

ECS North, 252 W. Market St.
Tiffin, OH 44883
www.ecsbillingnorth.com
sarahhanna@ecsbillingnorth.com
419-448-5332 ext. 102



The Advisor

VOLUME 10 | November 2020

INSIDE THIS ISSUE

1. Monthly Musings
2. ECS Team Spotlight
3. Tips from the Team
4. CMS Update
5. KanCare Update



Monthly Musings

By Sarah Hanna, CEO

It's a Thankful Thanksgiving

It's that time of year when we sit back, look at the past and count our blessings. During the tumultuousness of 2020, it's sometimes hard to find things we are grateful for. Keeping that in mind, I can't think of a better time to be thankful for the little things. I'm one that believes in writing what I'm grateful for even if the only bright spot in the day was having my morning coffee and my evening Chardonnay. There is always a silver lining or a light at the end of the tunnel if we just look closely.

I know that I am grateful and thankful my team at ECS North. I have seen my staff pull together, work more hours than is healthy and look for ways to improve during this past year of uncertainty. I couldn't be prouder of the people who bless me with their presence of showing up each day and giving it their all.

I'm thankful for you, our clients, our partners, friends, and at times "guideposts" to increased mutual success. We couldn't have done this crazy COVID year without your communication, collaboration, support and at times...understanding.

So, with Turkey Day in our "sights" I want to take this opportunity to share my appreciation and gratitude for you being part of the ECS North Family. I wish you and yours a healthy and happy start to the 2020 Holiday Season.

ECS North Team Spotlight

ECS North is proud to introduce you to a very valuable member of our team...Nichole Mowery.

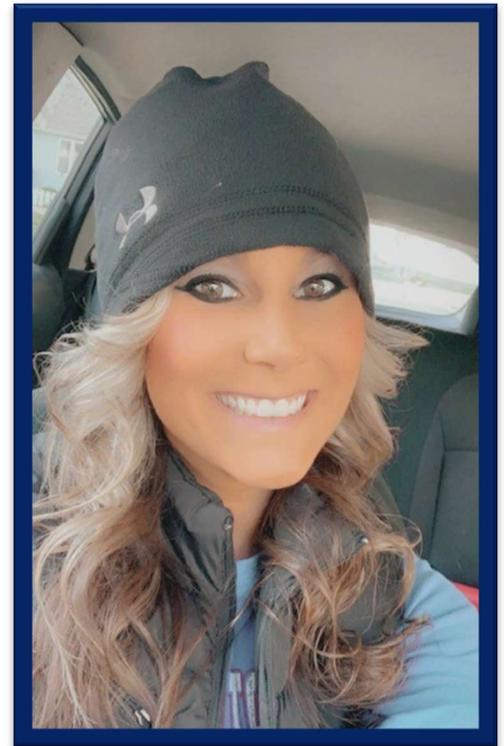
Nichole joined the ECS team in July 2010. She is a Senior Account Manager (SAM) where her primary responsibilities are working closely with her clients managing their revenue cycle. She works with payers and her team to maximize revenue opportunities to increase collections. Nichole began her career with ECS North working in the payment application department where she quickly moved up to become the manager of the department. Rounding out her experience, she performed many different functions within the organization making her way to the SAM position.

Nichole graduated with a bachelor's degree in Business Administration from Tiffin University and she has a 10-year-old cat named Cami. In her spare time, she is busy planning for her upcoming wedding. Outside of her full schedule of being her own wedding planner, she enjoys spending time with her family especially her twin nieces who were born in October. Nichole stated that she draws motivation from inspirational quotes, podcasts, and her fiancé.

She said that her favorite part of working at ECS North is that she really loves what she does. She enjoys working with her clients and gaining payment on her clients claims especially those where she has had to fight with the payers to gain a positive resolution. She likes a challenge and won't give up.

Nichole had this to say about why she loves working at ECS North:
"I love working at ECS because I have worked and grown so much over the years within the company by watching and learning from our management team."

**Meet Nichole!
ECS North's
November EOM**



Nichole Mowery

Tips from the Team

From Katie Schmidt - Director of Accounts

It's Snapshot Time!! We love getting together with our clients to review the previous month's data and collaborate to become better month after month. To do this here are some tips on "how to get the most" out of your Snapshot call.

