



CIGNA Government Services,

Your New J15 A/B MAC Contractor

April 2011



CIGNA Government Services





Objectives

- Introduce you to CIGNA Government Services as your new Medicare Contractor
- Provide you with J15 news and information to help prepare you for transition activities
- Answer your transition-related questions



CGS- Who We Are

- We have over 40 years experience as a Medicare contractor and we also currently hold the Durable Medical Equipment Medicare Administrative Contract (DME MAC) for Jurisdiction C.
- We have participated in a number of transitions, and we anticipate a smooth transition for the Jurisdiction 15 workload.



J15 Transition

- We are working closely with CMS and all outgoing contractors throughout the transition period.
- Please note that other Medicare contractors serving your region will be unaffected by the transition, including:
 - Comprehensive Error Rate Testing (CERT) Contractors,
 - Recovery Audit Contractor (RAC),
 - Qualified Independent Contractor (QIC for reconsiderations),
 - Program Safeguard Contractor (PSC), and
 - Zone Program Integrity Contractor (ZPIC)



Transition Timeline

Workload Segment	Operational Date
Kentucky Part B	April 30, 2011
★ Home Health & Hospice	June 13, 2011
★ Ohio Part B	June 18, 2011
Kentucky Part A	October 17, 2011
★ Ohio Part A	October 17, 2011



Preparing for Transition

- J15 providers may wish to reference the CMS MLN Matters article "Preparing for a Transition from an FI/Carrier to a Medicare Administrative Contractor (MAC)", available from the following CMS Web page: www.cms.gov/MLN MattersArticles/downloads/SE1017.pdf.
- Knowing what to expect and preparing as outlined in this article will minimize disruption in your Medicare business.



Action Items

- Most provider action items will take place within the 90 day window leading up to cutover.
 - EFT Re-enrollment – 90 days prior to cutover
 - EDI Preparations – 45 - 60 days prior to cutover
 - LCD publication – 45 days prior to cutover



Electronic Funds Transfer (EFT) Re-enrollment



EFT Re-Enrollment

- Ohio Part B providers who are currently enrolled with Palmetto GBA to receive their Medicare payments electronically must submit a new CMS-588 EFT Authorization Agreement to CIGNA Government Services immediately upon receipt of notification.
- Request letters for Ohio Part B providers were mailed the week of March 7, 2011.



EFT Re-Enrollment

- Your timely completion of the EFT agreement will ensure continued receipt of electronic Medicare payments following the completed transition of claims processing and payment operations to CIGNA Government Services.
- Once we process your EFT application, we will send you a confirmation letter and it will remain on file with CIGNA Government Services until we begin processing your claims.
 - Note: This will not disrupt your payments processed by your current contractor.



EFT Re-enrollments for a Group

- If you represent a group of physicians who reassign their individual benefits to the group itself, then it is only necessary to complete one EFT re-enrollment at the group level.
- There is no need to submit additional EFT applications for each member of the group.
- In these instances, your EFT application should be completed for the “Pay-to” PTAN.
- You will only receive one confirmation letter from CIGNA Government Services to indicate that the group’s EFT re-enrollment was completed.



Top Reasons for EFT Rejections

- Application is submitted with a copy of voided check as opposed to an original voided check.
- No documentation included at all.
- Remember, the EFT application requires either a voided check or Letter from Bank to be submitted along with the agreement.
- A deposit slip submitted as opposed to an original voided check or letter from the bank
- No original signature or missing signature page of the EFT application.



J15 EFT Resources

- J15 EFT Homepage:
www.cignagovernmentservices.com/j15/eft.html
- EFT Web-based tutorial:
<https://www.cignagovernmentservices.com/captivate/J15588/CMS588Form.htm>
- Sample EFT request letter and envelope
- Additional instructions and mailing address
- CMS-588 EFT Authorization Agreement:
www.cms.gov/cmsforms/downloads/CMS588.pdf



Electronic Data Interchange (EDI) Considerations



EDI- What to Expect

- EDI submitters who have completed an EDI enrollment form with Palmetto GBA do not need to re-enroll or complete a new application with CGS.
 - As part of the transition process, we will receive all EDI applications from the Palmetto.
- You will not need a new Submitter ID.



