

## Welcome to Nationwide!

As you all know Nationwide Credentialing LLC was successful in our efforts to purchase and obtain Practice Universe. What you may not know are the positive changes that are in store to enhance our service and to better serve you. In October we started the initiative of hitting the road for "face to face" meetings with our clients. Don't worry, if we've missed you this round we'll catch you on the next round as we plan on making this a regular routine at least twice per year. Face to face meetings gives us the opportunity to meet our client's first-hand and obtain valuable feedback as to how we can better serve you. In these meetings we've gathered some great ideas and now it's time to put these to work for you!

### Our new initiatives:

- Recently moved into our new office space
- Face to face meetings with our clients
- We now take credit card payments over the phone
- We've redesigned our website and will continue to enhance the site to better fit your needs
- We've added four additional staff members to our original staff so we can continue the personal service you desire

### Coming Soon:

- Auto draft of our monthly fee and online payments
- iPhone app that contains some of our website features
- Attending and lecturing at trade shows and seminars to help young physicians learn about the business aspect of running a practice

These are just a few of the new projects we're working on. Our belief at Nationwide is to treat our clients with respect and the attitude of wanting to help. We want to become a more "Pro-Active" company instead of just being reactive and we're in the process now of building a base structure where we can do just that. We look forward to meeting each and every one of you in the near future and want to continue to help you in any way possible.

Sincerely,

Tammy J. Luker  
CEO & Managing Partner  
Nationwide Credentialing, LLC



Our Staff (from left to right) – Melanie Ricketts, Operations Manager, Karen Stanley, Provider Relations Manager, Karen Trammell, Fee Schedule Coordinator, Robert Hunter, Managing Partner & Chairman of Board, Chrissy Lutgen, Provider Relations Specialist, Les Douglas, Credentialing Specialist, Tammy Luker, CEO & Managing Partner, Diane Clark, Office Manager.

## Medicare Updates

Medicare will be sending out letters randomly to physicians, DME's, etc. for revalidation of your Medicare application **from now until March of 2015**. These letters will be sent to both your billing and correspondence addresses.

Please, Please be on the look-out for these letters! If you receive one of these letters make sure to forward to Nationwide Credentialing ASAP. We have a very limited amount of time to get your application to Medicare (60 Days from the date on the letter). If your application is not returned back to Medicare within this time frame your Medicare numbers will be deactivated.

**"WE MUST HAVE THE LETTER IN ORDER TO REVALIDATE YOUR MEDICARE PROVIDER NUMBERS!"**

Also be aware that all institutional providers (except physicians, non-physician practitioners, physician group practices and non-physician practitioner group practices) and suppliers who respond to a revalidation request will be charged an enrollment fee with their revalidation. To pay your application fee, go to <https://pecos.cms.hhs.gov/pecos/feePaymentWelcome.do> and submit payment as directed. You will then need to forward the receipt along with the letter to Nationwide Credentialing ASAP.

## 5010 Format Starts January 1, 2012

### **Make no mistake that this IS going to take place!**

U.S. Department of Health and Human Services (HHS) mandates that all electronic claims submitted on or after January 1, 2012 be submitted in the new 5010 format.

If your claims are submitted in the old 4010 format HHS has required **ALL PAYERS INCLUDING MEDICARE** to **REJECT** all electronic claims that do not meet the new 5010 format starting January 1, 2012.

HHS/CMS has stated they will not apply any penalties until after March 31, 2012. **However, your claims will NOT get paid!!! THIS will be your penalty!**

**We highly suggest that you contact your billing company and your Clearing House to make sure that they are prepared and ready to submit your electronic claim in the new HIPPA 5010 format. Dropping claims to paper is not a good option! Health plans have been preparing to do away with paper claims for quite some time. Therefore, you cannot prove that claims are ever received, which may result in slow pay or no pay.**



CEO & Managing Partner, Tammy Luker

Tammy started with this company as Manager of Operations "way back" in April 2002 and was instrumental in the startup and development of the company then known as Practice Universe. Tammy was solely responsible for the development of the current website as well as handling all sales for the company. In 2006 Tammy was promoted for her efforts to the position of CEO. Tammy continues to hold that title but now has realized one of her goals to become a business owner! Tammy was re-united with her brother Robert in April of 2011 after only seeing each other once in their lives (for 3 hours) and not seeing each other at all for 37 years! Needless to say it was a "life changing" event for them both as she and Robert partnered up to acquire and purchase Practice Universe and created Nationwide Credentialing LLC. Tammy has always had the attitude that Customer Service is of the greatest importance and has instilled that quality in the people who work for Nationwide today. Most of you know her today as the "energetic voice" on the phone with the big laugh! **Tammy says, "I am so excited to be able to do the things now that I've always wanted to do with this company but never had the resources. It means a lot to me to be able to visit our clients face to face and really get to know them and get their feedback! I look forward to continuing to help our clients, because that's my favorite part of my job!"**

