

DEPARTMENT OF HEALTH SERVICES

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SACRAMENTO, CA 95814

(916) 445-1912



September 30, 1988

TO: All County Welfare Directors
All County Administrative Officers

Letter No.: 88- 78

SUBJECT: NEW FISCAL INTERMEDIARY - ELECTRONIC DATA SYSTEMS (EDS)

The purpose of this letter is to provide you with information and phone numbers for the new fiscal intermediary, Electronic Data Systems (EDS). Effective April 4, 1988, EDS assumed fiscal intermediary responsibility (excluding dental service claims and claims for Redwood Health, Santa Barbara and San Mateo Health Initiatives) for the Medi-Cal program. Claims for persons eligible to those programs continue to be processed by the appropriate organizations. EDS has established a toll free telephone number to answer provider inquires regarding proper billing, claim status, and Medi-Cal policies and procedures. The number is (800) 541-5555.

A copy of the Provider Bulletin regarding the EDS takeover is enclosed for your information and use. The bulletin contains contact persons, telephone numbers and addresses and descriptions of the various types of functions for which EDS staff are responsible.

If a provider contacts your county with any billing questions you may refer them to the toll free number for assistance. If you have any questions you may also contact the Department's Provider Services Section at (916) 323-1945.

Sincerely,

Original signed by

Frank S. Martucci, Chief
Medi-Cal Eligibility Branch

Enclosure

cc: Medi-Cal Liaisons
Medi-Cal Program Consultants

Expiration Date: September 15, 1989



MEDI-CAL UPDATE

MARCH 1988

Allied Health Services Bulletin No. 129/EDS
Inpatient/Outpatient Bulletin No. 145/EDS
Long Term Care Bulletin No. 121/EDS

Medical Services Bulletin No. 152/EDS
Pharmacy Bulletin No. 188/EDS
Vision Care Bulletin No. 111/EDS

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Inpatient/Outpatient: Insert this bulletin into Appendix G.

Long Term Care: Insert this bulletin into Appendix F.

Medical Services: Insert this bulletin into Appendix G.

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Vision Care: Insert this bulletin into Appendix F.

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The Department of Health Services Transitions to a New Fiscal Intermediary – Effective April 4, 1988

On April 4, 1988, E.D.S. Federal Corporation (EDS) will assume full fiscal intermediary responsibility for the Medi-Cal program. Culminating seven months of cooperative preparation by EDS and the Department of Health Services (DHS), April 4 is the milestone date in the scheduled transition of provider services from Computer Sciences Corporation to EDS.

As EDS begins operations, only two procedures that providers now follow in billing the Medi-Cal program will change: the post office box for general correspondence and first level appeals and the toll-free telephone number. All other aspects of Medi-Cal program participation, such as claim forms, billing procedures, and timeliness guidelines, will not change as a result of the transition to EDS.

The Transition Schedule, from February 22, 1988, to June 1988, contains several important dates and events for providers which precede and follow up the April 4 takeover. Our goal during this period is the smooth and uninterrupted flow of comprehensive services for all providers and a clear demonstration of EDS' commitment to fulfilling specific provider needs now and in the future.

IMPORTANT DATES AND EVENTS FOR PROVIDERS

The Transition Schedule has several critical dates when many provider services offered by EDS become operational. These dates are as follows:

FEBRUARY 22, 1988

EDS' toll-free telephone service -- 800-541-5555 -- is staffed by the Toll-Free Telephone Group (TTG) to answer providers' questions about the transition, post office boxes, orientation seminars (scheduled during the February 29 to March 30 timeframe), correspondence, and other general inquiries. **All claims, correspondence, and specific provider inquiries about claims and billing should continue to be directed to Computer Sciences Corporation until the transfer of Medi-Cal fiscal intermediary operations to EDS on Monday, April 4, 1988.**

FEBRUARY 29, 1988, THROUGH MARCH 30, 1988

EDS has scheduled provider orientation seminars in seven cities throughout the state. The specific needs of each claim type are addressed in 35 separate presentations where providers have the opportunity to meet regional provider representatives and receive information on enhancements to system services and current procedures.

APRIL 4, 1988

EDS assumes full fiscal intermediary responsibility for the Medi-Cal program. **Providers should direct all claims, correspondence, and inquiries to EDS beginning April 4, 1988.**

Telephone Inquiries: EDS' Toll-Free Telephone Group (TTG) -- 800-541-5555 -- answers provider inquiries regarding proper billing, claim status, and Medi-Cal policies and procedures. Providers who are located outside the State of California can contact EDS by calling 916-636-1000.

