



J15 A/B Medicare Administrative Contractor (MAC)  
**Kentucky and Ohio Part A**

July 2011





# Objectives

- Introduce CGS as your new J15 A/B Medicare Administrative Contractor
- Provide you with J15 news and information to help prepare you for transition activities
- Answer your transition-related questions



- We have participated in a number of transitions, and we anticipate a smooth transition for the Jurisdiction 15 workload
- We are committed to continuous communication throughout the implementation process



## J15 Transition

- We are working closely with CMS and National Government Services (NGS) throughout the transition period
- We are working with other Medicare contractors serving your region to ensure a smooth transition of Jurisdiction 15:
  - Qualified Independent Contractor (QIC for reconsiderations),
  - Comprehensive Error Rate Testing (CERT) Contractors,
  - Recovery Audit Contractor (RAC),
  - Program Safeguard Contractor (PSC), and
  - Zone Program Integrity Contractor (ZPIC)



# Transition Timeline

Workload Segment	Operational Date	New MAC Number
J15 Part A KY/OH	October 17, 2011	Kentucky 15101 Ohio 15201



# 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: <http://www.cms.gov/MLNMattersArticles/downloads/SE1017.pdf>
- Knowing what to expect and preparing as outlined in this article will minimize disruption in your Medicare business



# Transition Timeline

Most provider action items will take place within the 90 day window leading up to cutover.

<b>EFT Re-enrollment</b>	<b>EDI</b>	<b>LCD Publication</b>
<b>90</b> days prior to cutover	<b>60</b> days prior to cutover Early Boarding	<b>45</b> days prior to cutover



# Electronic Funds Transfer (EFT) Re-enrollment



## EFT Re-Enrollment

- Part A providers who are currently;
  - Enrolled with NGS
  - Receive their Medicare payments electronically
- CMS-588 EFT Authorization Agreement and **voided original** check must be submitted to CGS immediately upon receipt of notification
- EFT re-enrollment began July 5, 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 CGS
- Once we process your EFT application, we will send you a confirmation letter and it will remain on file with CGS until we begin processing your claims

**Note:** This will not disrupt your payments processed by your current contractor.



## Top Reasons for EFT Rejections

- Application is submitted with a **copy** of voided check or deposit slip
  - An **original** voided check is required
- No documentation included
  - The EFT application requires either
    - A voided check or
    - Letter from the bank to be submitted along with the agreement
- No **signature** on the EFT application



