

Section 1011 Presents:

Website Overview

April 23, 2013

2:00 PM ET

Audio Broadcast



- Our webinar is being offered through an audio broadcast mode
- Audio broadcast automatically starts when an attendee joins the event
- Attendees can play, pause or stop the broadcast
- Remember to take your mute button off your speakers if you cannot hear the presenter
- Adjust the volume on your speakers to get a clear audio

Handout Materials



- Handouts for today's event are located on the teleconference page of our Outreach and Education Center

<https://www.novitas-solutions.com/section1011/education/webinars.html>

Question and Answer (Q&A) Panel



- The Q&A Panel will be opened at the conclusion of our formal remarks
- We request that questions be relevant to the topic
- Enter your question and then hit send

Question and Answer Panel



- Responses presented in the question and answer panel are not considered written guidance of Section 1011 program requirements. They are intended to complement and not replace program requirements as set forth in statute, regulations and the Final Policy Notice. It is the responsibility of each healthcare professional/supplier submitting payment requests to the program to familiarize themselves with Section 1011 coverage requirements.
- Novitas Solutions makes efforts to ensure the information contained in the responses is accurate and current. However, it is the responsibility of each provider/supplier to remain abreast of the Section 1011 program requirements.

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- The information enclosed was current at the time it was presented. This presentation was prepared as a tool to assist providers and is not intended to grant rights or impose obligations.
- Although every reasonable effort has been made to assure the accuracy of the information within these pages, the ultimate responsibility for the correct submission of payment requests and response to any remittance advice lies with the provider of services.
- Novitas Solutions employees, agents, and staff make no representation, warranty, or guarantee that this compilation of Section 1011 information is error-free and will bear no responsibility or liability for the results or consequences of the use of this guide.
- This presentation is a general summary that explains certain aspects of the Section 1011 program, but is not a legal document. The official Section 1011 Program provisions are contained in the relevant laws, regulations, and rulings.
- Novitas Solutions does not permit videotaping or audio recording of training events.

Novitas Solutions



- Education is specific to providers in the Section 1011 Program.

Agenda



- **Introduction**
- **Left Navigation Bar**
- **Knowledge Centers**
 - **Section 1011 Center**
 - **About Section 1011**
 - **Alert, News and Archives**
 - **Customer Service**
 - **Electronic Data Interchange (EDI)**
 - **Enrollment**
 - **Forms**
 - **Outreach and Education**
 - **Payment Processing**
- **Resources**
- **Questions and Answers**

Objectives



- Review the various sections of the Section 1011 website to improve your awareness of available resources
- Inform you of tools to improve navigation

Introduction



- The Section 1011 Website is a valuable resource containing all of the information providers and their staff members need to know to participate in the Section 1011 Program.
- Novitas Solutions, Inc. is the Section 1011 contractor chosen by the Centers for Medicare and Medicaid Services (CMS) to administer the program. For this reason, the Section 1011 Website is a subset of the Novitas website, and can be found on their homepage.
- For purposes of this webinar, we will focus on the Section 1011 site only.

Introduction (continued)



- The Section 1011 Website consists of a left navigation bar that contains several navigation shortcuts and various knowledge centers organized alphabetically to help get you the information you need quickly and efficiently.
- This overview is an explanation of the various centers and the information they contain as well as how to navigate the site.

<https://www.novitas-solutions.com/section1011/index.html>

Website Tour

Left Navigation Bar



- The left navigation bar is a shortcut area that helps you navigate the Section 1011 website from any location. The components of the left navigation bar are:
 - Home
 - Contact Us
 - Questions and Answers
 - Join Mailing List
 - Section 1011 at CMS
 - Ask us a Question

Home



- When you click on “Home”, it will take you back to the main landing page of the website that lists all the various knowledge centers.
- Use this from any place in the website to get back “home” to the main page.

Contact Us



- If you simply want to know how to contact us for more detail about something you have seen on the website, click on this to see our address, phone number, and a link to a form that will let you send us a secured email.

Questions and Answers



- This handy link takes you directly to a list of frequently asked questions and the answers to those questions
- <https://www.novitas-solutions.com/section1011/faq.html>

Join Mailing List



- In order to keep you up to date on developments in the Section 1011 Program, we have created a listserv membership.
- Use this section to join the list and be automatically notified via email of all the latest Section 1011 news and reminders.