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NEW FISCAL INTERMEDIARY (Continued)

Written Inquiries: EDS has a specific post office box for each type of correspondence that providers will be sending to the Medi-Cal program. With the exception of the post office boxes in boldface print below, these boxes are the same as you are currently using. Only the post office box for general correspondence and first level appeals will change with the transition to EDS. All of these post office boxes are listed below:

| <u>Correspondence</u> | <u>Post Office Box</u> | <u>Zip Code</u> |
|--|------------------------|-------------------|
| Resubmission Turnaround Documents (RTDs) | 15200 | 95851-1200 |
| Claims Inquiry Forms (CIFs) | 15300 | 95851-1300 |
| Pharmacy Claims | 15400 | 95851-1400 |
| Long Term Care Claims | 15400 | 95851-1400 |
| Inpatient Claims | 15500 | 95852-1500 |
| Outpatient Claims | 15600 | 95852-1600 |
| Medical Services Claims | 15700 | 95852-1700 |
| Allied Health Services Claims | 15700 | 95852-1700 |
| Vision Care Claims | 15700 | 95852-1700 |
| General Correspondence | 13029 | 95813-4029 |
| First Level Appeals | 13029 | 95813-4029 |

EDS will provide pre-addressed envelopes for the submission of RTDs, CIFs, and claims. General correspondence and first level appeals, presented in boldface print in the chart above, should be addressed to E.D.S. Federal Corporation with the appropriate post office box and zip code in Sacramento, California. Providers should continue to follow the procedures listed in their provider manuals for submitting claims.

Regional Provider Relations Offices and Representatives: Four fully operational EDS regional provider relations offices, located in Sacramento, San Francisco, Los Angeles, and San Diego, will be staffed with provider relations representatives who will visit provider offices, meet with provider groups, and conduct ongoing provider training seminars and workshops.

TARs: Providers should continue to mail Treatment Authorization Requests (TARs) to the appropriate Medi-Cal field office addresses.

Computer Media Claims: Provider/submitter services for Computer Media Claim (CMC) submission by tape, diskette, and telecommunications will continue with the same protocols, media, and data formats that providers are currently using and receiving. Providers will send tape or diskette billing to the following street address: E.D.S. Federal Corporation, CMC Unit, 2000 Evergreen Street, Sacramento, California 95851-1000. This address will change in June 1988 when EDS moves to a new location in Rancho Cordova. Providers will also continue to use the same telephone number for claims submitted by telephone transmission.

EDS' Temporary Facility: EDS will occupy Computer Sciences Corporation's facility at 2000 Evergreen Street in Sacramento until June 1988. All provider mail sent to Computer Sciences Corporation prior to April 4, 1988, will be transferred automatically to EDS.

JUNE 1988

EDS' Permanent Facility: EDS' operations will move from the temporary Evergreen facility to a new permanent facility at 3215 Prospect Park Drive in Rancho Cordova, California 95670. This relocation will not affect how providers submit claims or correspondence. Those providers who hand-deliver their claims and correspondence will deliver them to EDS' 3215 Prospect Park Drive address. All CMC tapes and diskettes should also be sent or hand-delivered to this address beginning June 1988.

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EDS Introduces the Medi-Cal Provider Relations Management Team

EDS' first priority as the new Medi-Cal fiscal intermediary is to ensure timely claims processing and prompt payment to Medi-Cal providers. Assuming a key role in accomplishing this objective is EDS' Provider Relations Department, which is comprised of four groups: Provider Relations Group, Toll-Free Telephone Group/Provider Services Group, Provider Automation Group, and Cash Disposition Group. Under the leadership of the Director of Provider Relations, **Marc VanDenbark**, the Provider Relations Department is the primary liaison between the provider community and the Medi-Cal program and is responsible for the following:

- Establishing and maintaining effective channels of communication among the Department of Health Services, EDS, and the Medi-Cal provider community
- Educating providers to enhance their awareness of Medi-Cal policies and procedures
- Resolving providers' inquiries
- Coordinating activities and the exchange of information among local, state, and federal organizations
- Recommending enhancements that will increase provider satisfaction with and participation in the Medi-Cal program

To ensure that these responsibilities are fulfilled, **Mr. VanDenbark** has staffed the Provider Relations Department with individuals who can effectively communicate with providers and assist in resolving their concerns.