## J15 EFT Resources

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

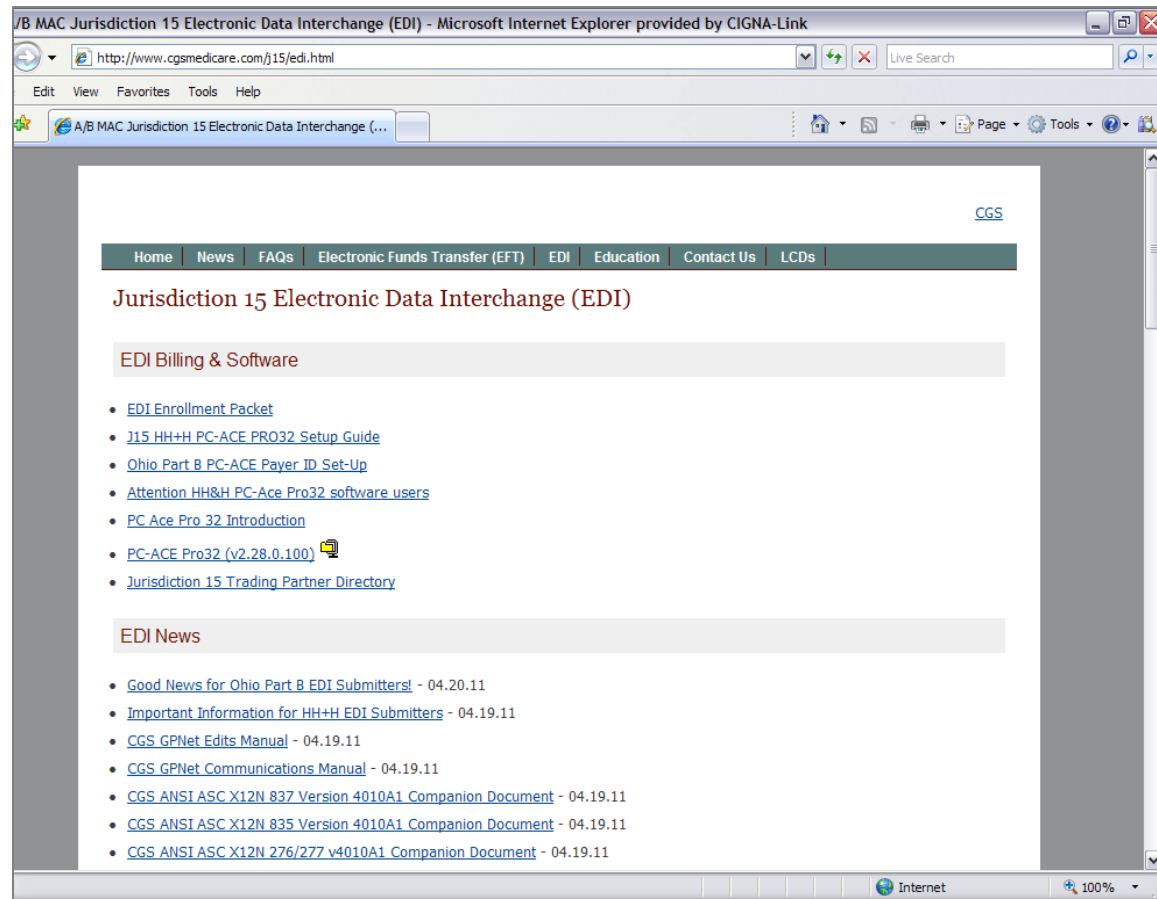


# Electronic Data Interchange (EDI)



# EDI: Transition Readiness

<http://www.cgsmedicare.com/j15/edi.html>





# EDI: Transition Readiness

**August 1, 2011**

- Letters sent to all electronic submitters KY/OH
- Letters include password and connectivity information
- Will contain the steps you need to completed for successful connectivity
- CGS will be posting the letter to the J15 Implementation website



## Transition Readiness

- Network Service Vendors (NSV)
- Contact your vendors, clearinghouse and billing agencies to discuss changes
- Confirm that vendors, clearinghouses and billing agencies have the appropriate MAC contractor number(s)
- Review the J15 Trading Partner Directory at <http://www.cgsmedicare.com/j15/edi.html>

**Kentucky 15101**

**Ohio 15201**



# Transition Readiness

## Early Boarding – August 15, 2011

- Purpose of Early Boarding is to provide you with an extended period during which you can update your connectivity and communications processes to effect communications with the CGS EDI front end
- Early Boarding helps to ensure that you will be comfortable using the CGS systems for your J15 EDI submissions prior to the final cutover date of October 17, 2011.



## EDI: First Steps

### First steps for Early Boarding

- Complete the J15 customer profile form located at <http://www.cgsmedicare.com/j15>
- Complete the form in its entirety and return as soon as possible
- Current submitter ID will be transferred to GPNet for submitting your J15 claims to CGS.
- Once the profile form has been processed a new password will be issued



## EDI: First Steps

- GPNet documentation is available at <http://www.cignagovernment services.com/j15> under EDI
- GPNet Edits Manual is also available and is updated often

**Reminder:** As of the cutover date October 17, 2011 you will need to change your contractor ID to KY 15101 OH 15201 to avoid claim rejection.



## Electronic Remittance

- If you are currently receiving electronic remittances you will be able to download remittances from GPNet
- If you are not receiving electronic remittances from your current contractor you will not receive electronic remittances from GPNet
- If you are interested in receiving electronic remittances see the GPNet Communications Manual



## Billing Software

- Submitters may continue to use their current billing software
  - Communications information included within that software will need to be updated to reflect connecting through GpNet for direct submitters
  - Instruction for communicating with GpNet is available on our website
- Direct Data Entry (DDE) no provider action required



## Billing Software

- Ivans/Ability Users
  - If you are using a Network Service Vendor (NSV) such as Ivans or Ability (VisionShare) you will need to contact your service vendor before your first submission to CGS J15
  - <http://www.ivans.com>
  - <http://www.abilitynetwork.com>
- 5010 Testing will begin after implementation