Payer ID Update

- You will need to change your Contractor/ Payer ID for submitting electronic claims to CGS at cutover.
 - The new Contractor/ Payer ID is for OH Part B is **15202**. The new Contractor/ Payer ID for OH Part A will be **15201**.
 - Use this Contractor/ Payer ID for submission of electronic claims to CGS after **June 18, 2011**.



EDI- What to Expect

- CGS is subcontracting with Palmetto GBA to provide 5010 EDI translation services for Ohio Part B claims starting at cutover on June 18, 2011 and continuing through September 30, 2011.
 - During this time period, Palmetto GBA will be supporting 5010 testing, translation, and CEM integration to include second level help desk support.
- CGS expects to start 5010 translation during the month of September.



EDI Resources

•J15 EDI Homepage:

www.cignagovernmentservices.com/j15/edi.html

- EDI Frequently Asked Questions
- EDI Web-based tutorial



Local Coverage Determinations (LCDs)



J15 LCDs

- CIGNA Government Services has worked closely with Palmetto GBA to identify and consolidate current LCDs.
- These “Future Effective Documents” are available from our Website at:
www.cignagovernmentservices.com/j15/LCDs.html
- We strongly encourage you to closely review and familiar yourselves with all LCDs that will govern the types of services you provide.



Ohio Part B LCDs

- Remember, effective dates for CIGNA Government Services' Ohio Part B LCDs is **June 18, 2011**.
- Until that time, continue to follow the policies and guidelines in place with Palmetto GBA.



LCD Crosswalk

- In an effort to assist you in understanding the key differences between LCDs you are currently following and those that CGS will use after June 18, 2011, we have developed an LCD crosswalk.
- It is available here:
www.cignagovernmentservices.com/j15/LCDCrossWalk.xls



Part A

J15 Implementation



Upcoming Implementation Events for Part A

90 Days prior to cutover

- Ask the Contractor conference calls (subject to change)
 - August 11, 2011
 - September 8, 2011
 - October 4, 2011
- Provider Outreach and Education Advisory Groups
 - Post cutover
 - Receiving member listing from outgoing contractor
 - Member registration available on the CGS Website
- Continuous updates to the J15 Implementation Website



Online Direct Data Entry (DDE)

- Dark Days will be published to the J15 Website
- Fiscal Intermediary Standard System (FISS) and Direct Data Entry (DDE) access functionality will not change.

- The access levels will remain the same
- DDE provides on-line application that provides access to Medicare claims information including;
 - Daily returned claims
 - Check information
 - Up-to-date reason code information
 - On-line information for reports



Online Direct Data Entry (DDE) (Cont.)

- Benefits of Direct Data Entry
- Claims entry
 - not recommended for providers submitting more than 50 claims per month
- Access
 - Common Working File (CWF)
 - Claims status
 - HCPCS codes, revenue codes, up-to-date ICD-9 coding information,
 - Claim correction

Important: The use of DDE requires connectivity through a third party vendor such as **IVANS** or **Vision Share**.



Monitoring claims in FISS

MAP1701

- 01 INQUIRIES
- 02 CLAIMS/ATTACHMENTS
- 03 CLAIMS CORRECTION
- 04 ONLINE REPORTS VIEW

ENTER MENU SELECTION: █

PLEASE ENTER DATA - OR PRESS PF3 TO EXIT



FISS processing system and IDs

MAP1702

BENEFICIARY/CWF	10	HCPC CODES	14
DRG (PRICER/GROUPER)	11	DX/PROC CODES	15
CLAIMS	12	ADJUSTMENT REASON CODES	16
REVENUE CODES	13	REASON CODES	17
CLAIM COUNT SUMMARY	56	ANSI REASON CODES	68
CHECK HISTORY	FI	ZIP CODE FILE	19