PROVIDER RELATIONS GROUP

The Provider Relations Group (PRG) functions as the Provider Relations Department's primary channel of communication with the Medi-Cal provider community. The Provider Relations Manager reports to the Director of Provider Relations and is responsible for the activities performed by the five units that comprise the PRG. These units include the following:

- Regional Provider Relations Representatives
- Correspondence Specialists Unit
- General Correspondence Unit
- Provider Training Unit
- Publications Unit

These units, which have distinct responsibilities, work together under the Provider Relations Manager's direction to represent EDS in the Medi-Cal community. EDS will introduce the Provider Relations Manager in an upcoming bulletin.

Regional Provider Relations Representatives

Our staff of 10 regional provider relations representatives work directly with the providers. Their purpose as EDS representatives to the Medi-Cal provider community is to ensure that providers understand Medi-Cal policies and procedures and that they have the information required to efficiently bill the program. Through regularly scheduled seminars and training workshops, the provider representatives are able to educate the providers in the billing process and inform them of changes in policies and procedures.

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PROVIDER RELATIONS MANAGEMENT TEAM (Continued)

Correspondence Specialists Unit

Under the supervision of **Stan Coombs**, the Correspondence Specialists Unit serves as the "in-house" provider relations representative. This unit is staffed by individuals who are specifically assigned to represent and address the unique needs of each provider type. Each correspondence specialist has extensive knowledge about Medi-Cal policies, procedures, and claims processing for a specific provider type.

General Correspondence Unit

The General Correspondence Unit, led by **Rick Sharp**, responds to provider correspondence containing general inquiries about Medi-Cal policies, procedures, regulations, and statutes.

Provider Training Unit

The Provider Training Unit, managed by **Steve Eford**, is responsible for coordinating and conducting all tri-annual provider training seminars and workshops. These sessions are scheduled regularly throughout the state. This unit works with the provider relations representatives to ensure that providers' Medi-Cal information needs are met.

Publications Unit

The Publications Unit, led by **Gail Davls**, coordinates the development and publication of all provider manuals, bulletins, and training syllabi. This unit continually receives information from the Department of Health Services, the other units of the PRG, individuals located in other fiscal intermediary divisions, and provider associations for inclusion in these publications.

TOLL-FREE TELEPHONE GROUP/PROVIDER SERVICES GROUP

The Toll-Free Telephone Group/Provider Services (TTG/PS) Group, managed by **Dodie Villajoquin**, is a key component of the Provider Relations Department. The purpose of the TTG/PS Group is to respond to provider inquiries coming into EDS by telephone. The TTG/PS Group also processes CIFs and first level appeals. Since this group is in a unique position to review provider inquiries from several different sources, it is able to provide the PRG with valuable information concerning provider errors, questions, and problems.

Mr. Villajoquin reports to the Director of Provider Relations in managing the activities of the two units that comprise his group. These units are the Toll-Free Telephone Group (TTG) and the Adjustments and Appeals Unit.

Toll-Free Telephone Group

The TTG, supervised by **Cathy Kelso** and **Cheryl Madison**, responds to telephone inquiries from providers. As the primary channel of communication with EDS, the TTG responds to inquiries regarding billing procedures and Medi-Cal policies and regulations. Operational since February 22, the TTG is available to providers at 800-541-5555 from 8:00 a.m. to noon and from 1:00 p.m. to 5:00 p.m. Monday through Friday. The TTG is closed for lunch from noon to 1:00 p.m. daily.

The Provider Telecommunications Network (PTN) is an automated service that will be operational on June 6, 1988. All providers will be automatically enrolled in the PTN during the first week in May. EDS will be sending each provider a personal identification number (PIN) and a PTN user manual. Beginning June 5, 1988, providers should use the PTN for ALL checkwrite, pending claims, and claims-in-process information.

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PROVIDER RELATIONS MANAGEMENT TEAM (Continued)

Adjustments and Appeals Unit

The Adjustments and Appeals Unit processes requests submitted on Claims Inquiry Forms (CIFs) for adjustments or denial reconsiderations. This unit is also responsible for resolving first level appeals submitted by providers to EDS and processing second level appeals approved by DHS.

PROVIDER AUTOMATION GROUP

The Provider Automation Group (PAG), managed by **Terry Casparis**, is dedicated to supporting providers and submitters who submit Computer Media Claims (CMCs). The PAG is responsible for educating non-CMC providers about the benefits of billing by means of computer media and assisting them in automating their billing process. The PAG also addresses any concerns of providers who currently bill the Medi-Cal program by means of computer media to ensure their continued satisfaction with this billing method.