# Transition Readiness

## EDI Helpdesk

- We are offering a J15 toll-free EDI help desk for providers with specific questions related to the connectivity and early boarding
- **EDI Helpdesk:** 1.866.758.5666
- EDI online education module available on the EDI page of the J15 Transition website



# EDI Resources

## J15 EDI Homepage

- <http://www.cgsmedicare.com/j15/edi.html>
  - EDI Frequently Asked Questions
  - EDI Web-based tutorial
  - Segment specific EDI communications



# Provider Enrollment

## Reminder

- Providers will retain their current PTAN and NPI numbers
- There is no need to re-enroll with CGS or complete new CMS- 855 applications



# Local Coverage Determinations (LCDs)



## J15 LCDs

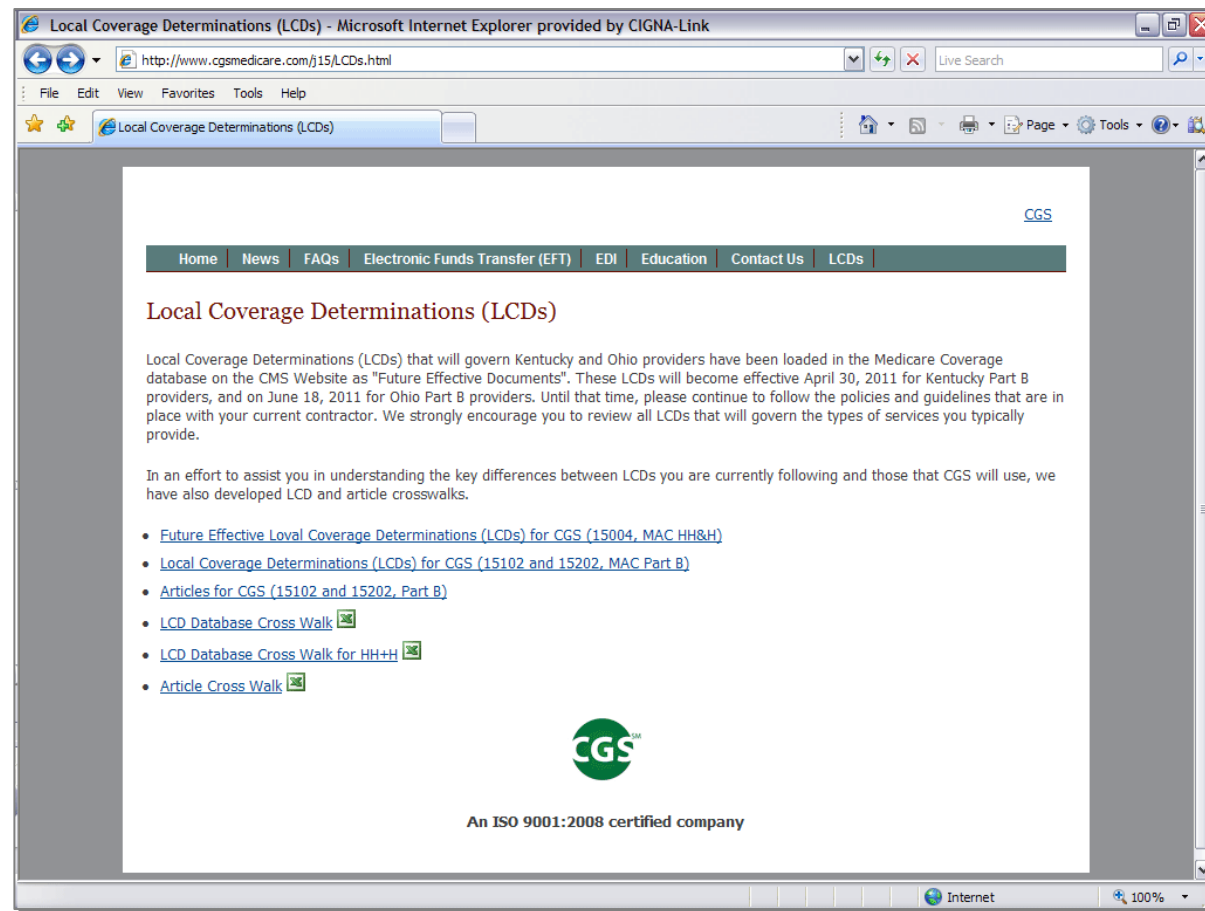
- CGS continues working closely with NGS to consolidate current LCDs
- These “Future Effective Documents” are available from our website at: <http://www.cgsmedicare.com/j15/LCDs.html>
- We strongly encourage you to review and familiar yourselves with all LCDs that will govern the types of services you provide



