

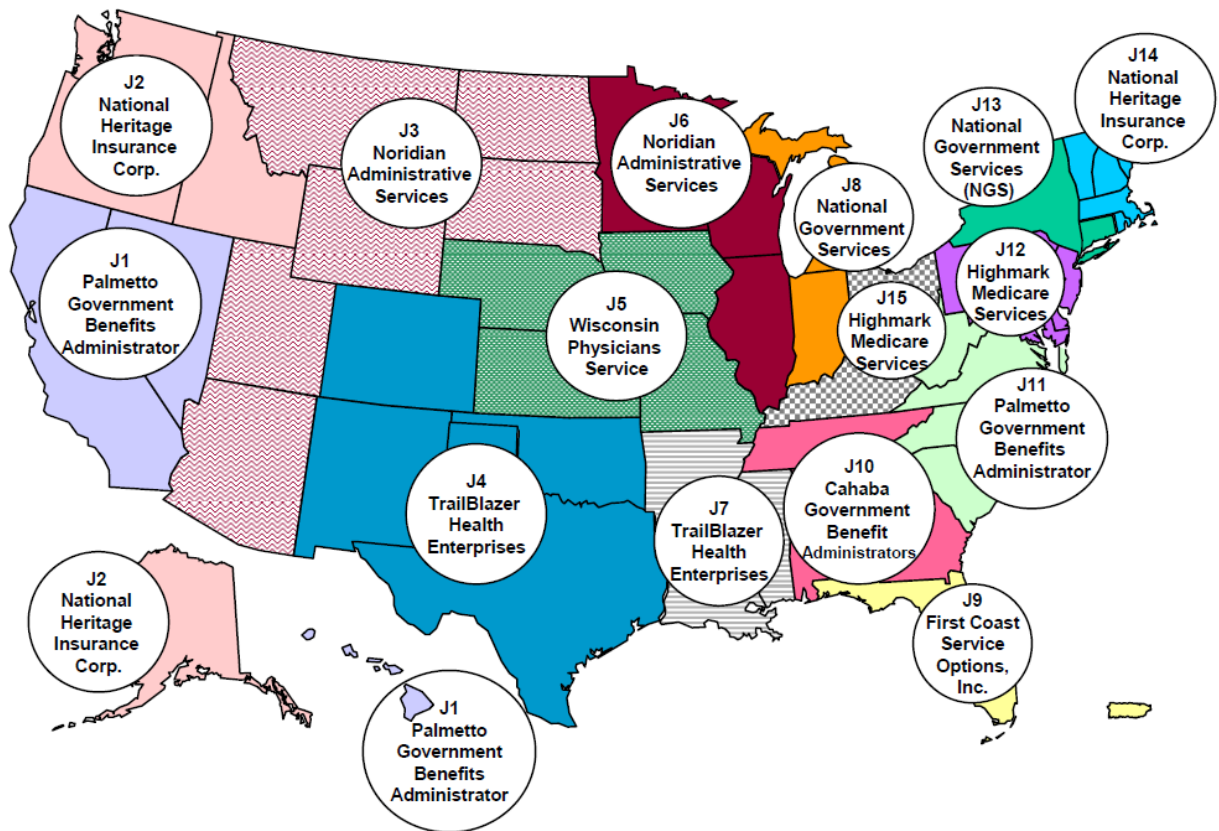
## Medicare Administrative Contractor Roll-Out Information October 2009

As the Centers for Medicare & Medicaid Services (CMS) continue to transition authority for processing claims to the Medicare Administrative Contractors (MACs), we wanted to update our members regarding the implementation of these assignments in your region. As you know, CMS awarded MAC contracts to each of the 19 jurisdictions over the past several years. It is expected that all MACs will replace Fiscal Intermediaries (FI) that previously handled processing for fee-for-service (FFS) claims by March 2010. According to CMS, FI and carrier contracts must end by October 1, 2011 at the latest. As such, while we expect that the MACs will take over by March, there is more than a year of transitional time if it is required.

Behavioral healthcare providers will utilize the MACs as the primary point of contact for all claims-related information. In addition, CMS will be integrating Medicare Parts A and B to streamline its information technology and the MACs will have administrative oversight for this as well.

