

## ***PROVIDER/SUPPLIER MOST FREQUENTLY ASKED QUESTIONS***

*Note: The date shown in parenthesis at the end the question represents the date the information was added or last verified.*

**Q1.** Does the letter “T” at the end of the Medicare # or HICN mean the beneficiary is enrolled under the EHH provision? *(July 2011)*

**A1.** No. The letter “T” means the beneficiary has either Medicare Part A, or both Medicare Part A and Part B coverage, and the beneficiary is not entitled to a social security cash benefit.

**Q2.** How is the deductible and coinsurance applied? *(July 2011)*

**A2.** No payments will be made for the monthly premium, deductible or coinsurance under the Medicare Program. There is no premium, deductible, or coinsurance under the Pilot Program for Pilot benefits.

**Q3.** Which Social Security Administration (SSA) office should be contacted for questions pertaining to the Pilot Program? *(July 2011)*

**A3.** Contact the Kalispell SSA office at 1-888-482-3128. This phone number has been specifically set up for Libby area residents.

**Q4.** Will the NAS Interactive Voice Recognition System (IVR) give enrollment information for the Pilot Program? *(July 2011)*

**A4.** No, not at this time. Providers/suppliers may contact NAS at 1-888-469-9464 to verify beneficiary enrollment.

**Q5.** What is the start date of the Pilot Program? *(July 2011)*

**A5:** Claims with date of service starting July 1, 2011 may be filed to the Pilot Program.

**Q6.** Will the patient have a card that indicates they are part of the Pilot Program? *(July 2011)*

**A6.** No, not at this time. Beneficiaries have been instructed to keep a copy of the enrollment verification letter sent by NAS as proof of enrollment in the Pilot Program. Providers/suppliers may also contact NAS to verify beneficiary enrollment in the Pilot Program.

**Q7.** In the case when CAHs provide Pilot services, will CAHs be reimbursed according to the fee schedule that Noridian has developed for Pilot services or the percentage of the billed charges? *(August 2011)*

**A7.** Noridian will provide reimbursement for Pilot services provided to the CAH according to the fee schedule. Because these services are not ordinarily provided by Medicare, they will not be included in the CAH’s customary Medicare cost-based payment.

**Q8.** Will the remittance advice be available electronically in the future? *(July 2011)*

**A8.** At this time, there are no plans for electronic remittance advices.

**Q9.** How can Medicaid programs help beneficiaries? Are there restrictions? *(July 2011)*

**A9.** Each State Medicaid program has its own coverage guidelines. Any questions regarding these programs should be directed to the Montana Medicaid Agency, Department of Public Health and Human Services at (406) 444-1788.

**Q10.** How will Federally Qualified Health Centers (FQHCs) services be paid? *(September 2011)*

**A10.** FQHCs are paid on a per visit rate, therefore, all services provided would be considered covered by Medicare and no additional payment will be made through the Pilot Program. Non-FQHC services billed to Medicare may be covered under the Pilot Program if they were not covered by Medicare Part A or Part B.

**Q11.** Currently, beneficiaries having New West plans show New West as the primary payer in the Common Working File. Will CWF be updated to show that Medicare is now primary? *(September 2011)*

**A11.** The Common Working File will be updated to show Medicare as primary, if appropriate.

**Q12.** If the Pilot Program does not cover the full amount, can the beneficiary be billed for the remaining balance? *(September 2011)*

**A12.** There is no cost-sharing under the Pilot Program. Under Medicare rules, if the full amount is not covered, the beneficiary cannot be billed for the remaining balance. This would be true for the Pilot Program as well.

**Q13.** How should W. R. Grace insurance plans be indicated in the Common Working File? Currently, these plans are showing as worker's compensation, liability, or working aged? *(September 2011)*

**A13.** Depending upon the beneficiary's situation, W. R. Grace could be listed as MSP types. Insurance status should be verified with the beneficiary.

**Q14.** Will the MSP questionnaire be updated to take into account the Pilot Program? *(September 2011)*

**A14.** Since this questionnaire is used by all Medicare providers, we will not be updating the questionnaire at this time. Providers are encouraged to update this document on their own or take into account the types of questions to ask patients from the Libby area regarding this Pilot Program.