## 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 October 17, 2011, we have developed an LCD crosswalk
- It is available here:  
<http://www.cgsmedicare.com/j15/LCDCrossWalk.xls>

<http://www.cgsmedicare.com/j15/LCDs.html>





# What to Expect at Cutover



# What to Expect At Cutover

## Possible dark day

- Dark day refers to the FISS system and operations not available for providers
- Dim day refers to the FISS system operational however Provider Customer Call Center is not available



## Claims in Process

- Claims that will be in the FISS system at time of cutover will continue to process appropriately
- Open medical review claims will continue to process
  - SB 6001
  - Pending ADRs
  - Pending appeals



# Monitor Your Claims

## Through Direct Data Entry

- Main Menu
  - Select 02 Claims/Attachments
- Claims Menu
  - Select 56 Claim Count Summary



# Monitor Your Claims

MAP1701

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

ENTER MENU SELECTION: █

PLEASE ENTER DATA - OR PRESS PF3 TO EXIT



# Monitor Your Claims

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



# Monitor Your Claims

- 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



# Cutover Activity

## Suggestion

- Print claim count summary prior to cutover
  - Review totals in status locations
  - Print claim count summary post cutover
  - Review totals in status locations
- Totals should be the same



# Contacting CGS



## 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 your current contractor for timely completion



## J15 Helpdesk Available

J15 toll-free implementation help desk for providers with specific questions related to the transition is now available.

- **Telephone number:** 1.877.819.7109
- **Hours of Operation:** 8:00 am - 4:30 pm CT, Monday - Friday



# J15 Inquiries

<http://www.cgsmedicare.com/J15Questions.html>

CGS Administrators, LLC J15 Questions - Microsoft Internet Explorer provided by CIGNA-Link

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### ● CGS Administrators, LLC 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:



# J15 Frequently Asked Questions

<http://www.cgsmedicare.com/j15/faqs.html>

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Home | News | **FAQs** | Electronic Funds Transfer (EFT) | EDI | Education | Contact Us | LCDs

## A/B MAC Jurisdiction 15 Transition Frequently Asked Questions (FAQs)

**General Jurisdiction 15 Questions:**

**Q: Which states are included in Jurisdiction 15?**

A: The Jurisdiction 15 A/B MAC includes the Part A and Part B workloads for the states of Kentucky and Ohio.

In addition, the Home Health and Hospice workload for the following states is also included in J15: Colorado, Delaware, Iowa, Kansas, Maryland, Missouri, Montana, Nebraska, North Dakota, Pennsylvania, South Dakota, Utah, Virginia, West Virginia, Wyoming and the District of Columbia.

**Q: Has a timeline been established for the Jurisdiction 15 transition?**

A: CGS 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

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# J15 Website

<http://www.cgsmedicare.com/j15/index.html>

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**Latest News:**

- Local Coverage Determinations (LCDs) for CGS (15102 and 15202, MAC Part B)
- Check out the FAQs!
- Have a question about the J15 transition?
- Access our EFT Re-enrollment Tutorial Here
- Join the J15 Listserv!
- Future Effective Local Coverage Determinations (LCDs) for CGS Administrators, LLC (15004, MAC HH&H)

**A/B MAC Jurisdiction 15 Transition & Implementation Information Site**

In November 2010, The Centers for Medicare & Medicaid Services (CMS) announced the award of the Jurisdiction 15 A/B MAC contract to CGS Administrators. The J15 Contract includes the Part A and Part B workloads for the states of Kentucky and Ohio, as well as the Home Health and Hospice workload for the following states: Colorado, Delaware, Iowa, Kansas, Maryland, Missouri, Montana, Nebraska, North Dakota, Pennsylvania, South Dakota, Utah, Virginia, West Virginia, Wyoming, and the District of Columbia.

