

## **Ophthalmologists with Optical Dispensaries Filing Claims to Region B DME-MAC**

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I am really excited! Finally after years of begging and pleading, National Government Services (NGS), the Region B Durable Medical Equipment, Prosthetics, Orthotics, and Supplies Medicare Administrative Contractor (DME-MAC) sent the following listserv to DME suppliers on September 21, 2010. I was able to see a demonstration of Connex during NGS' IGNITE Education conference in August. I think once you see what information you can have at your fingertips, you will want to use this FREE service. You do need an e-mail address and Internet access and you must register for the service.

Connex allows you to access a wide array of Medicare tools and information, such as:

- Beneficiary eligibility and entitlement information
- Query for your claims status
- View your provider/supplier demographic information
- Query for your financial data

This service is available to optical dispensaries and other DME suppliers for claims submitted to Region B. NGS processes durable medical equipment, prosthetics, orthotics, and supplies (DMEPOS) claims for the states of Illinois, Indiana, Kentucky, Michigan, Minnesota, Ohio, and Wisconsin. Unlike other Medicare claims, DMEPOS claim jurisdiction is based on the beneficiary's address on file with the Social Security Administration.

As a reminder, DMEPOS claims should be sent to the DME MAC jurisdiction for the state in which the beneficiary resides. Paper claims filed to the incorrect DME MAC for DMEPOS items will be returned to the supplier unprocessed. All electronic claims are transmitted to the Common Electronic Data Interchange (CEDI). CEDI transfers all accepted claims to the appropriate DME MAC based on the address submitted on the incoming claim. If an electronic claim is submitted with an incorrect beneficiary address, the DME MAC that receives the claim will deny it with ANSI code OA-109, indicating that the claim should be filed to the appropriate payer. The supplier must determine the correct address and resubmit that claim to CEDI. For a complete listing of the four DME MAC jurisdictions, and the states each is contracted to serve, please refer to the [Jurisdiction B DME MAC Supplier Manual, Chapter 11, Claim Filing Jurisdiction.](#)

Right now Connex is only available for Region B DME claims; however, NGS hopes to have Connex available to all Medicare Part B suppliers by the 1<sup>st</sup> quarter of 2011. For those of you billing Wisconsin Physician Services for Medicare Part B, this package is very similar to C-Snap.

### ***National Government Services Launches Connex Provider Web Application***

National Government Services has launched an all-new Web application aimed at suppliers and offering access to a wide array of Medicare information.

Called Connex, the application will help answer your questions, address Medicare issues, assist you in solving problems, and will guide you to business forms.

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Connex will offer superior search capabilities and make it fast and easy for you to find the information you seek without having to place calls to the National Government Services Provider Contact Center. Centralized data housed within Connex will ensure quick information retrieval and consistency.

Connex is available to you now at [www.NGSConnex.com](http://www.NGSConnex.com). As a supplier selected to help test the system, you have full access to all of the site's features.

Questions or issues related to technical issues should be directed to the National Government Services Provider Contact Center, by dialing (866) 590-6727 for the Jurisdiction B Durable Medical Equipment Medicare Administrative Contractor. Once you leave the CTI application, which has a male voice, you will hear a female voice announcement. During this female voice announcement, press 5. Do not wait until after the announcement is finished. Please do not respond to this e-mail.

Connex has been designed with your needs in mind. Your participation in this feedback effort is much appreciated and will enable National Government Services to provide superior customer service well into the future.

A Rules of Behavior Document, Quick Steps Job Aid, and Connex training materials are available on the log in screen of Connex. NGS' recommends you review these documents prior to registering in the application.