

C Medicare A CONNECTION

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A Newsletter for MAC Jurisdiction 9 Providers

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Providers remain 'one step ahead' with First Coast's eNews

One of the values that sets Ashford Presbyterian Community Hospital (San Juan, Puerto Rico) apart is its steadfast commitment to the promotion and provision of education for staff members. The hospital administration encourages continued professional growth and continuous quality improvement of the services they provide.

A key part of the hospital's educational initiative is to ensure that its staff remains informed of Medicare's changing policies and regulations through the consistent dissemination of information. First Coast Service Options' (First Coast) eNews communications have been instrumental to the achievement of that goal.

According to Luis Rodriguez Félix, Billing Supervisor, and Michelle Vargas, one of the members of the hospital's Medicare claims submissions staff, First Coast's provider-oriented articles allow them to be aware of major changes to the dynamic Medicare environment.

"For example, through First Coast's eNews, we find changes in Medicare policies and trends in medical documentation. We constantly communicate them to our Medical Records department," said Felix.

The Ashford Presbyterian Community Hospital has been at the forefront in monitoring standards and implementing quality models in compliance with all provisions of the



For the Billing Department at Ashford Presbyterian Community Hospital, First Coast's eNews has allowed the early detection of potential problems in billing and avoid, in many cases, unnecessary claims denial.

Health Insurance Portability and Accountability Act (HIPAA). The hospital monitors the latest news, billing alerts, and information on beneficiary coverage.

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WHEN EXPERIENCE COUNTS & QUALITY MATTERS

eNews (continued)

Michelle, who reports regulation changes from the regulations, stated "When we receive the First Coast eNews, we communicate them directly to the biller or the department that needs the information."

“ We are aware of the changes in medical policies via First Coast eNews we receive every week. We continuously monitor eNews to identify changes and help prevent denied claims. ”

– Luis Rodríguez Félix
Billing Supervisor

'La Escuelita' takes the hospital back to the classroom

In January 2012, Ashford Presbyterian Community Hospital created "La Escuelita," or little school, as part of their initiative for continuous improvement.

This idea was prompted by the need to establish better communication channels between their billing staff and other departments. The hospital currently has approximately 350 doctors and health care professionals, from various medical specialties and sub-specialties. It is essential to provide a unified message for all areas, given the size of the patient care and administrative staff.

For the billing department, First Coast's eNews represents useful and easily accessible information. "When we receive additional articles, we forward the email to the appropriate department and if in doubt, we discuss the issue further," said Vargas.

During the hospital's "La Escuelita" sessions, Michelle distributes First Coast's eNews to each participant. "The news publications are communicated to all staff that plays an important role within a given process. In the meetings also nurses and doctors participate," says Luis.

To keep track of the latest Medicare news and receive information customized to your needs, subscribe to [First Coast eNews](#).

CMS reviewing impact of partial government shutdown on Medicare fee for service regulations

The Centers for Medicare & Medicaid Services (CMS) is assessing the impact of the partial government shutdown on completion of the 2014 Medicare fee for service payment regulations.

CMS intends to issue the final rules on or before November 27, 2013, generally to be effective on January 1, 2014. The impacted regulations include:

- Medicare Program; End-Stage Renal Disease Prospective Payment System, Quality Incentive Program, and Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (CMS-1526-F)

- CY 2014 Changes to the Hospital Outpatient Prospective Payment System and Ambulatory Surgical Center Payment System (CMS-1601-FC)
- CY 2014 Home Health Prospective Payment System Final Rule (CMS-1450-F)
- Revisions to Payment Policies under the Physician Fee Schedule and Other Revisions to Part B for CY 2014 Final Rule with Comment Period (CMS-1600-FC)

Source: PERL 201310-03

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