



# The Advisor

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## INSIDE THIS ISSUE

1. Monthly Musings
2. ECS Team Spotlight
3. Tips from the Team
4. Maximus Announcement
5. Same or Similar “how to” tips for Noridian

## Monthly Musings

*By Sarah Hanna, CEO*

### It's the Little Things

A quote I read recently really resonated with me: “All progress comes from little tiny wins that gather momentum.” We always look for the big WIN so we can celebrate and know we “made it.” As humans, that’s a normal reaction, but in reality, the big victory is a series of small steps netting results that keep propelling us forward to reach the moment we have been striving for. Celebrating only the end game defeats the journey. Let me ask you, when was the last time you saw a football team not celebrate a “win” until they won the final championship game? NEVER!! Applauding the incremental steps that lead us to success keeps us motivated to keep going amid losses.

Recognizing staff who grind day to day on a consistent basis is important to reaching success. Ensuring their training is done in a manner which promotes results and retainment also plays into reaching victory. Just like in sports, you must win/lose, coach, train, practice and “dance in the end zone.”

Elbow bump, high five, or fist bump (whichever works for you) and keep the positive vibe going all the while persevering to winning your championship trophy.



## ECS North Team Spotlight

ECS North is proud to introduce you to a very valuable member of our team...Heather Davis.

Heather joined the ECS team in December 2008. She is a Denial/AR Specialist where her primary responsibilities are working denials and outstanding balances on the AR for clients in Ohio and Kentucky. She is persistent and tenacious in her work on behalf of her Clients and her main goal is claims payment.

Heather has one son and two grandchildren, who she adores. She also has a German shepherd named Zoey and a blue and gold macaw named Gus. In her spare time, she enjoys spending as much time as she can with her grandchildren. When she is not spending time with her grandchildren she enjoys reading. Her favorite family traditions include family dinners, catching up on what is happening in everyone's lives as well as playing cards, dominos, and board games. Heather stated that she draws inspiration from her grandchildren. Her goal is to set a good example by showing them her strong work ethic.

She stated that her favorite part of working at ECS North is the sense of family and belonging. She knows that the people of ECS North truly care about each other.

When asked what her favorite or most memorable moment at ECS North was, she said it is the Christmas parties throughout the years. It's a time when everyone comes together, talking, laughing, playing games, and just having fun. One of her funniest memories from a past Christmas party was when ECS North's, then Office Manager, dressed up as an elf and greeted everyone at the door.

Heather had this to say about why she loves working at ECS North: "The strong leadership team. Their management style and knowledge are so valuable to the people working at ECS North. Sarah is an extraordinary leader."

**Meet Heather!  
ECS North's  
September EOM**



*Heather Davis*

## Tips from the Team

*From Kit Shellhouse - Vice President*

If we asked our clients who wants to get their money faster? Everyone would raise their hands like children in school saying: “me, me, me!” “To help us help you” there are a few simple steps that your team could do to help improve claims payment turn-around time.

- 1) Scan all documents into the properly labeled folder in your document management system. There are several instances where ECS’ claims billing or AR team are unable to initially bill, rebill or appeal a claim due to missing information that has been obtained but is sitting on someone’s desk waiting to be scanned or is missed because it was stored in the wrong folder. While scanning documentation may fall to the wayside especially in times of staff shortages, this could cause a claim to be touched 2-3 additional times in combination by your ECS North biller and your team member.

To elaborate, it is ECS’ process to add the claim to the Needed Information Spreadsheet requesting the documentation, which then translates into your team having to work this line on the NIS and then respond to the biller. ECS North’s biller then reviews the information and either completes the request or depending on the state of the documentation, request additional information. After all these steps, the claim(s) still hasn’t “left the building” for processing by the payer.

Of course, sometimes a request is placed on the NIS and either our team member missed seeing it in the folder or the request and the scanning of the information happened simultaneously and crossed paths. In these instances, we apologize in advance for the frustration.

- 2) Speaking of the Needed Information Spreadsheet, how often is your team addressing these requests? Identifying a specific team member on your side who is responsible for reviewing these requests and obtaining the items requested is important and appreciated. Having a specific schedule where the NIS is reviewed and worked is extremely beneficial to both our Clients and ECS. The Needed Information Spreadsheet is one area where we cannot receive resolution on your claims without intervention from you.

“Help us help you” and let’s get those claims paid and cash in your bank!



