



Circular

OCTOBER 9, 2008

MEDICAL CALLS

MED-2008-03

Medical Data Call Readiness Assessment Now Available

ACTION NEEDED

This circular announces the availability of the **Medical Data Call Readiness Assessment** on **ncci.com**. The Readiness Assessment identifies 15 key items that are important to be aware of when planning your implementation strategy for the Medical Data Call.

Please refer to **Attachment A**, included with this circular, to view the **Medical Data Call Readiness Assessment**.

BACKGROUND

Since our initial circular announcing the Medical Data Call, NCCI has released a number of resources designed to assist data providers with their planning efforts. These include our MED circular series, *Medical Data Call Reporting Guidebook*, and Medical Call Web section.

The **Medical Data Call Readiness Assessment** is the newest addition to the Medical Call Web section, and provides a list of items that will allow Call participants to evaluate where they are in their implementation plan, and determine which preparations still need to be completed.

IMPACT

The **Readiness Assessment** is intended to assist Medical Data Call participants in planning for the new Call, which will begin with medical transactions occurring in 3rd Quarter 2010. It contains information about available resources, training opportunities, reporting requirements, certification testing, and much more.

The **Readiness Assessment** should be used in conjunction with the *Medical Data Call Reporting Guidebook*, which contains additional details on many of the items listed. Both of these resources can be accessed from the Medical Data Web section on **ncci.com**.

NCCI ACTION

NCCI will continue to provide information and industry training for the Medical Data Call. The following time line represents the currently planned activities:

2008

- In August, the *Medical Data Call Reporting Guidebook* was added to the Manuals Library on **ncci.com**, and a PDF version was made available within the Medical Data Reporting Web section.
- In October, the **Medical Data Call Readiness Assessment** was added to the Medical Data Reporting Web section on **ncci.com**.
- In November, online registration for the **Medical Data Call Workshop** (scheduled for February 24, 2009), will be available on **ncci.com**.

2009

- On February 24, NCCI will conduct the initial **Medical Data Call Workshop**, a one-day training event that will be held in West Palm Beach, Florida.
- Throughout 2009, the latest information will be made available on **ncci.com**, including additional training opportunities that may be offered later in the year.
- The *Medical Data Call Reporting Guidebook* will continue to be updated as new information, such as the certification process, becomes available.

2010

- Beginning in 2nd Quarter 2010, NCCI will start the certification process. All Call participants will be required to complete certification testing prior to the reporting of their first production submission.
- The Medical Data Call will begin with medical transactions occurring in 3rd Quarter 2010.
- The initial 3rd Quarter 2010 medical transactions will be reportable to NCCI by the close of 4th Quarter 2010. The *Medical Data Call Reporting Guidebook* provides the reporting options.

PERSON TO CONTACT

If you have any questions, please contact our Customer Service Center at 800-NCCI-123 (800-622-4123). We're here to assist you Monday–Friday, 8:00 a.m.–8:00 p.m. ET. For faster service, use our simple online form at ncci.com.



Attachment A

Medical Data Call Readiness Assessment

This Readiness Assessment is intended to assist Medical Data Call participants in planning for the new Call, which begins with medical transactions occurring in 3rd Quarter 2010. Identified are 15 key items that are important to be aware of in your planning and implementation strategy. Refer to the **Medical Data Call Reporting Guidebook** for further details on many of these items.

15 Readiness Assessment Items

1—Are you familiar with the new Medical Data Call Reporting Guidebook?

The **Medical Data Call Reporting Guidebook** is the newest addition to NCCI's Manuals Library on **ncci.com**. It provides the essential information needed to understand all aspects of the Call requirements, including details on the record layout, reporting requirements, Call structure, business exclusion option, eligible states, and more.

Please note that this Guidebook completely replaces the Medical Data Call Implementation Guide, which was provided when we initially announced the new Call. The Implementation Guide was intended to help you start your Call planning efforts—however, the information in the new Guidebook contains everything needed to comply with the Medical Data Call.

Current subscribers to the online data manuals automatically have access to the Guidebook. If you are not a current data manuals subscriber, you can sign up by contacting our Customer Service Center at 800-**NCCI-123** (select option 7 for **Products and Services**). Once your subscription is activated, you will have access to all of the data manuals in the Manuals Library—including the new **Medical Data Call Reporting Guidebook**.

2—Are you a regular visitor to the Medical Data Web page on ncci.com?

The central repository for all Medical Data Call information is our Medical Data Web page on **ncci.com**. From the Home Page, select **Data Reporting**, and from the drop-down menu, select **Medical Data**.

This Web page is continually being refreshed with the latest available information. Currently, this includes the following:

- Communications—provides all circulars released in one central location
- Medical Data Call Reporting Guidebook—the PDF version of the Guidebook is available for downloading
- Medical Data Call overview—provides the background on how the Call was developed
- 2009 Educational Programs—Information on the February 24, 2009 Medical Data Call Workshop

3—Are you aware of the February 2009 Medical Data Call Workshop?

On February 24, 2009, NCCI will be conducting the Medical Data Call Workshop in West Palm Beach Florida. This workshop is being offered at no charge, and is intended for project management personnel, business requirement writers, and business partners (TPAs, bill review vendors, and any other medical data suppliers).

The program will provide an overview of the Medical Data Call business rules and detailed specifications for the development of the record layout and field values. By the end of this workshop, participants will have a better understanding of the reporting requirements for the Medical Data Call and will be able to prepare their company to report this data to NCCI.

Refer to **ncci.com** for additional information on this 2009 Workshop, including the availability of online registration, which will begin in November.

