

NHIC, Corp. DME MAC Jurisdiction A Resource Guide

NHIC, Corp. DME MAC A Web site

Visit the NHIC, Corp. Web site at <http://www.medicarenhic.com/dme> for the latest information on the following:

- Upcoming Events/Supplier Education
- Quarterly Bulletins/Supplier Manual
- Billing Information/Billing Forms
- Frequently Asked Questions
- Healthcare Common Procedure Coding System (HCPCS)
- Electronic Data Interchange (EDI)
- What's New
- ListServes
- Links to Related Web sites
- Medical Review

Supplier Manual

The supplier manual can be accessed via the "Publications" section of the Jurisdiction A Web site at http://www.medicarenhic.com/dme/dme_publications.shtml. The supplier manual is a very useful tool and should be the first stop as a resource for general information on the following:

- Supplier Enrollment and Standards
- Health Insurance Claim Form (CMS-1500)
- Electronic Data Interchange (EDI)
- Medicare Secondary Payer (MSP)
- Pricing
- Appeals and Hearings
- Offsets and Overpayments
- Medical Review

DME MAC A ListServes

To subscribe to the following ListServes visit: <http://www.medicarenhic.com/dme/listserve.html>

- DME General Interest
- Drug Coverage
- EDI
- Frequently Asked Questions (FAQs)
- Medical Review/LCDs
- Medicare Remit Easy Print (MREP)
- Mobility/Support Surfaces
- Oxygen
- Parenteral/Enteral Nutrition (PEN)
- Prosthetics & Orthotics
- Specialty Items
- Supplier Manual
- Vision

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Customer Service

Contact the NHIC, Corp. DME MAC Customer Service Call Center for the following types of inquiries:

- Claim payment/denial issues
- Policy coverage information
- General coverage issues
- General DME MAC information

Customer Service can be reached toll-free at **866-590-6731**, Monday through Thursday, 8 a.m. - 4 p.m., and Friday 10 a.m - 4 p.m. EST.

Electronic Data Interchange Help Desk

Inquiries regarding Electronic Funds Transfer (EFT) Information, ViPS Provider Inquiry Systems (VPIQ), or Administrative Simplification Compliance Act (ASCA) should be directed to the Electronic Data Interchange (EDI) Help Desk. EDI Help Desk staff can be reached toll-free at **866-563-0049**, Monday through Friday, 9 a.m. - 5 p.m., EST.

Common Electronic Data Interchange Help Desk

The CEDI (Common Electronic Data Interchange) provides a single electronic front end solution for all DME MAC suppliers. CEDI works closely with DME MAC software vendors, billing services, clearinghouses, and trading partners (electronic submitters) on all electronic front end needs. All DME MAC electronic claims (ANSI and NCPDP) and 276 transactions are collected by CEDI. CEDI also returns all DME MAC electronic front end reports, electronic remittance advices and the 277 response transaction.

The CEDI helpdesk can be reached toll free at **866-311-9184**, Monday through Friday, 9 a.m.- 7 p.m., EST. The CEDI helpdesk may also be contacted via email at ngs.CEDIHelpdesk@wellpoint.com.

Visit the CEDI Web site at: <http://www.ngscedi.com>

Outreach & Education Team

The primary responsibility of the Outreach & Education Team is to provide education via various mechanisms to assure that DMEPOS suppliers are fully knowledgeable about the Medicare DME MAC program and provisions to ensure accurate, efficient claims processing. Outreach & Education should be contacted for:

- Educational Seminars / Workshops/ Online Training/Teleconferences
- Trade Shows / Association Meetings / Other Partnering Opportunities
- Educational Materials / Publications / Web site
- Provider Outreach & Education (POE) Advisory Group
- Ask-the-Contractor Teleconferences (ACTs)
- Complex / Global Issues (*requiring education*)

The Outreach & Education Team can be reached at **781-741-3950**.

Note: *The Outreach & Education Team no longer handles any claim related inquiries. You must contact Customer Service for all claim related inquiries.*

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CMS Resources

CMS Web site

The Centers for Medicare & Medicaid Services (CMS) is the federal agency that administers the Medicare and Medicaid programs. From the CMS Web site, <http://www.cms.hhs.gov/>, you can access information regarding Medicare, Medicaid, Health Insurance Portability and Accountability Act (HIPAA), Internet Online Manuals (IOMs), Regulations, Open Door Forums, and much more. For specific DMEPOS information, access the CMS Durable Medical Equipment (DME) Center at: <http://www.cms.hhs.gov/center/dme.asp>

Medicare Learning Network (MLN)

The Medicare Learning Network uses a variety of mechanisms, such as the Internet, national educational articles, brochures, fact sheets, web-based training courses, and videos, to deliver a planned and coordinated provider education program. The goal is to provide you with timely, easy-to-understand educational materials to accompany the release of new or revised Medicare Program policies.

The Web site, <http://www.cms.hhs.gov/MLNGenInfo>, uses the following mechanisms to provide educational opportunities that accommodate the healthcare professional's busy schedule, with the least amount of disruption to normal business functioning:

- MLN Matters Articles
- MLN Products
- MLN Educational Web Guides
- MLN Product Ordering Page
- Web Based Training Modules
- CMS Mailing Lists

Enrollment & Coding

National Supplier Clearinghouse

The National Supplier Clearinghouse (NSC) is the national entity contracted by CMS to issue Medicare Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS) supplier authorization numbers. The NSC provides DMEPOS supplier applications, verifies application information, and administers file activity. The NSC also maintains a central data repository for information concerning DMEPOS suppliers, periodically re-enrolls active suppliers and uses the data to assist with fraud and abuse research.

To find out how to become a Medicare DMEPOS supplier or for questions regarding re-enrollment please contact **866-238-9652**. You may also visit the NSC Web site for additional information at: <http://www.palmettogba.com/nsc>

Pricing, Data Analysis and Coding Contractor

The Pricing, Data Analysis and Coding (PDAC) Contractor performs the following: The PDAC offers guidance to manufacturers and suppliers on the proper use of the Healthcare Common Procedure Coding System (HCPCS). In addition to coding assistance, manufacturers and suppliers may also obtain fee schedule prices. This information and more can be found at: <https://www.dmepdac.com/>

You may also contact the PDAC at: **877-735-1326**

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DMEPOS Competitive Bidding Implementation Contractor (CBIC)

The CBIC conducts certain functions relating to the administration of the DMEPOS Competitive Bidding Program. These functions include: preparing the request for bids (RFB), performing bid evaluations, and ensuring that suppliers meet all applicable financial and quality standards. You can visit the CBIC Web site for additional information at:

<http://www.dmecompetitivebid.com>