Section 1011 at CMS



- This link takes you the Centers for Medicare and Medicaid Services (CMS) website to get background information about the Section 1011 Program.
- <http://www.cms.gov/Regulations-and-Guidance/Legislation/UndocAliens/index.html?redirect=/UndocAliens/>

Ask us a Question



- A secure email with any question for Section 1011 can be sent using the form at this link.
- This option is available 24X7
- The reply to your question will be sent via email.

Knowledge Centers



- These knowledge centers are organized alphabetically to help get you the information you need quickly:
 - Section 1011 Center
 - About Section 1011
 - Alert, News and Archives
 - Customer Service
 - Electronic Data Interchange
 - Enrollment
 - Forms
 - Outreach and Education
 - Payment Processing

Section 1011 Center



- The Section 1011 Center holds the latest news and alert information published by Section 1011.
- You will see the topic displayed with a link to the full new article. As new alerts are published, the old alerts are sent to the “Alerts, News and Archive” center.

About Section 1011



- This center gives the background and history of the Section 1011 Program, including relevant legislation and payments made to various states.

Alert, News and Archives



- A comprehensive list of all past News Alerts, frequently asked Questions and Answers, and archives from the transition are contained in this center.

Customer Service



- The Customer Service Center lists the various ways to Contact Us, including phone numbers, addresses information, and a form to send an email to Section 1011.
- There is also a Dispute Timeliness Calculator tool so that you can see what the 45-day deadline is to file your dispute, based on the payment date or date of your denial letter.
- Our holiday schedule can be found in this center, so you will know the days we are closed for business.
- Finally, there is a link to fill out a form that will register you as a listserv member so you will receive all of the Section 1011 listserv messages, reminders, and news alerts.

Electronic Data Interchange



- The Electronic Data Interchange (EDI) Center contains our Section 1011 EDI User Guide, Front End Connection Guide, PC Print User Guide for printing remittance advice, and the UARS Direct Data Entry (DDE) User Guide.
- Use this center after you are enrolled for EDI or DDE in the Section 1011 Program.

Enrollment



- The Section 1011 Enrollment Center gives detailed information on how to enroll for Electronic Funds Transfer (EFT), instructions on how to fill out the various types of enrollment forms, and how to change your hospital payment election.

Forms



- The Forms Center is your one stop shop containing all of the various forms needed for the Section 1011 program, including those for enrollment.

Outreach and Education



- This center contains many helpful job aids under the “Educational Resources and References” link, a list of teleconferences that have been offered, and various training modules developed to help providers and their staff with common work tasks related to the Section 1011 Program.

Payment Processing



- This center includes information on:
 - filing a payment request
 - disputing a claim denial
 - medical and compliance reviews
 - list of codes that are excluded for payment
 - Section 1011 quarterly payment schedule
 - dealing with Section 1011 overpayments
 - states for which program funds have been exhausted (spent down states).

Summary



- Reviewed the various knowledge centers of the Novitas Solutions Section 1011 website to improve awareness of available information
- Informed you of the available website navigation tools

Resources



- Section 1011 Landing Page
<https://www.novitas-solutions.com/section1011/index.html>
- Enrollment Forms
<https://www.novitas-solutions.com/section1011/enrollment/forms.html>
- Listserv Membership
<https://www.novitas-solutions.com/section1011/email.html>
- Answer to Frequently Asked Questions
<https://www.novitas-solutions.com/section1011/faq.html#faq>

Section 1011 Customer Contact Information



- Provider Calls:

1-866-860-1011

Hours of Operation, Eastern Time (ET)

- Monday - Friday: 8:00 am – 4:30 pm ET

- Provider Secure Email:

<https://www.novitas-solutions.com/section1011/questions.html>

Send In Your Survey Electronically and Thanks for Your Participation



- We value your feedback to measure the effectiveness of this program and to prepare for future events
- Send the survey electronically; it is easy, just click and submit
 - Webinars:
 - <https://www.novitas-solutions.com/section1011/education/webinars/index.html>

Section 1011 Webinar



- Questions and Answers