



Medicare Jurisdiction E Implementation

COA Meeting April 19, 2013

Paul O'Donnell

Senior VP and JE Project Manager

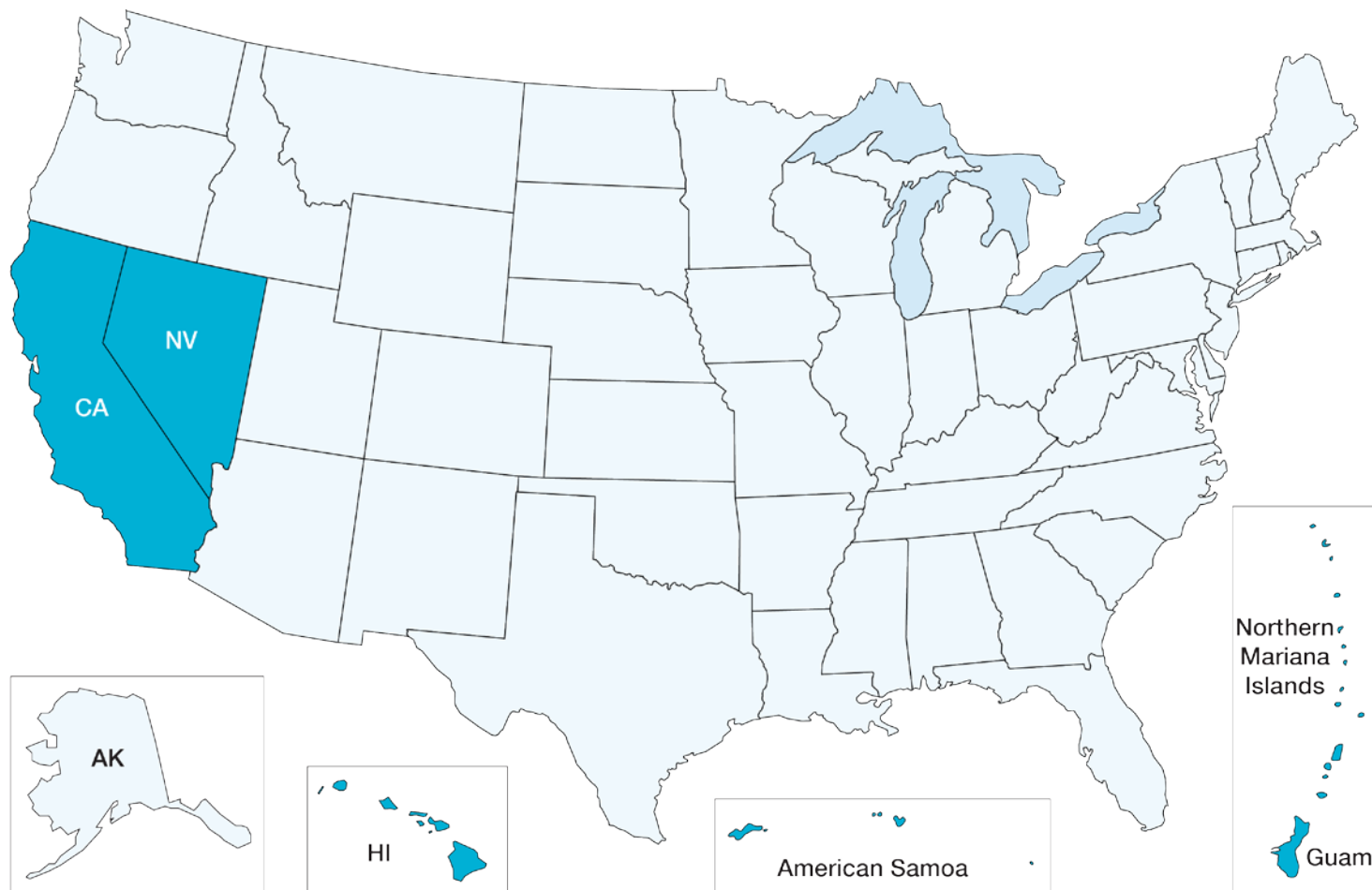
Welcome / Corporate Experience

- Noridian is a wholly owned subsidiary of Noridian Mutual Insurance Company (dba, Blue Cross Blue Shield of North Dakota) headquartered in Fargo ND
- Jurisdiction F contractor for 10 western states
- DME JD MAC – 17 western states, including JE states (CA, NV and HI)
- Medicaid and Health Insurance Exchange contractor
- Multiple A/B Medicare implementations