ENTER MENU SELECTION:

PLEASE ENTER DATA - OR PRESS **PF3** TO EXIT



GT = Grand Total
 AD = Adjustments
 TC = Total Count

MP = Medical Policy
 NM = Non Medical Policy
 nn = First 2 digits of TOB

MAP1371

S/LOC	CAT	CLAIM COUNT	TOTAL CHARGES	TOTAL PAYMENT
	GT	30	58,737.00	1,975.43
P B9996	AD	1	00.00	1,975.43
P B9996	TC	1	00.00	1,975.43
P B9996	32	1	00.00	1,975.43
S B6001	TC	6	15,376.00	00.00
S B6001	32	6	15,376.00	00.00
S B9000	AD	2	00.00	00.00
S B9000	TC	3	675.00	00.00
S B9000	32	3	675.00	00.00
S B9099	AD	1	00.00	00.00
S B9099	TC	1	00.00	00.00
S B9099	32	1	00.00	00.00
S MBISC	TC	15	40,899.00	00.00
S MBISC	32	15	40,899.00	00.00
S M538I	TC	2	00.00	00.00
S M538I	32	2	00.00	00.00

PROCESS COMPLETED --- PLEASE CONTINUE

PLEASE MAKE A SELECTION, ENTER NEW KEY DATA, PRESS PF3-EXIT, PF6-SCROLL FWD



Contacting CIGNA Government Services



CGS Contact Information

- Mailing addresses for the submission of paper claims, provider enrollment applications, refund checks, appeals, and others will be updated with the transition.
- Those details are currently being finalized and will be made available in the near future.
- Please remember that until notified by CGS, you should continue to direct your requests and inquiries to Palmetto GBA for timely completion.



J15 Helpdesk Now Available!


- We have opened a J15 toll-free implementation help desk for providers with specific questions related to the transition.
- Telephone number: **1.877.819.7109**
- Hours of Operation: **8:30 am - 4:30 pm CT, Monday - Friday**



J15 Inquiries

www.cignagovernmentservices.com/J15Questions.html

[About Us](#) | [Careers](#) | [Site Map](#) | [Disclaimer](#) | [Contact Us](#) | [CIGNA Government Services Home](#)

 CIGNA Government Services Search >>

CIGNA Government Services | DME MAC Jurisdiction C | Part B - ID & NC

CIGNA Government Services J15 Questions

The purpose of this form is to enable you to contact us with **questions about the J15 transition**.

We will be compiling frequently asked questions and posting to the J15 Web page regularly, so check often for additional updates.

For Medicare inquiries, please use our [Online Help Center](#).

Please do not include any personal information in your feedback, including, but not limited to, Social Security numbers, HIC numbers, claim specific data, or Medicare Summary Notices (MSNs).

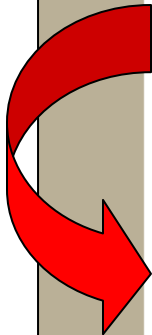
First Name:

Last Name:

Email:

Subject:

Message:





Stay Connected



CIGNA Government Services J15 Website:

www.cignagovernmentservices.com/J15




[CIGNA Government Services](#)

Home | News | FAQs | Electronic Funds Transfer (EFT) | Electronic Data Interchange (EDI) | Education

Latest News:

- Check out the FAQs!
- Have a question about the J15 transition?
- Part B Kentucky EFT Enrollment Information
- Join the J15 Listserv!





A/B MAC Jurisdiction 15 Transition & Implementation Information Site

CIGNA Government Services is pleased to be your contractor for the new Jurisdiction 15 A/B MAC. We anticipate a smooth implementation process and are taking all the necessary steps that will help to ensure the least disruptive impact to your daily business operations. CIGNA Government Services will assume responsibility for all J15 MAC segments based on the following operational dates:

Workload Segment	Operational Date
Kentucky Part B	04/30/2011
Home Health & Hospice	06/13/2011
Ohio Part B	06/18/2011
Kentucky Part A	10/17/2011
Ohio Part A	10/17/2011

Regardless of the date of service, all claims processing, customer service and payments will be handled by CIGNA Government Services, the J15 MAC upon the listed operational dates. Outgoing contractors will transfer all pending and in-process operations to the CIGNA Government Services at that time, including but not limited to claims, appeals, and enrollment applications. Change Request (CR) 6999 includes new contractor numbers for each segment in Jurisdiction 15.

