



IMM INSIGHT NEWSLETTER

IN THIS ISSUE:

- ❖ **MEDICAID – PAPERLESS COMMUNICATION**
- ❖ **SIGNATURE STAMPS BANNED BY CMS**
- ❖ **LAB CHECK-UP**
- ❖ **COPY MACHINE RECYCLING, DISPOSAL & REMOVAL**

IMM SERVICES

Leisa Hills
Executive Director, IMM
621-7318

Dave Mooney
Sr. Director of Finance, IMM
621-7494

Account Mgrs/Consultants

Betty Boester	621-7766
Debbie Bopp	621-7196
Tim Gee	621-9580
Lindsay Gross	621-7738
Anita Huse	621-4090
Linda Hutchens	621-9772
Jason Keller	621-9750
Kathleen McAllen	621-7460
Amy Miller	621-7790
Ellen Stancil	621-9374
Betsy Walter	621-9361

Billing and Coding

Carol Hoppe	621-7555
Jan Hooker	621-1644
Lita Jones	621-1889
Judy Odom	621-1645
Charleen Porter	621-9743
Ann Silvia	621-9783

TPPECC

Carol Hoppe	621-7555
Darlene Gebhart	621-9312
Heather Guith	621-1886
Michelle Hayes	621-1647
Pat Schmitter	621-7187

Regulatory Compliance

Brenda Chapelle	621-9782
Beth Wilhelm	621-9751

MEDICAID – PAPERLESS COMMUNICATION

(from IHCP Provider Bulletin BT200912 May 19, 2009)

The Indiana Health Coverage Programs (IHCP) will no longer be printing and mailing certain provider communications. **Effective September 1, 2009**, banner pages, newsletters, bulletins, and **remittance advices (RAs) will only be available online**. The IHCP will also cease printing Claim Correction Forms (CCFs) effective September 1, 2009. Providers can resubmit denied claims with corrections through the existing claims billing process.

Effective September 1, 2009, providers will only be able to access bulletins, banner pages, and newsletters on the IHCP Provider Web site at <http://www.indianamedicaid.com>. Providers can receive e-mail notification when these documents are posted, but **must** enroll in IHCP's E-mail Notifications. To enroll, go to http://www.indianamedicaid.com/ihcp/mailling_list/default.asp, choose **Open New Account**, and follow the online instructions. Providers who are already enrolled should verify their e-mail addresses.

Effective September 1, 2009, all providers will be able to access their Remittance Advices online through Web interChange, which is a secure Web site. A **rolling 4 weeks** of paperless RAs will be available online. The newest RAs will be posted on Mondays each week. Copies of the RAs in PDF format may be saved to providers' personal electronic storage devices for future reference.

Providers that do not have access to Web interChange should apply as quickly as possible to ensure that access to Remittance Advices is not interrupted. To determine if your organization has a Web interChange administrator, visit <https://interchange.indianamedicaid.com>. **If you do not have an administrator, you will not be able to see RAs.** Each user accessing the Web interChange application is required to have a unique user ID. To obtain a Web interChange user ID and password, go to the Web interChange logon screen at <https://interchange.indianamedicaid.com> and click **How To Obtain An ID**. Allow 10 days to obtain user IDs and passwords for Web interChange. If after 10 days you have not received a user ID and password, contact EDS EDI Solutions Help Desk at (317) 488-5160 in the Indianapolis local area or toll-free at 1-877-877-5182. Read, complete, and submit the Web interChange *Administrator Request Form* and the required owner letter to the address at the top of the form. The form and letter can also be faxed to (317) 488-5185. Designated administrators will be notified by e-mail when their user IDs and passwords have been activated for Web interChange.

Below are additional key points about the implementation of paperless communication:

- After the implementation, **paper checks** will continue to be printed and mailed to the provider's pay-to address.
- Receipts for electronic funds transfers (EFTs) are currently mailed with the RAs. The **EFT receipts will no longer be mailed** effective September 1, 2009.
- Currently, Claim Correction Forms (CCFs) are included with paper RAs. Effective September 1, 2009, the IHCP will also cease printing CCFs. Providers can resubmit denied claims with corrections through the existing claims billing process.
- Additional information about paperless communication will be provided in future banner pages and newsletters.

* * * *



IMM INSIGHT NEWSLETTER

I
M
M

I
N
S
I
G
H
T

SIGNATURE STAMPS BANNED BY CMS

The Centers for Medicare and Medicaid Services (CMS) passed a regulation that stamped signatures are not acceptable in any medical record. All physician orders must have a handwritten signature or an electronic signature to be valid. In August of 2008, all CHN Medical Executive Committees removed the ability to sign documents via signature stamp in the Medical Record Chart Requirements Policy. Please reinforce this message with all staff and physicians.