EDS offers a range of CMC services and capabilities that can accommodate almost any billing circumstance. Current CMC submitters need not make any changes to their CMC systems. EDS will accept the same claim data formats and protocols as are now being used. For more information about CMC, including complete technical specifications, call EDS' Toll-Free Telephone Group and ask for the CMC Help Desk.

CASH DISPOSITION GROUP

The Cash Disposition Group, managed by **Kal Araki**, is responsible for returned state warrants, checks from providers, accounts receivable, interim payments, cost settlements, and 1099 generation. This group also supports the TTG/PS Group and the PRG in resolving providers' concerns and responding to questions about payments, refunds, and accounts receivable.

Regional Provider Relations Offices and Representatives Operational March 1, 1988

On March 1, 1988, EDS opened regional provider relations offices in four major California cities to facilitate our response to provider inquiries. These cities are Sacramento, San Francisco, Los Angeles, and San Diego. All four regional offices are equipped with the resources necessary for office personnel to research provider inquiries.

The coordinating regional provider relations office is located at EDS' Medi-Cal headquarters in Sacramento. This Sacramento office is staffed with provider representative coordinators who will receive provider inquiries from the Toll-Free Telephone Group (TTG) and the two correspondence units. The TTG, operational since February 22, 1988, serves as the providers' primary channel of communication with EDS in obtaining information about billing procedures and Medi-Cal policies and regulations. Beginning April 4, 1988, the coordinators will channel inquiries that cannot be resolved in Sacramento to a provider relations representative assigned to the region from which the inquiry originated. The representative will then respond to the inquiry by telephone or a scheduled visit to the provider's location.

EDS has assigned a provider representative to each of 10 regions in California to ensure that all Medi-Cal providers receive prompt, efficient service regardless of their location in the state. Beginning April 4, 1988, EDS' regional provider relations representatives will respond to provider inquiries by telephone and visits to providers' locations. These representatives will also assist the Training Coordinator in conducting provider training seminars and workshops.

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REGIONAL PROVIDER RELATIONS OFFICES (Continued)

Providers in Region I will be represented by Jann Parker. The counties in this region include ~~Butte, Glenn, Sutter, Colusa, Yuba, Sierra, Yolo, Nevada, Placer, Solano, San Joaquin, Stanislaus, Merced,~~ and part of Sacramento County. **Ms. Parker** will be located in the ~~Sacramento~~ headquarters office.

Debra Witte will represent the providers in Region II, which is comprised of ~~El Dorado, Amador, Calaveras, Tuolumne, Alpine, Mariposa, Madera, Mono, Fresno, Kings, Inyo,~~ and Tulare Counties, as well as part of Sacramento County. **Ms. Witte** will also be located in the ~~Sacramento~~ headquarters office.

Representing Region III will be Greg Leach. **Mr. Leach** will be located in the ~~San Francisco~~ regional office and will provide services for the following counties: Del Norte, Siskiyou, Modoc, Humboldt, Trinity, Shasta, Lassen, Plumas, Tehama, Mendocino, Sonoma, Napa, Marin, and Lake. He will also provide services for part of San Francisco County.

The providers in Region IV will be represented by Tom Rice. Also working in the ~~San Francisco~~ regional office, **Mr. Rice** will represent providers in Alameda and Contra-Costa Counties, as well as those in part of San Francisco County.

Liz Mulford will represent providers in Region V. Counties in this region include San Mateo, Santa Cruz, Santa Clara, San Benito, Monterey, and part of San Francisco County. **Ms. Mulford** will also be located in the ~~San Francisco~~ regional office.

Representing Region VI will be Jim Johnson. Counties in this region include ~~San Luis Obispo, Santa Barbara,~~ and part of Los Angeles County. **Mr. Johnson** will be located in the ~~Los Angeles~~ regional office.

Kell Esser will represent providers in Region VII. **Ms. Esser** will be located in the Los Angeles regional office and will represent providers located in Ventura County and part of ~~Los Angeles~~ County.

Barbara Horstmeyer will represent providers in Region VIII, which is comprised of Kern County and part of Los Angeles County. **Ms. Horstmeyer** will be located in the ~~Los Angeles~~ regional office.

The provider relations representative for Region IX has yet to be announced. This representative, also located in the Los Angeles regional office, will provide services for providers in Orange County, as well as those in part of Los Angeles County.

Region X will be represented by Laura Lowe. Included in this region are San Bernardino, Riverside, San Diego, and Imperial Counties. **Ms. Lowe** will be located in the ~~San Diego~~ regional office.

The EDS Medi-Cal Provider Relations staff looks forward to a very successful transition and an ongoing productive working relationship with all Medi-Cal providers.