



Section 1011 Ask the Contractor Teleconference

Join the Section 1011 Team at Novitas Solutions for our next Section 1011 Ask the Contractor Teleconference (ACT) on Wednesday, April 6, 2016 at 1:00pm Eastern Time. Novitas will discuss information regarding the sunsetting of the Section 1011 Program. Handouts for the ACT can be found at our website at www.novitas-solutions.com.

To participate in the teleconference, please dial **1-800-882-3610** and enter participant code **4671132** when prompted. No pre-registration is necessary, but we recommend dialing in five minutes prior to the conference. Please keep your telephone on mute until the Question and Answer session. Please do not put your phone on hold during the ACT.

Representatives from Section 1011 and CMS will be available to address your questions live during the question and answer period following the presentation. Please remember that due to HIPAA Privacy regulations, we may not discuss specific information about your payment requests (claims) in an open forum.

Attendees are strongly encouraged to fill out the satisfaction survey at the end of this handout and fax it to Novitas (717-728-8721, Attention: Judy Andidora) so that we may serve you better.



Section 1011 ACT Agenda

April 6, 2016 at 1:00pm ET

To join the conference, dial **1-800-882-3610** and enter participant code **4671132**

- I. Welcome and Introductions
- II. Background of Section 1011 Program
- III. CMS Announcement on Sunsetting
- IV. Sunsetting Period
- V. Timeline for Activities
- VI. Post Shutdown Information
- VII. Questions and Answers
- VIII. Survey Reminder
- IX. Open Forum
- X. Thank You

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ACT Speaker's Highlight Page

- The "Section 1011 Ask the Contractor Teleconference" PowerPoint Document can be found on the Section 1011 website under Outreach and Education/Teleconferences
- "Questions and Answers" we receive from Section 1011 customers will be updated on the Section 1011 website as a result of this Ask the Contractor session and other interactions we have with our customers. A listing of "Questions and Answers" can be found on the website at: <http://www.novitas-solutions.com/webcenter/spaces/Section1011/page/pagebyid?contentId=00003659>
- Help us to help you. Your assessment of this Ask the Contractor program is very important to us. By completing the brief satisfaction survey at the end of this document, you will help us measure the effectiveness of this program and prepare for future events. Please take a moment at the end of the teleconference to complete the attached survey and fax your response to: **717-728-8721, Attention - Judy Andidora**



More Section 1011 Information

The Novitas Section 1011 website has detailed information on the Section 1011 program and all of its facets, as well as educational resources to improve your knowledge. It is available any time you need an answer. The Section 1011 website is organized into knowledge centers for ease of reference.

The website can be found at:

www.novitas-solutions.com and click on the third map for Section 1011.

Ask Us a Question Online

If you cannot find what you are looking for on our website, you may ask a question by using the online form on the "Section 1011 Contact Information" under 'By email' at:

<http://www.novitas-solutions.com/webcenter/spaces/Section1011/page/pagebyid?contentId=00004488>

Since the website is secure, your question will be confidential.

Join our Mailing List

In these hectic times, it's tough to keep on top of all the changes taking place. Why not take advantage of subscribing to our Section 1011 website mailing list?

Subscribing to our List Serv mailing list will allow Novitas to send email messages about issues we want to communicate quickly, as well as making you aware when there are general updates or reminders related to Section 1011.

When you join, Novitas will send a confirmation email asking for you to reply and confirm your subscription. You may easily unsubscribe at any time. Join now at:

<http://www.novitas-solutions.com/webcenter/spaces/Section1011/page/pagebyid?contentId=00008178>

Call Us

Customer Service is only a phone call away and Section 1011 Specialists are waiting to serve you from 8:00 am to 4:30 pm ET on Monday through Friday at **1-866-860-1011**. Customers with hearing impairment can use the TTY device by dialing 1-888-697-7290.



Educational Event Satisfaction Survey

Your assessment of this Ask the Contractor program is very important to us. By completing this satisfaction survey, you will help us measure the effectiveness of this program and prepare for future events. Thank you for your cooperation.

Date: April 6, 2016

Subject: Ask the Contractor Teleconference: *Sunsetting of Section 1011 Program*

Please check the column number that best expresses your rating of each of the following questions:
(1) Poor, (2) Fair, (3) Good, (4) Very Good, (5) Excellent.