CGS 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. CGS will assume responsibility for each of the J15 MAC segments based on the following operational dates:



# CGS ListServ

https://www.cgsmedicare.com/medicare\_dynamic/ls/001.asp

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https://www.cgsmedicare.com/medicare\_dynamic/ls/001.asp

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Join the ListServ Notification Service!

CGS Home | DME MAC Jurisdiction C | Home Health & Hospice | Idaho Part B | Kentucky Part B | Ohio Part B

Join the ListServ Notification Service!

**Basic Information**

First name:  \*      Email:  \*

Last name:  \*      Practice/Organization:

City:  \*

State: Please Select One:  \*

Zip:  \*

Which Medicare contracts do you serve?

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

**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 interest\(s\)](#). There is no reason for concern if your specialty is not listed among the available options.

Clear all fields   Register



# J15 News

<https://www.cgsmedicare.com/j15/News.html>

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A/B MAC Jurisdiction 15 News

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## A/B MAC Jurisdiction 15 News

### June 2011

- [Jurisdiction 15 Home Health and Hospice \(HH+H\) Ask the Contractor Teleconference](#) - 06.20.11
- [Good News for Ohio Part B EDI Submitters!](#) - 06.13.11
- [Ohio Part B EDI Providers - Are you ready for transition to CGS?](#) - 06.08.11
- [J15 Part A Information](#) - 06.08.11
- [HH+H Providers: Are you Ready for the June 13, 2011, Jurisdiction 15 Transition to CGS?](#) - 06.08.11
- [Ohio Part B Providers: Are you Ready for the June 18, 2011, Jurisdiction 15 Transition to CGS?](#) - 06.08.11
- [We're Changing Our Name!](#) - 06.03.11
- [Attention Ohio Part B Providers: CGS to Observe a Dark Day on June 20, 2011 and Information on Pay Forward](#) - 06.03.11
- [CGS Announces its Operational Contact Information for J15 Home Health & Hospice Providers Effective June 13, 2011](#) - 06.03.11
- [Attention Home Health and Hospice \(HH+H\) Providers: Cutover Timeline/CGS to Observe an Operational Dark Day on Monday June 13, 2011](#) - 06.02.11
- [1099 Provider Information for Home Health & Hospice](#) - 06.02.11
- [1099 Provider Information for Ohio Part B](#) - 06.02.11
- [CGS Announces its Operational Contact Information for Ohio Part B Providers Effective June 18, 2011](#) - 06.02.11
- [Attention Ohio Part B Providers! CGS Guidance on Electronic Claims Requiring Additional Documentation/Invoice Information](#) - 06.02.11
- [EFT Reminder for Ohio Part B Providers - Immediate Action Required!](#) - 06.02.11

### May 2011

- [Jurisdiction 15 Ohio Part B Ask the Contractor Teleconference](#) - 05.26.11

Internet 100%



# J15 Education

<https://www.cgsmedicare.com/j15/education.html>

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<https://www.cgsmedicare.com/j15/education.html>

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A/B MAC Jurisdiction 15 Education

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## Jurisdiction 15 Education

- [Ask the Contractor Teleconferences - Current](#)
- [Ask the Contractor Teleconferences - Previous](#)
- [Education Calendar of Events](#)

### Ask the Contractor Teleconferences

Ask the Contractor Teleconferences (ACT) are your opportunity to interact directly with the Subject Matter Experts at CGS to ask your questions relative to the implementation of Jurisdiction 15 and to learn about important news and information that will help you to prepare for transition activities.

### Previous Ask the Contractor Teleconferences

#### Ohio Part B Ask the Contractor Teleconference (ACT) - 6.30.11

- [Transcript](#)
- [Audio File](#) (10 MB)

#### HH+H Ask the Contractor Teleconference (ACT) - 6.28.11

- [Transcript](#)
- [Audio File](#) (10.4 MB)

#### Ohio Part B Ask the Contractor Teleconference (ACT) - 6.07.11

- [Transcript](#)

Done Internet 100%

# Check out the CGS A/B MAC J15 Provider Outreach & Education page **on Facebook**®



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Provider Outreach &  
Education (POE) information  
and more on the CGS A/B MAC  
J15 POE page on Facebook®  
at: <http://www.facebook.com/CGS.J15>





**Questions?**