* * * *

LAB CHECK –UP

Does your practice have a lab in it? If so, here is a quick check list to ensure compliance:

- Notify the Indiana State Department of Health (ISDH) in writing of any changes.
 - If the lab director has changed.
 - If the name on the lab license does not match the name of the practice. For example, if a new physician has joined the practice and his/her name is added to the legal name of the practice, the ISDH needs to be notified.
 - The methodology for performing tests has changed.
- Documentation from the IRS which states your tax ID number.
- Most current manufacture’s insert for all of the lab tests that are performed at your practice.
- Documentation of competency testing for all employees conducting lab tests upon hire, at 6 months and then annually.
- Proficiency testing (for PPMP, Moderate and High Complexity labs)
 - Proficiency testing documentation for Physicians and Nurse Practitioners (tested bi-annually by a CLIA approved proficiency testing program).
- Documentation for your Medicare/Medicaid numbers.
- All employee’s and physician’s licenses are current.
- You are following your autoclave manufacture’s guidelines for maintenance (weekly spore testing; each load has an indicator in it); and all are documented.
- There is a current blood borne pathogen and universal precautions policy.
- There are documented maintenance records for the centrifuge; RPM tested.
- All medication vials are clearly labeled. Opened bottles are labeled with the expiration date according to the manufacturer’s guidelines.
- Disinfecting solutions are affective against TB, bacteria, fungi, viruses, hepatitis; Staff understands the proper way to use the cleaning solutions.
- There is a binder with MSDS sheets for all the chemicals you use.



I
M
M

I
N
S
I
G
H
T

LAB CHECK UP (CONTINUED)

If you are using corrosive chemicals:

- There is an eye wash station within 10 seconds of contact; there is daily documentation for bump tests and weekly flush test for the eye wash station.
- There are manifest sheets for the last 3 years for the biohazard waste; the biohazard waste is secured from public access; the biohazard waste is clearly labeled as such; and the staff have completed the annual OSHA computer training.
- There is a log of the testing solutions and the test strips for cold sterilization to clean instruments; you follow the manufacturer's guidelines; the solution is clearly labeled with the expiration date.
- Refrigerators have daily documentation of the temperatures; there is a process for being aware if there has been a power outage at your practice.
- There are minutes from your staff meetings.
- There is a process to document patient's complaints.
- There is documentation on the date/time specimens are collected and/or sent to another lab; the final report is in the chart and the physician documented that he/she reviewed it; the medical record number is on all specimens; there is a log book with all the lab tests; there is a policy on how to contact the patient to give them the test results and what do you do if you can't get a hold of the patient.

* * * *

COPY MACHINE RECYCLING, DISPOSAL AND SECURITY

As office equipment gets older and technology advances there are always reasons to move forward with those advancements. If you lease your equipment, the process is fairly simple as you send the old system back and simply get new equipment. If you own your equipment, it creates a different set of circumstances. Many see a remaining "useful life" in their old products and generously look to the not-for-profit community as a way to give back. Over the past few years there has been a growing concern in the not-for-profit community that these types of devices actually cost them more than the value they provide. Some reasons for their concerns:

- Overall reliability to perform the job
- Amount of maintenance and associated costs
- Overall image quality and versatility
- Correct sizing of equipment vs. need

Please do not misunderstand, the concern is not with the generosity of the giver, it is with the practicality of the gift. With that in mind, Sharp Business Systems has a corporate agreement with Community Health Network and has offered to provide a no charge "check-up" to any department or practice that might consider such a donation. With this check-up they will review the overall condition of the device and help determine a future useful life that could benefit a future organization.



I
M
M

I
N
S
I
G
H
T

COPY MACHINE RECYCLING...(CONTINUED)

Document Security

There is also one other "hidden" concern with these types of devices. Just like a personal computer, any copy machine built after 1998 has a hard drive that stores information. This hard drive stores images of every copy, print, fax or scan during the lifetime of the device. If such a device leaves your premises it leaves with a filing cabinet of confidential data in tow. These documents can include anything from patient information to payroll records.

Obviously, that information would never be released knowingly but it happens on a regular basis without anyone's knowledge. There are ways to avoid such a dramatic loss of information. The hard drive in any system can be removed and destroyed or it can be re-written through a data security kit that can be installed on the device at the beginning of the device's life. The re-write process occurs after every "transaction" so that no residual information appears on the hard drive and security is maintained. Sharp recommends the use of data security kits in all "data sensitive" environments to avoid data breach.

* * * *

**JUNE HEALTH OBSERVANCES
&
HEALTHCARE RECOGNITION DATES**

Cancer Survivor's Day, National (1st Sunday)
Eye Safety Awareness Week (June 27th thru July 5th)
Headache Awareness Week, National (1st week)
Helen Keller Deaf-Blind Awareness Week (June 22nd thru 28th)
HIV Testing Day, National – June 27th
Scleroderma Awareness Month, National
Vision Research Month

Disclaimer: The content of this newsletter is for informational purposes only and is not intended to constitute legal advice. You should not rely upon any information contained in this newsletter for any purpose without seeking legal advice from a duly licensed attorney competent to practice law in your jurisdiction. VEI makes no warranties or representations of any kind concerning any information in this newsletter. The content of this newsletter is provided only as general information and may not reflect the most current legal or industry developments. VEI expressly disclaims all liability with respect to actions taken or not taken based upon such information or with respect to any errors or omissions in such information.