

“Dark Day” Transition Information for National Government Services, the Jurisdiction B DME MAC

Effective June 1, 2007, CIGNA Government Services, LLC will administer the Durable Medical Equipment Medicare Administrative Contract (DME MAC) for the Jurisdiction C DME MAC. The Jurisdiction C DME MAC will consist of the current Jurisdiction C states as well as Virginia and West Virginia. Claims for beneficiaries that reside in Virginia and West Virginia will be transitioning from National Government Services, the Jurisdiction B DME MAC.

National Government Services, the Jurisdiction B DME MAC will have “dark days” for the transition to the new Jurisdiction C DME MAC, CIGNA Government Services. The dark days for National Government Services will begin at noon on Thursday, May 31, 2007 and continue through Friday, June 1, 2007. Please be aware that during the “dark days” the Jurisdiction B Medicare processing system will not be available for claims processing or for online claim status inquiry (CSI) and eligibility inquiries. Claim submissions will be accepted and Level 1 (TA1 and 997) reports will be produced during the dark days.

The Interactive Voice Response (IVR) Unit and Customer Service Representatives (1-877-299-7900) will also be unavailable. The IVR and the Customer Service Representatives will both be accessible on Monday, June 4, 2007.

Below is a summary of the dark day changes effective Thursday, May 31, 2007 for National Government Services electronic submitters:

Thursday, May 31, 2007:

National Government Services will begin the conversion process for Virginia and West Virginia claims from the Jurisdiction B DME MAC to the Jurisdiction C DME MAC. The dark days will begin at 12:00 noon (Eastern Time).

- All electronic claims submitted before 11:00 a.m. (Eastern Time) will be loaded into the claims processing system.
- National Government Services will continue to accept electronic claims all day on Thursday, May 31, 2007.
- Level I electronic reports (TA1 and 997) will be available all day on Thursday, May 31st.
- Level II electronic reports will only be available until 12:00 noon (Eastern Time) on May 31st.

- Electronic Remittance Advices (ERA) for claims processed through noon on May 31st will be available for retrieval that afternoon.
- There will be no ERAs produced during the dark days. Daily ERAs will resume on Tuesday June 5th. Weekly ERAs will resume on Monday, June 11th.
- Claim Status Inquiry (CSI) system will be available until 12:00 noon (Eastern Daylight Time).
- Electronic Funds Transfer (EFT) will be produced for claims processed through noon on May 31st. EFT will resume on Tuesday June 5th.
- The EDI Helpdesk (1-877-273-4334, option 1) will be available during the dark days. However, they will not be able to access any information in the Medicare online system.

Friday, June 1, 2007:

The dark days for National Government Services to complete the Jurisdiction C Transition will continue.

- National Government Services will continue to accept electronic claims.
- Level I electronic reports (TA1 and 997) will be available
- Level II electronic reports will **not** be generated
- Electronic Remittance Advices (ERA) will **not** be generated
- Claim Status Inquiry (CSI) will **not** be available
- Electronic Funds Transfers (EFT) will **not** be generated
- The EDI Helpdesk (1-877-273-4334, option 1) will be available during the dark days. However, they will not be able to access any information in the Medicare online system.

NOTE: Electronic claims received during the dark days will receive a control number with the date received and the payment floor will not be affected for these claims.

Monday, June 4, 2007:

The dark days for National Government Services will end. All electronic capabilities, including Claim Status Inquiry will become available at this time. All electronic Level II reports, daily Electronic Remittance Advices and Electronic Funds Transfers not generated during the dark days will be released and available by Tuesday, June 5th. Weekly Electronic Remittance Advices will be available on Monday, June 11th.

We are working closely with CIGNA Government Services, the new Jurisdiction C DME MAC and Palmetto GBA, the current Region C DMERC to ensure a smooth transition for our suppliers. We appreciate your patience during the dark days. We will continue to provide any updates regarding the Jurisdiction C transition through our list serves and Web site.