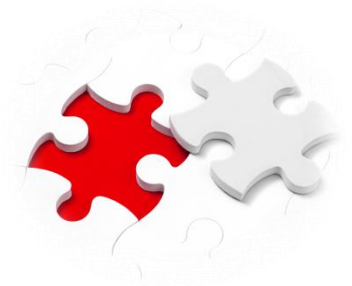


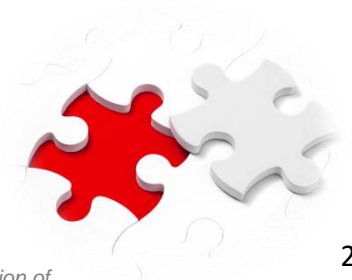
Recent MAC activity: Our experience and lessons learned

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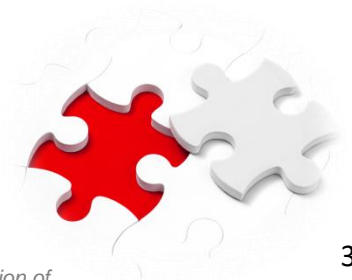
Objectives

- Review recent MAC (Noridian) pre-payment and non-complex reviews
- Discuss our experience
- Consider lessons learned



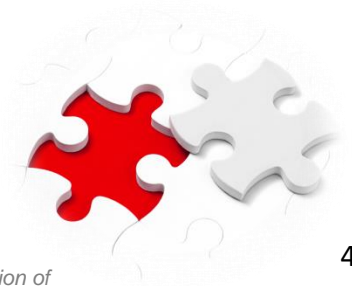
Background

- Lots of recent activity from Noridian
 - Facet/MBB LCD probe and targeted probe (closed)
 - Emergency department 99285 (closed)
 - Critical Care: non-complex
 - Discharge Day, 99239: non-complex
 - E/M: all probes at onset, some now targeted
 - Family Practice 99214 (targeted AZ, WA, OR)
 - Oncology 99214
 - Internal Medicine 99233 (targeted AK, AZ, MT, OR, UT, WA)
 - Nephrology 99233 (targeted OR, UT, WA)
 - Annual Wellness Visit



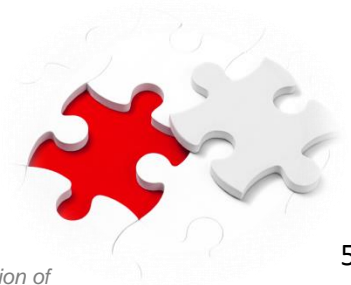
LCD Probe: Facet/MBB

- Challenges:
 - Complex requirements
 - Multiple provider types: Neurosurgery, Interventional Radiology, Pain/Anesthesia, Physical Medicine and Rehab
 - large geographic referral base
- Positives:
 - Noridian Part A reviewers very accessible
 - Providers engaged and willing to make changes



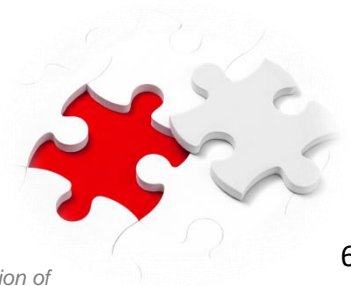
LCD Probe: Facet/MBB

- Process
 - Review and distillation of LCD requirements
 - Sending records
 - Redetermination: sending more records
 - Part A reviewer contact when records missing
 - Education to coders (“bilateral on the spine??”) and providers
 - LOTS AND LOTS of communication with reviewers
 - Email, phone, etc
 - More info to come in Peer to Peer session



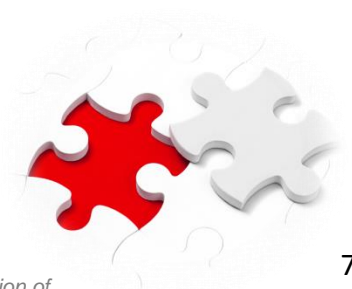
ED and E/M probes

- Challenges:
 - Small dollar amounts: ROI decision
 - Changing denial rationale
 - Know and use SE1521 “**Limiting the Scope of Review on Redeterminations and Reconsiderations of Certain Claims**”
 - Medical necessity denials:
 - nature of presenting problem, opinion-based
- Positives:
 - Opportunity for education and/or process change decision
 - Education with Noridian Reviewers



Critical Care Non-Complex

- Challenges
 - Non-complex review has NO limits on ADR
 - Original scope: time attestation and signature has morphed into “split-shared” denials
- Opportunities
 - Communication with Noridian Medical Director
 - Process discussion with ICU directors
 - “Legal” appeal to QIC



Lessons Learned

- There is always more to know: **BE HUMBLE**
- You can't afford to fight every battle: **KNOW WHEN to GRACIOUSLY "LOSE" and MOVE ON**
- Embrace your passion: **NOBODY CARES ABOUT YOUR PATIENTS, PROVIDERS, FACILITY more than YOU**
- Remember the overall mission: **WE CARE FOR PATIENTS, NOT REGULATIONS**