Question	1	2	3	4	5
<i>This educational event was informative.</i>					
<i>The handout materials were easy to access and beneficial.</i>					
<i>The Speaker was knowledgeable of the subject matter.</i>					
<i>The Speaker provided clear and complete answers to questions.</i>					
<i>Overall, how would you rate this educational event?</i>					

Do you have any questions not covered in the Open Forum?

We welcome any additional comments:

Please fax your completed survey to: **717-728-8721, Attention: Judy Andidora**

So we may better respond to your comments, please complete the following section:

Your Name:	Provider Name:
Section 1011 PIN:	Phone # :
Email Address:	

Section 1011

Ask the Contractor Teleconference

Sunsetting of the Section 1011 Program

April 6, 2016

Disclaimer



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- The information enclosed was current at the time it was presented. Links to the source documents have been provided within the document for your reference. 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 lies with the provider of services.
- Novitas Solutions employees, agents, and staff make no representation, warranty, or guarantee that this compilation of information is error-free and will bear no responsibility or liability for the results or consequences of its use.
- This presentation is a general summary that explains certain aspects of the Section 1011 program, but is not a legal document. The official program provisions are contained in the relevant laws, regulations, and notices.
- Novitas Solutions does not permit videotaping or audio recording of training events.

Acronyms



- ACT – Ask the Contractor Teleconference
- CMS – Centers for Medicare & Medicaid Services
- EMTALA - Emergency Medical Treatment and Labor Act
- FY – Fiscal Year
- HIPAA – Health Insurance Portability and Accountability Act
- MMA – Medicare Modernization Act

Agenda



- Welcome and Introductions
- Background of Section 1011 Program
- CMS Announcement on Sunsetting
- Sunsetting Period
- Timeline for Activities
- Post Shutdown Information
- Questions and Answers
- Survey Reminder
- Open Forum
- Thank You

Welcome and Introductions



- Welcome to the Section 1011 Ask the Contractor Teleconference conducted by Novitas Solutions, the CMS contractor for Section 1011
- Your host today will be Judy Andidora, Project Manager for Section 1011
- Joining Judy is Jeff Walters from Payment Processing
- Representatives from CMS, Loretta Conyers and Fred Rooke, will assist in the Open Forum
- All conference attendees will be placed on mute during the presentation; please do not put your phone on 'hold'
- Questions will be taken at the end of the presentation

Background of Section 1011 Program



- Section 1011 gets its name from a section of Public Law 108-173 known as the Medicare Modernization Act of 2003
 - The act can be found on this website:
http://www.ssa.gov/OP_Home/ssact/title18/1867.htm
- Section 1011 is a federal reimbursement program for eligible EMTALA emergency services furnished to undocumented aliens as defined under the act
- Providers eligible to enroll in the Section 1011 Program are:
 - Medicare participating hospitals and Indian Tribal Organizations
 - Medical doctors and doctors of osteopathy
 - State licensed providers of ambulance service
- Section 1011 is administered by the Centers for Medicare & Medicaid Services and began reimbursements in 2005
- Novitas Solutions is the national contractor for Section 1011

CMS Announcement on Sunsetting of Program



- The Centers for Medicare & Medicaid Services (CMS) has announced the sunsetting of Section 1011 of the Medicare Prescription Drug, Improvement and Modernization Act of 2003 (MMA), Federal Reimbursement of Emergency Health Services Furnished to Undocumented Aliens Program at the end of fiscal year 2016.
- The intentions of the MMA with respect to Section 1011 have been largely fulfilled. The Section 1011 program has successfully issued reimbursements to eligible providers totaling about 98 percent of the \$1 billion dollars appropriated.

Sunseting Period



- Sunset transition period occurs January to September of 2016
- In initial stages of the program's sunset, Novitas will:
 - enroll eligible providers
 - assist providers with enrollment, billing and other program questions
 - calculate provider payment amounts and make quarterly payments
 - perform medical and compliance reviews and adjudicate disputes
 - serve as the compliance contractor
- During this time, Novitas will work with CMS through a planned closure process designed to minimize provider impacts
- The final payment of the Section 1011 program includes dates of service October 1, 2015 through December 31, 2015
- Payment will be made on or about August 29, 2016