*Kit Shellhouse*

“That old September feeling, left over from school days, of summer passing, vacation nearly done, obligations gathering, books and football in the air...Another fall, another turned page: there was something of jubilee in that annual autumnal beginning, as if last year’s mistakes had been wiped clean by summer.”

Wallace Steger, Angle of Repose

## Maximus Announces the Implementation of Using Zoom for DME Reconsideration Telephone Discussions

ECS North received an email notification from Erin Carey, Senior Business Analyst, DME QIC at Maximus stating that Maximus would be using Zoom conferencing calls effective 8/31/2020.

Ms. Carey stated the following: “Over the past few months, Maximus has been committed to improving the experience of our supplier community’s participation in the formal telephone discussion process. We are pleased to announce that after completing a successful pilot, we will be implementing the use of Zoom for Healthcare when conducting discussions. Each of our adjudicators will have a dedicated Zoom meeting ID that will be used for prospective telephone discussions. Upon receipt of your participation acceptance, the adjudicator will send you a Zoom meeting invitation that you can save to your email calendar. Our standard notification process will be for the adjudicator to send out the invitations one week in advance of the discussions whenever possible. This change means that instead of Maximus contacting you directly for the telephone discussion, your conference participant will need to join the Zoom conference line to participate. Maximus will attempt a courtesy call to the conference participant’s direct line if your conference participant has not joined the conference by 5 minutes after the scheduled start time.”

The Zoom conferences will be audio only; there will be no video conferencing utilized. You will not be required to download Zoom for Healthcare or log into a web interface.

## Same/Similar Inquiry “How To” Tips on the Noridian Portal

Last Updated by Noridian: 08/05/2020  
Excerpt from Noridian

Below are steps you can use to help educate your team on how to use Noridian’s portal for Same or Similar Searches on items you are providing to Medicare beneficiaries in Jurisdictions A & D.

- A. Select Same or similar from portal home page
- B. Choose TIN or SSN, NPI and PTAN combination under Provider/Supplier Details
  1. DME Vendor End Users are required to enter a Trading Partner ID and Vendor TPID
- C. Enter Beneficiary Details
  1. Medicare Number
  2. First and Last Name
  3. Date of Birth

Under Same or Similar Details, there are two options available:

Noridian encourages suppliers to use Option 2 for most same or similar searches, as Option 1 is limited to codes listed on the Same and Similar Reference Chart, but there are many codes in the same range, i.e., E codes, that are considered same or similar.

For example, for respiratory devices, E0601 and E0470 are on the same or similar chart, i.e. in Option 1, but E0486, oral appliance, is also considered same or similar but is not listed on the chart so this search will only work during a range search using Option 2. Some other Option 2 examples are ventilator codes and wheelchair options and accessories.

### INQUIRY Option 1: Same or Similar

Enter the date of service and a HCPCS code tracked for Same or Similar. The HCPCS code must be listed on the Same or Similar Reference Chart. Same or Similar is not available for HCPCS codes beginning with G, J, L, Q or V.

**TIP:** A, L, and V codes must be looked up under Option 2 for accuracy

## Same/Similar Inquiry “How To” Tips on the Noridian Portal continued

### RESPONSE - Option 1

The portal searches the previous five years on most items; eight years for nutrition pumps and lifetime for oxygen

The following information is provided:

- |                                 |                     |
|---------------------------------|---------------------|
| 1. Submitted HCPCS              | 6. Name of Supplier |
| 2. Approved HCPCS               | 7. Phone Number     |
| 3. Initial Date on File         | 8. Type             |
| 4. Recertification/Revised Date | 9. Status           |
| 5. Last Day Item Billed         | 10. Total Rentals   |

**TIP:** A, L, and V The bottom table on the response page provides the same information if the equipment was provided in a different jurisdiction.

### INQUIRY Option 2: Code Range Search

Search for all paid date of services for a range of HCPCS codes beginning with the same prefix.  
Example: B0000-B9999

### RESPONSE - Option 2

Search results can be filtered by RT or LT Modifiers using the radio buttons. The default is set to “Show All.”

- |                        |                     |
|------------------------|---------------------|
| 1. HCPCS code/Modifier | 4. Name of Supplier |
| 2. Date of Service     | 5. Phone Number     |
| 3. Number of Units     |                     |

### POSSIBLE ERROR MESSAGES

- A. The message “After searching the beneficiary files, Noridian does not show any results for the criteria inquired on” displays when there are no Same or Similar HCPCS codes on the beneficiary’s file.
- B. If the beneficiary information entered does not match Noridian’s system, a message stating “The beneficiary Medicare number name or date of birth does not match our records.”