INDIAN HEALTH SERVICE
Business Office Coordinators, HIPAA Coordinators,
Information System Coordinators and Headquarters
Minutes for April 15, 2004
HIPAA Business Transactions Awareness Conference Call

Present

ITSC	Carl Gervais, Sandra Lahi, and David White
Headquarters	Frank Martin, Elmer Brewster
Aberdeen	Alice Martell, ISC, Thad Banley, IT
Alaska	*No Response*
Albuquerque	*No Response*
Bemidji	Jan Thunder, BOM, Red Lake
Billings	*No Response*
California	Toni Johnson, IT Specialist and company
Nashville	*No Response*
Navajo	Brenda Tahe, Billing Clerk; and Roland Todacheenie, BOC
Oklahoma	*No Response*
Portland	David Battese, IT Specialist; and Leah Tom, BOC
Phoenix	Violet Kenny, PIMC
Tucson	*No Response*

Meeting Began at 10:00 AM

Roll Call	Roll call was taken. Participants who joined the call after roll were advised to e-mail their names to Sandra Lahi or Dyanne Leyba.
Minutes	The Conference Call Minutes for 4/01/04 were approved by the group. They will be posted to the IHS website.

AGENDA ITEMS ADDRESSED

Items of follow up from ITSC Business Transactions Training held in February 2004 – UPDATE STATUS REPORTS.

Item # 1 - 997/824 Error Report software design – Sandra Lahi

Development of the 997/824 Error Report software continues. Testing of the software is targeted to begin April 26th for the group members. Sandra will be inquiring to find out answers to questions that remain on different formats and payers.

Item # 2 -- National TPA/BAA legal guidelines – Template and Signature – Frank Martin

OGC and Acquisitions have agreed on the TPA but there is still no decision on who can sign the TPA. This is Robin York's decision.

Item # 3 -- National Training Online Modules – First phase – Frank Martin/Sandra Lahi/Kurt Priessman

We are in negotiations with the contractor for development of the national training online module. Training development should begin soon. Plan is to meet with the contractor the last week in April to design the content. Clarification was made that this was not like an existing on-line training but more towards the information provided at the ITSC Train the Trainer workshop.

Item # 4 -- Indian Health Service CMS representation – Issues received/Conference call to be scheduled – Elmer Brewster

Frank reports a document has been created to define IHS issues and concerns that require CMS guidance. The document was sent to Elmer who, in turn, forwarded the document to Rick Freeman at CMS. No feedback from Rick yet.

Reports from Area Office Leads/ITSC – (1) What advances have your area made towards HIPAA Business Transaction Testing and which payors are you working with? (2) Do you have any other RPMS issues you would like to discuss to get clarification? 3) What other support issues or items of concern that you foresee with this initiative?

Aberdeen	Alice Martell reported for Joan Azure. Aberdeen is continuing to test with ND Medicaid. They are receiving errors relating to the Tax ID number. Joan has been working with Adrian to resolve this issue. Plans are to be in full compliance and they are not anticipating any revenue shortfalls.
Alaska	*No report provided*
Albuquerque	*No report provided*
Bemidji	Jan Thunder reported they are still testing with MN Medicaid. Still working on errors received on the error report with Sandra and ITSC staff. Red Lake has not received any revenue for Medicare Part A and B for two weeks. Red Lake has not tried testing with payers yet.
Billings	*No report provided*
California	Toni reported that more sites have been approved for production for Medi-Cal. Continue to send files to NHIC, Riverbend and UGS. UGS in production with one of the sites. NHIC CLIA # issues. Still waiting to get approved and in production. In RPMS, changing export

modes back and forth to change in File man to change back to Paper. Recommend to add a menu option to allow the users to change the export mode. Need to keep the cash flow going. Have sent a file to Blue Shield of CA. Had errors and are working errors. Went through Webclaims Net Clearinghouse, had identified two errors with formats. For PI 837 Dental claims. Having HIPAA awareness training with all Area staff. Several sites have submitted their application for 835 process. Plans are to start with Medi-Cal. Sent an email to Gail to do a Net meeting for training. Charolett with Phoenix has raised issues with dental questions. See Toni's email in March.

