

# 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.**

## SUMMER HOURS *Enjoy The Nice Weather*

As of June 22 Plexus will begin our summer hours schedule.

We will continue to stagger our start times for personnel, but the office will close by 4 p.m. everyday.

If you happen by with your work after that, please put the blue bag in the mail slot.

## MEDICARE & CHIROPRACTIC CARE *Audit of 2006 Claims*

In a Special Issue of *The Wisconsin Chiropractor* dated June 2009, it was announced that an audit of 2006 claims were performed for this specialty.

It was determined that \$178 million worth of claims were inappropriately paid.

There were significant problems with the clinical documentation with 83% of these claims failing to meet one or more of the documentation requirements.

## PATIENTS' BILL OF RIGHTS *Consumer Watchdog Wants This Back On The Table*

About ten years ago many in Congress supported a "Patient Bill of Rights" that was ultimately defeated by health insurance lobbying. This bill would have protected patients against the worst insurance industry abuses. New proposals by the House and Senate make the need for such rights more critical than ever.

Consumer Watchdog sees ten problems plaguing patients:

1. Killing patients with fine print
2. No definition of "medical necessity" and "experimental treatment"
3. Delays of medical care
4. Junk insurance
5. Manipulating risk
6. Dumping the sick
7. No accountability
8. Refusing access to medications and devices
9. Balance billing and network restrictions
10. Staggering rate increases

Read the whole article at:

<http://www.consumerwatchdog.org/resources/patientsbillofrightshousesenate.pdf>

**JUNE 15, 2009**

**Volume No. 3  
Issue No. 35**

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:*

|                                |   |
|--------------------------------|---|
| Summer Hours.....              | 1 |
| Medicare & Chrio Care.....     | 1 |
| Patients Bill of Rights.....   | 1 |
| WPS/Medicare Relationship..... | 2 |
| Hospice Narratives.....        | 2 |
| New Drug Warnings.....         | 2 |
| Did You Know?.....             | 2 |

## WPS/MEDICARE RELATIONSHIP

### *Change*

In January of this year we reported to you that we learned that WPS had lost the Medicare contract in Wisconsin.

We have been told by a reliable Medicare source that WPS appealed this decision and has won. WPS will retain the Medicare contract in Wisconsin. There will be no need to change address or phone information in our system.

## HOSPICE NARRATIVES

### *By 2010*

In the *Medigram* dated 5-22-09, it said that on 4-21-09 CMS issued a proposed rule to update the Medicare Hospice Wage Index for 2010.

In addition to the anticipated cut in hospice reimbursement rates, the proposed rule would require physicians to write a short narrative describing the patient's clinical condition for Medicare coverage of hospice care. If passed, this requirement would take effect 1-1-10

## NEW DRUG WARNINGS

### *New Drug Alerts*

Physician offices are sent FDA-mandated drug warnings via the Health Care Notification Network (HCNN).

Paper version of these time-sensitive warnings are sent by U.S. Mail but arrive days or weeks late and end up on piles of paperwork at the physician office.

To prevent this delay in education sign up for HCNN Web alerts, this will include drug warnings, drug recalls, and public health emergency notifications.

These alerts are free for all Wisconsin Medical Society members and fulfill the new FDA guidelines of electronic delivery.

For more information on this call HCNN 866.925.5155.

## WISCONSIN STATE DEFICITS

### *Budget Work Halts*

Tax collections are substantially lower than predicted when the state budget was first submitted in February.

The shortfall is expected to add another \$750 million to \$1.25 billion to the deficit of \$5.7 billion. The state Finance Committee will have to re-visit the budget to address this large shortfall.

Gov. Doyle announced that as part of the potential cuts the Medicaid reimbursements will be closely looked at so that taxes aren't raised.

There is already a deficit of \$415 million in the Wisconsin Medicaid program without adding the above issue.

## RECOVERY AUDIT CONTRACTORS

### *Medicare Audits*

As of March 1 of this year, the Recovery Audit Contactor (RAC) in 23 states may request medical records from your practice. Become familiar with this procedure and the number of charts that can be requested.

All states will be involved in the RAC by 2010.

In our Region B, you will hear from CGI. They are the RAC for Wisconsin.

[www.cms.hhs.gov/RAC](http://www.cms.hhs.gov/RAC)

CGI: 1-877-316-7222 or [rac@cgi.com](mailto:rac@cgi.com)

## DID YOU KNOW...?

### *Interesting Facts*

...you only have 30 days to notify CMS of a practice address change. Failure to do so could result in expulsion from the Medicare program for at least one year and up to two years.

This became effective as of 1-1-09.