Attachment A

Medical Data Call Readiness Assessment

15 Readiness Assessment Items

4—Have you set up Medical Data Preferences on ncci.com?

In addition to visiting **ncci.com** for the latest information on the Medical Data Call, you can also set up your Preferences to receive automatic e-mails and alerts from NCCI as new communications are released. Setting up your My Preferences is an easy three-step process, as follows:

Step #1—Access My Preferences from the top of the Home page on **ncci.com**

Step #2—Click the Update Notifications Preferences option

Step #3—Select the Data option, and check the Medical Data notification boxes (Articles and Manuals)

5—Have you contacted your Medical Data Business Partners?

While some companies handle all medical bill processing internally, others use business partners for various aspects of medical bill processing. For companies that utilize these types of vendors, the transactional data required by the Medical Data Call may currently be stored in your vendors' systems and may not reside in your company's systems.

Identify these business partners, and educate them on the new reporting requirements. Determine how the medical data will be managed and processed to fulfill the Call reporting requirements.

6—Have you Determined Reporting Responsibility?

After implementation, carriers may submit Call data directly to NCCI in the prescribed file format, or alternatively authorize their vendor business partners (TPAs, Medical Bill Review Vendors, etc.) to report the Medical Data Call on behalf of the carrier. Regardless of who submits the Medical Data Call to NCCI, the data submitter must report the standard record layout in its entirety with all 28 data elements populated. Therefore, prior to implementation, it is important to determine how the reporting responsibility is to be handled.

7—Are you familiar with the Third Party Administrator Requirements?

For carriers or affiliate groups that use a Third Party Administrator (TPA), bill review vendor, or pharmacy vendor, NCCI requires the following items to be on file:

- A Service Provider Agreement (attached to the NCCI Affiliation Agreement)
- A Service Provider Data Tool Access Addendum to the Service Provider Agreement (form authorizing the TPA or vendor to access the data reporting tools on your behalf)
- Contact information for each medical data provider on the Data Provider Profile

Complete information on TPA requirements is located in the **Medical Data Call Reporting Guidebook** Part 2, Item F.1.

8—Are you familiar with the Medical Data Call Record Layout?

The new Medical Data Call contains 28 data elements, including policy/claim linking data elements and medical procedure and diagnostic data elements. Review the record layout and data dictionary provided in the **Medical Data Call Reporting Guidebook** to determine the availability of these data elements within your company systems and/or your business partners' systems (TPAs, Medical Bill Review Vendors, etc.).

The record layout is located in Guidebook Part 4 and the data dictionary is provided in Part 5.

9—Have you reviewed the Jurisdiction Requirements?

Reportable medical transactions are those with the state of jurisdiction in applicable states (currently these include all NCCI states and Indiana). The state of jurisdiction corresponds to the State Workers Compensation Act, to which the claimants' benefits are being paid. This includes all workers compensation claims, including medical-only. The complete list of applicable states is provided in the **Medical Data Call Reporting Guidebook**.

15 Readiness Assessment Items

10—Is Certification Testing included within your Project Plans?

During 2nd Quarter 2010, NCCI will begin certification testing for Medical Data Call submissions, prior to accepting Call data into our production database. Be sure to include this testing process in your company plans and implementation time lines. For more details, refer to the **Medical Data Call Reporting Guidebook**, Part 2, Item E.1, and also to the **Electronic Transmission User's Guide**.

Also, if vendor business partners (TPAs, Medical Bill Review Vendors, etc.) have been authorized to report the Medical Data Call, they, too, will be required to complete the certification testing process.

11—Have you determined your Reporting Frequency?

Determine the reporting frequency that is appropriate for your organization. The Call is required on a quarterly basis. Alternatively, monthly submissions are also acceptable. Submissions will be due at the end of the following quarter (Example: 3rd Quarter is due by December 31). When determining the reporting frequency, also factor in the editing considerations (as described previously in Item #12).

12—Have you considered your Data Warehousing Options?

Determine how and where this medical transactional data is currently stored, which may involve one or more company system(s), business partners' systems, physical locations, etc. Assessing data warehousing options for this medical transactional data is an important consideration. For example, affiliate groups may consider the advantages and disadvantages of establishing a single repository of all Call data.

13—Do you need to consider the Business Exclusion Option?

The Call offers affiliate groups a Business Exclusion Option. This enables affiliate groups to exclude claims for policies representing up to 15% of the gross premium from their reporting requirement. The exception must be based on business segment, not claim type or characteristics. For further information, please refer to **Medical Data Call Reporting Guidebook** Part 2, Item G for all of the details—including the various methods that are available to estimate the exclusion percentage.

14—Are you familiar with the Call's Editing Strategy?

NCCI's editing strategy for the Medical Data Call is based on the level of acceptability of the entire submission. Editing is performed at the detailed transactional level for completeness, validation, and reasonableness as detailed in the **Medical Data Call Reporting Guidebook**, Part 7. Based on editing results, the entire submission will be accepted or rejected—editing results at the transactional level will not be provided.

Factor in NCCI editing (and the potential for data resubmissions) when establishing Medical Data Call business processes, such as data storage requirements, access to business partners' medical data, and data retention requirements.

15—Are you familiar with the Data Quality Program?

The Medical Data Call includes Data Quality Program, which are available in the **Medical Data Call Reporting Guidebook**. Refer to Guidebook Part 8, and learn more about the:

- Medical Data Call Quality Incentive Program
- Carrier Data Quality Report (Report Card)
- Data Quality Remediation Program

Share this information with your stakeholders and business partners to reinforce the importance of the Call—to meet NCCI's data timeliness and quality standards.