



County of San Bernardino
Department of Behavioral Health

INFORMATION NOTICE 13-07

Date: 07/15/13

To: Department of Behavioral Health Business Staff
Department of Behavioral Health Contract Agencies

From: CaSonya Thomas, MPA, CHC, Director

Subject: Medicare Administrative Contract Transition

Introduction Effective **September 16, 2013**, Noridian Healthcare Solutions (Noridian) will be the new Medicare Administrative Contractor (MAC) for California. Medicare Jurisdiction 1, Part B will now be known as Jurisdiction E, Part B. The Centers for Medicare and Medicaid Services (CMS) and Noridian will be coordinating with the outgoing contractor (Palmetto GBA) for effective transfer of operations and secure exchange of healthcare information.

Who Will Be Affected This affect will physicians and non-physician practitioners who enroll, or are enrolled, or revalidate enrollment in the Medicare Program.

Note: The Department of Behavioral Health (DBH) Office of Compliance is responsible for Medicare enrollment application and revalidation submittals for DBH providers.

New MAC Provider Access Access to the new MAC contractor can be obtained through the Noridian internet homepage (<https://www.noridianmedicare.com/>).

What Will be New/Changing As the MAC Jurisdiction E transfer progresses, the following important changes may impact you:

- Noridian is establishing post office (PO) boxes for receipt of written correspondences, such as claims, letters, questions, general inquiries, enrollment applications, written redetermination requests and checks. The PO Box numbers will be provided and published by Noridian as the cutover date approaches.
- Effective September 16, 2013, providers will have access to a single toll free customer service number that will allow providers to connect to any Medicare Part B department. This same toll free number will also connect to the interactive voice response (IVR) system.

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**What Will be
New/Changing
(continued)**

- All in-process enrollment applications and pending revalidations will be transferred from Palmetto GBA to Noridian at the cutover date. All future enrollment applications and revalidation mailings will be facilitated by Noridian starting September 16, 2013.

**What Will
Remain the
Same**

As CMS and Noridian continue towards implementation, the following information reflects areas that will remain the same during the MAC transition:

- A new [Form CMS-588 Electronic Funds Transfer \(EFT\) Authorization Agreement](#) will not be required during the transition from Palmetto GBA to Noridian for electronic fund transfers.
- Interactive Voice Response (IVR) functionality will continue as a CMS requirement for providers to use for claim status and eligibility inquiries.
- During the transfer of the Jurisdiction E workload from Palmetto GBA to Noridian, and for an unknown period of time following the implementation, the prior contractor's coverage and Local Coverage Determinations will be maintained as is for Medicare Part B.
- While the new contract is being implemented, current Medicare providers will continue to file their Medicare claims with Palmetto GBA until instructed otherwise or the September 16, 2013, cutover date.

**Implementation
Workshops**

In support of the MAC transition Noridian is offering a series of [Implementation 101 and Electronic Data Exchange Support Services](#) workshops. These educational sessions consist of both web-based and in-person workshops and are designed to present physicians and providers with key components of the upcoming MAC transition.

Questions

For questions about the MAC transition, refer to the [Noridian Medicare A/B MAC Jurisdiction E Implementation](#) website, or call the Office of Compliance (909) 382-3083.

Reference

[Code of Federal Regulations, Title 42, Public Health, Chapter IV, Section 489.13\(a\)](#)
[Medicare Contractor Beneficiary and Provider Communications Manual](#),
Publication 100-09, Chapter 6, Section 50.1
[Reference Guide for Medicare Physician and Supplier Billers](#), Second Edition
– October 2006, Section 2