Find us on Facebook





J15 Facebook Page

www.facebook.com/CGS.J15

facebook Home Profile Account

Cigna Government Services
Jurisdiction 15
Kentucky & Ohio

Cigna Government Services A/B MAC Jurisdiction 15 Spam Settings

Share: Status Photo Link Video

Write something...

Jurisdiction 15 Cigna Government Services A/B MAC Jurisdiction 15 Coming Soon! CGS will be hosting Ask the Contractor Teleconferences and other outreach events prior to the cutover of each J15 segment. We are also working closely with the outgoing contractors and local provider associations in your area for participation in their upcoming educational events. We will be posting a co... See More

Jurisdiction 15 A/B MAC Jurisdiction 15 Transition&Implementation Information Site
www.cignagovernmentservices.com
CIGNA Government Services is pleased to be your contractor for the new Jurisdiction 15 A/B MAC. We anticipate a smooth implementation process and are taking all the necessary steps that will help to ensure the least disruptive impact to your daily business operations.

234 Impressions · 0% Feedback
January 28 at 11:18am · Like · Comment · Share · Promote

Jurisdiction 15 Cigna Government Services A/B MAC Jurisdiction 15 Attention Kentucky Part B Providers: We have recently posted EFT instructions for you to complete your EFT re-enrollment. Your timely completion of the EFT agreement will ensure continued receipt of electronic Medicare payments following the completed transition of claims processing and payment operations to CIGNA Go... See More

Chat (8)



J15 ListServ

Our ListServ is the fastest and easiest way we can communicate news and information related to J15 transition activities.

New Customers may register at:

www.cignagovernmentservices.com/medicare_dynamic/ls/001.asp


NOTE: If you are already receiving email updates from your current contractor, your email address has likely been added to the CGS J15 ListServ database.



J15 ListServ

www.cignagovernmentservices.com/medicare_dynamic/ls/001.asp

About Us | Careers | Site Map | Disclaimer | Contact Us | CIGNA Government Services Home

 CIGNA Government Services

Search >>

CIGNA Government Services | DME MAC Jurisdiction C | Part B - ID & NC

Join the ListServ Notification Service!

Basic Information

First name: * Email: *

Last name: * Practice/Organization:

City: *

State: * Which Medicare contracts do you serve?

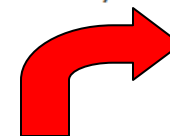
Zip: *

- Part A Kentucky
- Part A Ohio
- Part B Kentucky
- Part B Ohio
- HHA
- Hospice
- DME MAC Jurisdiction C
- Part B Idaho
- Part B North Carolina

Specialty Interests

This field is not required. In most cases, notifications are targeted towards a broad audience and **subscribers will always receive the most critical and timely notices targeted towards the contracts they serve.** However, occasionally email notifications are sent to a narrowed interest area.

If you would like to receive specialty updates in addition to our regular notifications, [choose from the listed options and identify your specialty](#)





J15 News Page

This page will feature news items directly from CMS and CGS regarding the J15 transition:

www.cignagovernmentservices.com/j15/News.html



FAQs

- We are continuously analyzing incoming inquiries related to the J15 transition and posting new FAQs to our Website.
- Check this page often for new information!
www.cignagovernmentservices.com/j15/faqs.html



Education

- Join us for monthly Ask the Contractor Teleconference (ACT) Calls
 - www.cignagovernmentservices.com/j15/education.html
- We are also planning additional outreach with partner organizations throughout Jurisdiction 15.
 - Announcements and details of all educational outreach will be promoted through our J15 Website, ListServ, and Facebook page.



Questions