### MAC Jurisdictions and Contact Information:

According to CMS, the jurisdictions were allocated according to workload, integration of claims processing, and competition. These factors allowed CMS to essentially balance the number of FFS providers and patients by area. As a result, the MAC jurisdictions will be much more comparable than those under the FIs which will promote greater efficiency to process claims.



| <b>Jurisdiction</b>   | <b>Contract Awarded</b>                     | <b>Go-Live Dates</b>       | <b>Contact Information</b>  |
|---|---|----------------------------|---|
| American Samoa, California, Guam, Hawaii, Nevada, and Northern Marianas | Palmetto GBA                                | August 2008                | <a href="http://www.palmettogba.com">http://www.palmettogba.com</a>                           |
| Alaska, Idaho, Oregon, and Washington                                   | National Heritage Insurance Corp.           | December 2008              | <a href="http://www.medicarenhic.com/">http://www.medicarenhic.com/</a>                       |
| Arizona, Montana, North Dakota, South Dakota, Utah, and Wyoming         | Noridian Administrative Services            | March 2007                 | <a href="https://www.noridianmedicare.com">https://www.noridianmedicare.com</a>               |
| Colorado, New Mexico, Oklahoma, and Texas                               | TrailBlazer Health Enterprises              | March to June 2008         | <a href="http://www.trailblazerhealth.com/">http://www.trailblazerhealth.com/</a>             |
| Iowa, Kansas, Missouri, and Nebraska                                    | Wisconsin Physicians Health Insurance Corp. | December 2007 to June 2008 | <a href="http://www.wpsic.com/">http://www.wpsic.com/</a>                                     |
| Illinois, Minnesota, and Wisconsin                                      | Noridian Administrative Services            | March 2010                 | <a href="https://www.noridianmedicare.com">https://www.noridianmedicare.com</a>               |
| Arkansas, Louisiana, and Mississippi                                    | Pinnacle Business Solutions, Inc.           | February 2009              | <a href="http://www.pinnaclebsi.com/">http://www.pinnaclebsi.com/</a>                         |
| Indiana and Michigan  | National Government Services                | March 2010                 | <a href="http://www.ngsmedicare.com/">http://www.ngsmedicare.com/</a>                         |
| Florida, Puerto Rico, and U.S. Virgin Islands                           | First Coast Service Options, Inc.           | March 2009                 | <a href="http://www.fcso.com/">http://www.fcso.com/</a>                                       |
| Alabama, Georgia, and Tennessee   | Cahaba GBA                                  | March 2010                 | <a href="http://www.cahabagba.com/">http://www.cahabagba.com/</a>                             |
| North Carolina, South Carolina, Virginia, and West Virginia             | Palmetto GBA                                | March 2010                 | <a href="http://www.palmettogba.com">http://www.palmettogba.com</a>                           |
| Delaware, District of Columbia, Maryland, New Jersey, and Pennsylvania  | Highmark Medicare Services                  | July to December 2008      | <a href="http://www.highmarkmedicareservices.com">http://www.highmarkmedicareservices.com</a> |
| Connecticut and New York  | National Government Services                | July to November 2008      | <a href="http://www.ngsmedicare.com/">http://www.ngsmedicare.com/</a>                         |
| Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont          | NHIC  | May 2009                   | <a href="http://www.medicarenhic.com/">http://www.medicarenhic.com/</a>                       |
| Kentucky and Ohio   | Highmark Medicare Services                  | March 2010                 | <a href="http://www.highmarkmedicareservices.com">http://www.highmarkmedicareservices.com</a> |

**Legal Action:**

Should a provider wish to appeal a determination, the provider must submit an appeal request to the MAC. The MAC must then request medical records from the Recovery Audit Contractor (RAC) within seven days of determining that a valid appeal has been made. Appeal requests are tracked via the RAC database which provides updates for the provider at each appeal level. Should the final decision be favorable to the provider, CMS must pay interest according to the appeal regulations.

CMS recently updated a report titled "Evaluation of the 3-Year Demonstration" to include RAC appeal statistics through August 31, 2008. According to the report, 22.5% of RAC determinations were appealed and overall 7.6% were overturned in favor of the provider. This was an overall 3% increase since July of 2008 partially due to the number of outstanding RAC determinations when the report was first released.

**Additional Resources:**

[RAC Medical Record Request Limits](#)

[RAC Provider Outreach Schedule](#)

[RAC Contact Information](#)

[MAC Jurisdiction Fact Sheet](#)

[MAC Primary Jurisdiction Fact Sheet](#)

[MAC Contact Information](#)