Timeline for Activities



Section 1011 Program Activity	Deadline
Payment for Q4, FY15 (dates of service 7/1/15-9/30/15)	May 27, 2016
Last date to enroll new providers in Section 1011	May 27, 2016
Last date to submit a payment request for Q1, FY16	June 28, 2016
Last payment (dates of service 10/01/15-12/31/15)	August 29, 2016
Last day for Customer Service Telephone Calls	September 23, 2016
Section 1011 Website will be taken down	September 28, 2016

Post Shutdown Information



- CMS has established a website which can be found at:
<https://www.cms.gov/Regulations-and-Guidance/Legislation/UndocAliens/index.html?redirect=/UndocAliens/>
- Mail sent to Novitas will be forwarded by the post office directly to CMS
 - A new PO Box for Section 1011 inquiries at CMS will open in October, 2016
- Reminder: Providers remain responsible for refunding Section 1011 overpayments to CMS

Questions & Answers - I



▪ **Q1: Why is the Section 1011 Program sunseting?**

- **A1:** The intentions of the Medicare Modernization Act of 2003 with respect to Section 1011 have been largely fulfilled. The Section 1011 Program has successfully issued reimbursements to eligible providers totaling about 98 percent of the \$1 billion dollars appropriated.

▪ **Q2: What impact will the sunset of the Section 1011 Program have on Section 1011 provider enrollment, payment requests, and customer services?**

- **A2:** In the initial stages of the program's sunset, Novitas Solutions, Inc. will continue to enroll eligible providers, assist providers with enrollment and billing questions, calculate provider payment amounts, make quarterly payments and serve as the compliance contractor. A sunset transition period will take place between January and September of 2016. During this time, Novitas will work through a planned closure process designed to minimize provider impacts.

Questions & Answers - II



- **Q3: What is the last date to enroll a provider in the Section 1011 Program?**
 - **A3:** Applications to enroll eligible providers must be received by Novitas no later than May 27, 2016.

- **Q4: When is the last Section 1011 Program payment scheduled?**
 - **A4:** The final payment of the Section 1011 program will be made on or about August 29, 2016.

- **Q5: What is the period of service that will be covered in the final Section 1011 Program payment to Section 1011 providers in the August, 2016?**
 - **A5:** The first quarter (Q1) of federal fiscal year (FY) 2016 includes dates of service October 1, 2015 through December 31, 2015.

Questions & Answers - III



- **Q6: What is the filing deadline for the last payment?**
 - **A6:** The filing deadline for Q1,FY16 is June 28, 2016.

- **Q7: What is the last date that the contractor can be contacted for customer service questions?**
 - **A7:** September 23, 2016 is the last date Novitas can be contacted for customer service issues.

- **Q8: When will Section 1011 website be taken down?**
 - **A8:** The Novitas Section 1011 website will close on September 28, 2016.

Questions & Answers - IV



- **Q9: Who should providers contact regarding Section 1011 issues after the contractor has closed?**
 - **A9:** Once the Section 1011 contractor has closed the program, no further eligibility, enrollment, billing, or payment questions on the Section 1011 program will be processed by Novitas. If a provider needs additional information, CMS has established a web site for Section 1011, which can be found at: <https://www.cms.gov/Regulations-and-Guidance/Legislation/UndocAliens/index.html>

- **Q10: Who can I call if I have additional questions right now about the sunseting of the Section 1011 Program?**
 - **A10:** Questions can be addressed to the Customer Service line at 1-866-860-1011. Representatives are available on Monday through Friday from 8:00AM to 4:30PM ET.

Survey Reminder



- Your feedback is important to us
- Please take a moment to complete the survey attached to your meeting materials
- Responses can be faxed to Section 1011 at 717-728-8721

Open Forum



- The operator will now accept questions from ACT attendees
- The moderator will place all other attendees on mute while the questions are being answered
- Remember: due to HIPAA Privacy requirements, we cannot answer questions about specific claims in an open forum
- A list of your questions and the answers will be posted on the Section 1011 website in the Outreach and Education center under Teleconferences; the web address is: <http://www.novitas-solutions.com/webcenter/portal/Section1011/>

Thank You



- CMS and the staff of Novitas would like to take this opportunity to thank you for attending this Ask the Contractor Teleconference
- It has been a pleasure serving you as the CMS contractor for Section 1011
- Please call us with any questions at 1-866-860-1011
 - Representatives are available from 8:00AM to 4:30PM ET from Monday through Friday