



JJ Implementation

Important Information from Cahaba Government Benefit Administrators®, LLC



SPECIAL BULLETIN



Medicare Part B

April 2015
Issue One

Cahaba Government Benefit Administrators®, LLC Awarded Jurisdiction J A/B MAC

On September 17, 2014, the Centers for Medicare & Medicaid Services (CMS) awarded Jurisdiction J (JJ) A/B Medicare Administrative Contractor (A/B MAC) to Cahaba – formerly Jurisdiction 10 (J10). In this edition, you will find the following information related to the JJ transition:

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General

Welcome to Cahaba: Jurisdiction J - Revised

On September 17, 2014, the Centers for Medicare & Medicaid Services (CMS) announced that Cahaba Government Benefit Administrators[®], LLC (Cahaba) has been awarded a contract for the administration of Medicare Part A and Part B Fee-for-Service claims in the states of Alabama, Georgia, and Tennessee (A/B MAC Jurisdiction J). The original MAC contract for A/B MAC Jurisdiction J (formerly designated as A/B MAC Jurisdiction 10) was awarded to Cahaba in January 2009.

Cahaba is the incumbent contractor for this MAC jurisdiction, so we anticipate implementation of the new contract to go smoothly, with few (if any) disruptions in service for Medicare beneficiaries and providers. Cahaba will process Part A and Part B claims, as well as perform other critical Medicare operational functions that include Provider Enrollment, Medical Review, Provider Outreach and Education, Provider Audit and Reimbursement, Medicare Secondary Payer (MSP), and Provider Customer Service. To assist Cahaba in performing these functions, we have entered into a subcontracting arrangement with National Government Services (NGS) to provide limited services for the JJ Contract. NGS will subcontract Audit and Reimbursement, MSP and Non-MSP Overpayments and basic Mail Room functions. In some instances, depending on your business needs, you may be in contact with NGS associates as it relates to the Audit & Reimbursement and Overpayments.

Cahaba will also be responsible for responding to several unique MAC contract requirements such as Organ Procurement Organizations (OPO) and Histocompatibility Laboratories. Other unique characteristics of the JJ A/B MAC are the large portion of National Rural Health Clinics (RHCs) and End Stage Renal Disease (ESRD) facilities within the jurisdiction.

We have a dedicated website page to keep providers informed of all important information, updates and activities pertaining to the JJ transition. You may click on the “**CMS Awards Jurisdiction J**” section on our website at www.cahabagba.com. Please bookmark this site as a favorite and visit us often for the latest JJ news.

Cahaba will begin full responsibility for the administration of the JJ contract on June 1, 2015 for Part A providers and **July 1, 2015 for Part B providers**. We are excited and proud to be your Medicare Administrative Contractor (MAC) Jurisdiction JJ.

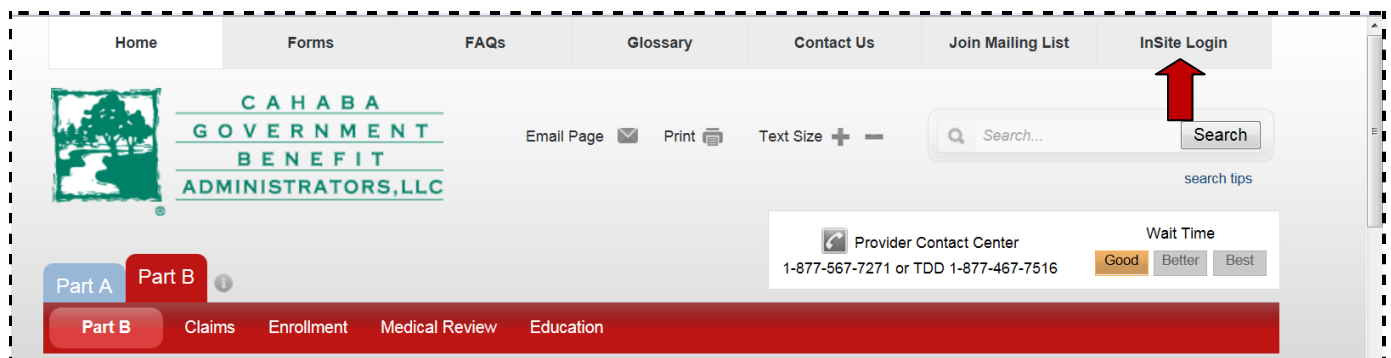
InSite - Connecting and Exchanging Information

InSite allows providers and suppliers to conduct business via a **web portal** instead of calling into an Interactive Voice Response (IVR) System or Provider Contact Center. You can use this system to find beneficiary eligibility and entitlement information, query for your claims status, see financials and view your provider/supplier demographic information. This system operates in a secure, protected environment to ensure your billing information is never compromised. Each provider will select a Local Security Officer (LSO) to be authorized by Cahaba. Your LSO will manage your InSite user access.

