 Ice packs  
 Sunscreen lotions  
 Lice treatment kits



Presentation will be held in the Liberty Hospital Auditorium

## Luncheon Meeting Information

### REGISTER ONLINE

[www.northlandmm.com](http://www.northlandmm.com) (preferred)

If you do not have Internet access, complete the form below and fax to the NMM Central Office.

**Fax: 816.554.4780**

Name: \_\_\_\_\_

Practice: \_\_\_\_\_

Guest Name: \_\_\_\_\_

If faxing your registration, please list your name and practice. If bringing a guest, provide their name, practice/company name at right. No e-mail registration accepted.

Register online for yourself; then register your guest separately with their information.

### RSVP DEADLINE

**Thursday, May 4**