Nashville	*No updated report provided.*
Navajo	Roland Todacheenie and Brenda Tahe. Still testing TB Part A and B, AHCCCs and Kidscare (all sites are testing). Two are in production with AHCCCs (Winslow and Kayenta). Some problems with Medicare with zz where ISA file is at. Should be 33. Several sites are having the problems. Numbers with AHCCCs is still a problem. Brenda is also having problems getting IT assistance to add information via file man. An example was that AHCCCs in the X12 trading partners ID # field, AHCCCs wants two leading zeros and two in the end. It is recommended that this be added as a menu option TM in third party. Site-managers are slow in responding to requests. Target date to get the Navajo Area in compliance is April 30, 2004. Brenda, Roland and Sharon Sorreel made site visits to all eight hospitals and found that all sites had different software and but were using consistently. Roland gave an update on the Quovadx project. Quovadx came out and did a demonstration on clearinghouse capabilities. Navajo Area has processed PO for additional modules. To include PI payers. The 270 is working currently. Navajo Area is still waiting to complete the testing for the 271 functionality once ITSC processes a task order to CMI
Oklahoma	*No update provided.*
Portland	Leah Tom, David Battese. Still testing with WA and OR Medicaid. Idaho is still okay. For Medicare Part B, diagnostic labs and Radiology still need referring provider. For Washington Medicaid, IHS sites have begun billing WA in 837. WA 835 will be available by end of month in 835 format. Oregon Medicaid recalled the 835 guidelines so it looks like they are still having system issues. Western Oregon is submitting 837 files. CLP1 record and cannot identify it back to RPMS. Reissued 835 this morning and has transposed numbers. Testing the Medco Health POS 835 file at Warm Springs. Working on PNC. To test 835 for TB at Warm Springs as well. Each of the states, Idaho, Oregon and WA, facilities have submitted claims electronically in 837 format. Still have issues with RPMS and addressing locally. A lot of stuff has to be corrected in File-man and correct. Have staff to cancel the claim, correct the data and re-approve

	it. Inflates A/R reports when this is done. RPMS is working well with Oregon
Phoenix	Violet Kenny, PIMC, reported that PIMC is currently in production with Medicaid and Medicare Part B. Sent Part A Medicare files including 1200 claims which RTP'd due to UPIN #s are populating with Tax ID #s. PIMC had to manually correct over 900 claims online. Shonda did have a fix to this issue in RPMS. AHCCC has noted that no one is in production for Phoenix Area except PIMC. Question was made as to how PIMC is labeling their files for AHCCCs? . Violet explained how she labeled files that were sent to AHCCCs.
Tucson	*No update provided.*
ITSC	
Sandra Lahi	837 Third Party Billing, p6 status
	Plans are to work hard to get ABM Patch 6 into testing by the first week in May. If you want to start testing with any payer, you will need the updated routines installed at your site before you begin. If you need these updated routines sooner than the patch release, please contact Sandra/ITSC.
Sandra Lahi	835 AR Version 1.7 patch 5
	PNC Bank has been working with test sites on Medicare Part B. ITSC is still working with PNC to receive some valid files. ITSC is still working the issues.
Sandra Lahi	270/271 – Eligibility Inquiry & Response
	Status Quo. No further progress made with this transaction.
Sandra Lahi	Testing Reports Updating
	ITSC wants to keep current on the status of Area transaction testing. This will help tracking progress and reporting to IHS Headquarters. Dyanne has been contacting Area coordinators to obtain the latest transaction information.

QUESTIONS/CONCERNS/DISCUSSION

Toni Johnson (CAO) – Do we have a crosswalk document for UB92s/HCFA 1500s to 837s? Sandra reported that there is a type of document that Shonda is working on. Sandra will check and see if this is feasible.

Brenda Tahe (Navajo Area) – Is anyone having problem with eligibility information pulling from page 1 of Patient Registration instead of page 4? This is happening at Ft Defiance and Crownpoint with Medicare for the DOB & SS# and patient name. Sandra will check on this.

Violet Kinney – PIMC cleaned out their Patient Registration database by having their local developer, Jim Gray, design a software to print this type of report. The report included Policy

name, Address information, Insurer name and M/M or PI status. A request was made to distribute this routine to sites.   Sandra would check to see how this can be accomplished.

Violet Kinney (PIMC) – Thanks to Adrian, Gail, and Shonda for all of their support. Brenda and Toni concurred. It was announced that Gail will be leaving ITSC on April 30th and plans are to cross-train Dyanne to provide the HIPAA support until Gail's position can be filled.

NEXT CONFERENCE CALL

The next call is scheduled for Thursday, 04/29/04 at 10:00 AM (MDT). The conference call-in number is: (888) 531-9517 (Passcode: 46879).   This call will require a numeric code to allow users to have more timely access to the call.