Medicare Contracting Reform

- In April 2006, the Centers for Medicare & Medicaid Services (CMS) began to award Medicare claims processing contracts (A/B MAC contracts) through competitive procedures
- Originally 15 jurisdictions in the country and California part of Jurisdiction 1 (Palmetto awarded)
- Consolidated to 10 jurisdictions and now California part of Jurisdiction E (Noridian awarded)

Jurisdiction E – Parts A and B



Goals of JE Implementation

- Minimal disruption to providers
- Ensure no lapse in provider payment
- Communicate with those impacted
- Retain continuity of policies at cutover
 - e.g. Local Coverage Decisions, Claims Editing






Implementation Dates

Activity	Date
Award	September 2012
GAO Protest Resolved	January 2013
Association Meetings	January/February 2013
Kickoff	March 2013
Preparation/Education	March-August 2013
Part A Cutover	August 26, 2013
Part B Cutover	September 16, 2013

What's New/Changing

- Single 1-800 for all inquiries
- New IVR, website and provider portal
- New PO Boxes
- EDI submission
- All pending work, paper or electronic, will be transferred to Noridian

Information Sources

-  – Website/Listserv : www.noridianmedicare.com/JE
-  – Contact provider organizations
-  – Meet and Greet meetings with providers
-  – Mailings to providers
-  – Web based provider workshops/ACTs

Outreach

- Webinars – six introductory sessions per week starting in May
- Listserv – subscribers transferred from Palmetto
- Mailings – introductory letter and EDI letter
- Associations – work with established meetings, ongoing relationship

Key Website Items

- EDI - focus on vendors and direct submitters
- Contact Information
 - phone numbers and mailing addresses
- Current news and relevant changes
- Provider Portal
- IVR
- Schedule of Events
- Cutover dates
- Payment cycles
- FAQs

EDI Transition Philosophy

- Minimal provider disruption
- Level playing field from MAC to MAC due to 5010 effort and CMS Common Edit Module (CEM)
- Identify target EDI audiences
 - Providers (direct and non-direct)
 - Vendors

EDI Provider/Vendor Testing Process

- Testing is not required but is available and encouraged
- Noridian to use Palmetto's EDI Submitter values
- Establishing vendor relationships and individual test plans

EDI Outreach

- Utilize existing Noridian education tools
- Vendor team created for 1-on-1 vendor outreach and transition activities
- EDI Specific Web Based Provider Workshops
- Face-to-face visits to key vendors and providers

Provider Portal - Endeavor

- A secure provider internet web site
 - Claim status
 - Verify eligibility
 - Appeals, Reopening status
 - Review a single claim remittance advice
- Hours available
 - Monday- Friday: 6am-8pm (central time)
 - Saturday: 7am-3pm (central time)

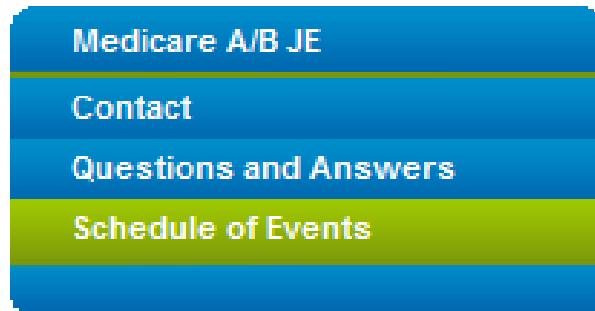
IVR

- Specific IVR features Noridian will have available upon implementation include:

Part A	Part B
<ul style="list-style-type: none"> • Provide Authentication • Eligibility (Entitlement, MSP, Managed Care, HMO, Preventive Services, Deductible, other) • Claim Status • Payment Information • Appeal Status • Patient Status • Request Duplicate Remittance Advice • General Information (Address, Remittance Advice Codes, Hours of Operation) 	<ul style="list-style-type: none"> • Provide Authentication • Eligibility (Entitlement, MSP, Managed Care, HMO, Preventive Services, Deductible, other) • Claim Status • Payment Information (Last 3 Checks, Payment Floor, Fee Schedule Reimbursement) • Appeal Status • Request Duplicate Remittance Advice • General Information (Address, Remittance Advice Codes, Hours of Operation)

Schedule of Events

- Schedule of events are listed by month
 - May 2013
 - Implementation 101 webinars
 - Ask The Contractor teleconference calls



Thank You

We look forward to working with providers and medical associations to have a smooth implementation.

Best source of information and to make inquiries is on the implementation website:

www.noridianmedicare.com/JE