InSite provides educational material to assist with enrollment and navigation, such as:

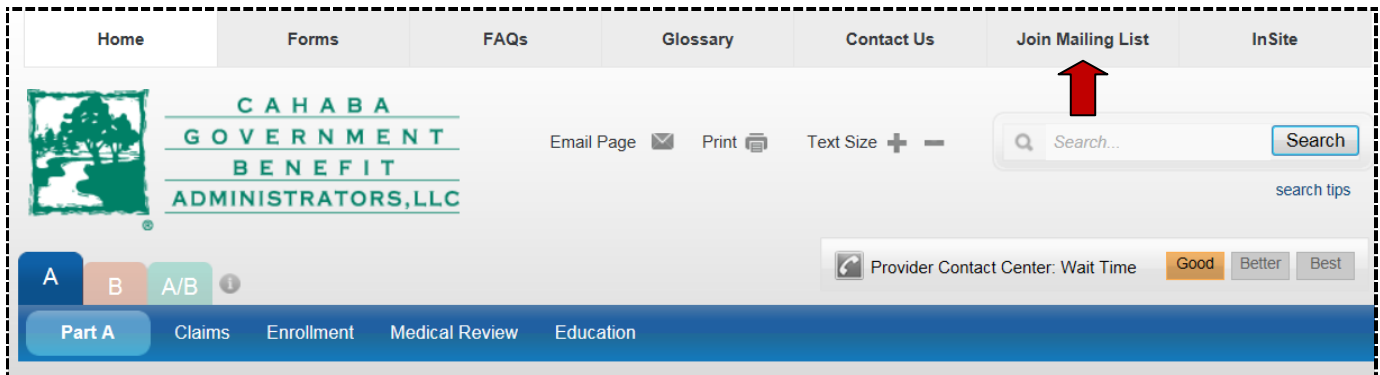
- Quick Steps Job Aid
- Training Material
- Frequently Asked Question (FAQs)

InSite is a **free** and secure online portal to help you manage your Medicare billing. It's easy to use and available 24 hours a day. Located in the top gray toolbar on the Cahaba website at <http://www.cahabagba.com/>, we encourage you to begin the enrollment process today.



Join Cahaba's Mailing List

Located on the homepage of the Cahaba website, you will find a selection in the top gray toolbar entitled "Join Mailing List". By clicking here and enrolling in our email mailing list (known to many as a **listserv**), you will receive timely CMS and Cahaba news including policy, benefits, event announcements, claim submissions, processing updates and more.



This service is **free** and all you need to subscribe is a valid email address. Having the most current information will help you avoid costly and time-consuming interruptions. We encourage all Medicare Part B providers to enroll at <http://www.cahabagba.com/e-mail-notification-service-subscription-form/>.

Once you are a member, you can edit your profile to:

- Unsubscribe from all lists
- Subscribe to additional lists
- Update your email address
- Change your name or address information
- Change what Cahaba lists you are subscribed to

In order to ensure that you receive your subscription emails and announcements from Cahaba, **please** add us to your contact lists, adjust your spam settings, or follow the instructions from your email provider on how to prevent **our emails** from being marked "Spam" or "Junk Mail".

Appeals

Address Change

Providers may be notified of an address change(s) as we make this JJ transition. Any changes will be communicated via the Cahaba website, newsletters and on the appeal forms. As always, in order to receive and process your request more efficiently, we encourage you to use our [Redetermination SMART Form](#), which allows you to complete all sections electronically, print, and fax to us. This form ensures there will be no impact by address changes, and that your information will be received timely.

Self-Service Tools

Be on the lookout for a couple of new self-service tools that will allow providers to submit an appeal electronically and check the status of an appeal online. We are excited about these new features and hope to make them available this year. Remember to take advantage of our current self-service tools located in the [Appeals](#) section of the Cahaba website that includes the Appeals Decision Tree and Appeals Calculator.

