

DR. KNOW

We won't change the way you do billing...we'll change the way you do business!

An e-newsletter created by **PLEXUS HEALTH SOLUTIONS, INC.**

WELCOME

New Plexus Employee

We would like to introduce Kelly Wise-Anderson to our staff. She came on board with us on Monday, October 22. Her hours will vary once she has completed her training and you can reach her at extension 102 or at an e-mail address of Kelly@plexushealthsolutions.com

She is currently in training on our medical software system and is doing very well.

Shannon, who used to be at the above extension, can now be reached at Ext. 105 or Shannon@plexushealthsolutions.com

In order to complete your records the other Plexus personnel can be reached at

Jean – Ext. 103 jean@plexus...

Diane – Ext. 104 opsup@plexu..

Lisa – Ext. 101 lisa@plexus...

CREDIT CARD USERS

New Requirement

If you are using the Plexus credit card payment portal to generate credit card payments from your patients, don't forget to get the 3-digit CVN number on the back of the card. If Plexus runs your credit cards, just record it anywhere on the credit card paperwork and Plexus will process the payment.

If you generate the payment using the Plexus website, this CVN number is now being requested. The payment will not be processed without this information.

TRICARE/CHAMPVA

The Group Number is Required

When seeing active or retired military personnel or their family members, the group number for the policy is the branch of service the subscriber is in. This information is NOT on all cards, so be sure to ask for it.

OCTOBER 15, 2007

Volume No. 2

Issue No. 15

You can view past issues of this newsletter on our website.

You can contact us at:

Plexus Health Solutions, Inc.

P.O. Box 0655

Kenosha, WI 53141-0655

262-654-5555 (voice)

800-982-3804 (toll free)

262-654-9333 (fax)

<http://www.plexushealthsolutions.com/>

Contents:

Welcome.....	1
Credit Card Users.....	1
Tricare/ChampVa.....	1
Medicaid NPI Registration.....	2
Seeing Hospice Patients.....	2
OIG Work Plan.....	2
Fraud & Abuse.....	2

MEDICAID NPI REGISTRATION *The State of Wisconsin Only*

Plexus has taken the responsibility of notifying EDS of all our Wisconsin clients NPI numbers. We have registered both the personal and facility numbers.

You will be receiving a letter from them acknowledging the acceptance of this information via the Internet.

This was done for you at no extra charge.

ARE YOU SEEING HOSPICE PATIENTS?

Check Out the Required Modifiers

If a Medicare patient elects hospice care, they waive their rights to Medicare Part B benefits.

If a physician sees a hospice patient and they are not an employee of the hospice facility they can bill under Medicare Part B for the following circumstances.

- 1) If you see the hospice patient for treatment of the terminal illness you must bill your service with a modifier "GV".
- 2) If you see the hospice patient for treatment that does not include the terminal diagnosis, bill with a modifier "GW".
- 3) The patient must meet the Medicare requirements for hospice length of stay.

OIG 2008 WORK PLAN *Take a Look At the Website*

The Office of the Inspector General (OIG) has quite a few areas of medicine that they will be looking at in 2008. They include, but definitely are not limited to:

- *Medicare payment for Psych services
- *Medicare "incident to" services
- *Pmts for high use of Chiro treatments

To look at the entire work plan go to

http://oig.hhs.gov/publications/doc/workplan/2008/work_plan_fy_2008.pdf

FRAUD & ABUSE *No Gray Area*

Based on an article in the September 2007 AARP Bulletin, simple billing errors can be viewed as fraud and abuse. Don't be fooled into thinking that you have to have intent to be prosecuted.

Plexus asks that you verify as much information as you can with respect to patient demographic and insurance information. Getting a copy of a drivers' license is a great tool. You have a picture, a signature sample and address.

Calling the insurance carriers for coverage and benefits is a great idea although not always a possibility.

Be accurate in your reporting as clerical errors are a large source of inaccurate information.

On the flip side, if you notice an error on the part of Plexus, notify Jean or Diane immediately.

Because you are in the medical industry, you are in a position to know the laws.