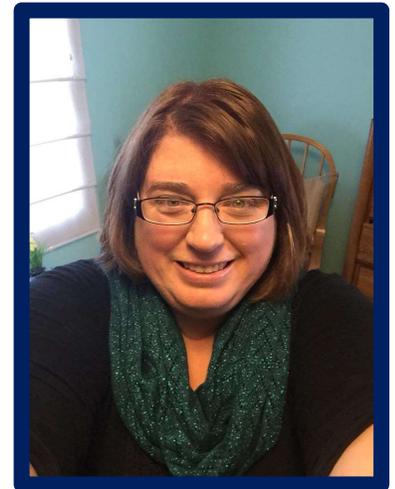
Your Senior Account Manager (SAM) will send you the summary and reports before the call. Take the time to review the bullet points outlined in the summary prior to the call. These are the main areas ECS sees that have either improved or need some attention. They may help you take a closer look at parts of your business and have your questions ready so we can hit the ground running in our discussion of the various key indicators. Additionally, if you know ahead of time any additional information you would like clarified, discussed, or reported on, feel free to send those to your SAM before the call.

Although I'm pretty good at developing reports, our "Report Maven" Elizabeth Longbrake will be happy to develop a customized report to match your specific needs/wants. At ECS, "we have a report for that" ... Is there data that ECS isn't giving you that would be helpful? If the data is in the software and can be extracted, ECS can provide that for you. Even if there isn't a custom report that can give you the information in one report, ECS has ways of combining data from several reports to get you what you need. Just ask and we'll get you whatever we can!

Is there data that we can present differently for you? For example, if you're focused on growing a part of your business, we can track revenue, payments, write offs, denials, etc. for that product category.

Our goal is to give you the information you need and offer data that starts thought provoking discussions that turn into increased collections. We are in this together and being a partner with ECS you get the individualized attention you deserve and have come to expect from your team.

As always feel free to reach out directly to myself, your SAM, Elizabeth, Kit or Sarah. We are here to help.



Katie Schmidt

Good News From CMS

CMS Update

CMS announced on October 27, 2020 that there will be no Round 2021 competitive bidding contracts awarded for product categories bid in this **round except for Off-The-Shelf (OTS) back braces and OTS knee braces**. The winning bidders of those categories had until November 10, 2020 to respond to the contract offers.

In the announcement, CMS stated that they are not awarding contracts for 13 product categories for Round 2021 that were previously bid as the “payment amounts did not achieve expected savings.”

CMS has also released a long-awaited proposed rule on Medicare DMEPOS payment policy that proposes:

- Continuing current relief for rural HME suppliers (50/50 blended rate). Other non-bid area suppliers will be paid at 100% of the adjusted fee schedule.
- Exclusion of Complex Rehab manual wheelchairs and certain other manual wheelchairs, and accessories used with them, from the bidding program.
- Changes related to the Healthcare Common Procedure Coding System (HCPCS) Level II Code Application Process
- Changes to the process for making Benefit Category Determinations and Payment Determinations for DME and other Items and services under Part B
- Changes to the classification and payment for Continuous Glucose Monitors under Part B
- Expanded classification of External Infusion Pumps as DME

CMS is considering extending the current transition payment rules that have been in effect in former competitive bid areas during 2019 and 2020 for items in the 13 product categories that have been removed from Round 2021.

-AAHOMECARE Alert 10/28/2020

KanCare November Updates

Kansas Medicaid has released three new bulletins throughout October.

- [10/13 Bulletin 20202 HCPCS Changes](#): Effective 10/01/2020, Kansas Medicaid has added some additional J and K codes to their fee schedule. A listed of these newly covered codes can be located on the bulletin.
- [10/21 Bulletin 20220 Annual Attestation](#): Kansas Medicaid has released a reminder bulletin, reminding all providers that are receiving payments from the Kansas Medical Assistance Program (KMAP) during a fiscal year. If a provider received more than \$5 million in payments during a fiscal year, they must submit the required attestation by the official deadline of 01/01/2021.
- [10/26 Bulletin 20223 CMS PERM Program Review Process](#): Kansas Medicaid released this bulletin to inform providers that The Centers for Medicare & Medicaid Services (CMS) Payment Error Rate Measurement (PERM) program measures improper payments made in Medicaid. The state of Kansas is a participant in the 2021 PERM review.

Kansas Medicaid has also made two updates to their provider manuals as well.

- [10/7/20 DME/Medical Supply Dealer](#): The Durable Medical Equipment Provider Manual has been updated as of September 2020. Please use this link to access a copy of the new manual for your records.
- [10/7/20 Rehabilitative Therapy Services](#): The Rehabilitative Therapy Service Provider Manual has been updated as of October 2020. Please use this link to access a copy of the new manual for your records.

UHC has one update to the Link portal. As of 10/21/2020, the Link portal welcomes Track-It. The Track-It Dashboard assists in monitoring activity managing your email contact preferences. The current features of Track-It allow you to quickly access to view or take action on information. Currently you can track reconsiderations, ticket management, and view high profile claim alerts.

As a reminder, please make sure that you saw October's newsletter that details the prior authorization requirement changes for UHC. These updates went into effect on 10/01/2020; [UHC Prior Authorization Requirements](#).