Claims

Paper Claims - Update

Effective July 1, 2015, providers who currently submit paper claims should start using the new mailing address below:

Cahaba Medicare Part B
Post Office Box 6169
Indianapolis, IN 46206

Any request for additional documentation should be sent to the address contained in the letter. As always, providers are encouraged to use esMD and fax for faster processing.

Claims Issue Log

Cahaba maintains a **Claims Issue Log** on our website to notify providers when claims processing issues are identified by Medicare. The log identifies what is affected, the specific issue, the impact and status of the issue and any mass adjustment notification. The **Claims Issue Log** is located at <https://www.cahabagba.com/part-b/claims-2/claims-issue-log/>.

Electronic Data Interchange (EDI)

Electronic Claims and Remittances

The transition to JJ should not have any noticeable impact on electronic claims filing and electronic remittances. Submitters do not need to make any special preparations for the upcoming transition and should continue to submit their claims and retrieve their remittances as usual.

Financial

Overpayment Checks

Cahaba will be utilizing lockboxes to deposit overpayment checks received from providers and the checks will be deposited within 24 hours of receipt. All checks should be made payable to Cahaba GBA and include a copy of the voluntary refund form or demand letter, as applicable, along with any additional documentation that would enable processing of the request.

For overpayments resulting from demand letters, please send separate checks from those being voluntarily refunded. In addition, please send separate checks for refunds for Medicare Secondary Payer (MSP) and Non-MSP payments. For all MSP refunds, be sure to include the primary insurers Explanation of Benefits.

Medical Review

Local Coverage Determinations

The JJ transition will not affect LCD development or any LCDs in progress. Cahaba will continue current LCD Comment, Development and Reconsideration processes as noted on the Cahaba website. For more detailed information regarding LCD comments or reconsiderations please reference the [Program Integrity Manual, Chapter 13](#).

Information regarding Local Coverage Determinations (LCDs) and Articles may be found on the Cahaba website at <http://www.cahabagba.com/part-b/medical-review/local-coverage-determinations-lcds-and-articles/>.

Prepayment Medical Review Log

Medical review activities will continue as posted in the Prepayment Medical Review Log at <http://www.cahabagba.com/part-b/medical-review/current-prepayment-medical-review-log/>.

Medical review topics are based on CMS requirements and data analysis, including (but not limited to) trend analysis reports, national comparison reports, Comprehensive Error Rate Testing (CERT) denials,

Recovery Audit (RA) denials, and Office of Inspector General (OIG) reports. Provider education is emphasized and analysis of actual claim submissions provides the direction for specific review selection and educational efforts. Correct claim billing and payment is the goal.

Provider Outreach and Education (POE)

Communication

We will be utilizing various forms of communication to keep the provider community updated throughout implementation and transition to JJ. These may include:

- JJ Implementation section on our website's homepage at www.cahabagba.com
- *JJ Implementation Special Bulletins*
- Listserv messages
- Webinars
- Face-to-Face Events
- Ask-the- Contractor Teleconferences
- Provider Outreach and Education (POE) Advisory Group Meetings
- Interactive Voice Response (IVR) Training Courses
- InSite Web Portal Enrollment Webinars
- Communication with beneficiary organizations, state and local officials

We encourage all providers to subscribe to the [Cahaba mailing list](#) (known to many as a listserv). This is a **free** service and will allow subscribers to receive updates via email regarding Medicare news, including policies, benefits, claim submissions, processing and educational events.

Special Bulletins

Cahaba participates in the CMS alternative method of issuing bulletins and plans to continue this process for both the monthly *Medicare B Newslines* and *JJ Implementation Bulletins*. This alternative method means we will place the bulletins on the website only. Providers without internet access may contact the Provider Contact Center to request paper bulletins. We also offer a yearly subscription for paper copies of the bulletins at a nominal fee for providers without internet access. Providers are notified via the listserv when bulletins are available.

Outreach and Educational Events

To view upcoming educational opportunities related to the JJ transition and other Medicare topics, refer to the [Calendar of Events](#) page on our website.

Frequently Asked Questions

A JJ Transition Email Inquiry Box has been created for providers to submit questions at JJFAQs@cahabagba.com. All questions will be researched to provide clear and complete information to assist providers through our JJ transition. No individual responses will be provided to your inquiry submitted. Responses will be published for everyone to view in our monthly JJ Special Bulletins and posted in the [Part B JJ Transition](#) section on our website under [Frequently Asked Questions](#) (FAQs).