



Product & Resource Guide

**For CMS Central and Regional Offices
and Fee-for-Service Contractors**

MLN PRODUCT & RESOURCE GUIDE
For CMS Central and Regional Offices and Fee-for-Service Contractors

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Background

Have you ever had difficulty locating information on specific Medicare topics, such as medical review, remittance advice, or hospice payment policy? Imagine then how difficult it must be for our Medicare Fee-for-Service (FFS) providers to obtain information on all of the many policies and rules they must follow to receive correct Medicare payments for the services they provide to Medicare beneficiaries. We all know that the Medicare Program is very complex and Medicare providers are often faced with uncertainty when it comes to keeping up with all of the continuing changes in Medicare policy.

This is especially true since the passage of the Medicare Modernization Act—one of the most sweeping changes to affect the Medicare Program in its history. As the number of seniors eligible for Medicare increases, it becomes more important than ever for healthcare professionals who provide care to these seniors to have a good understanding of the Medicare Program and its various business functions. That is why we created the **Medicare Learning Network (MLN)**, a brand name for official CMS national FFS provider education products, as well as this *MLN Product & Resource Guide*.

Getting Ready For A Meeting?

The *MLN Product & Resource Guide* has been developed for CMS staff and Medicare contractors involved with Medicare FFS provider outreach by hosting an exhibit booth at a provider conference, facilitating informal meetings with State and local provider associations, or meeting one-on-one with individual providers.

The *Guide* includes the **NEW! MLN Products by Provider (and Special Initiative) Type List**, a valuable tool designed to familiarize CMS staff and Medicare contractors with the inventory of MLN products available and to assist in targeted product selection when conducting provider outreach events.

The *List*:

- Identifies educational materials by provider type and, in some cases, by a specific topic. Categories include “All” Medicare providers, Medicare Part A providers, Medicare Part B providers, Preventive Services, and the National Provider Identifier (NPI). Some products are listed in several different categories.
- Enables CMS staff and contractors to better target the products and resources made available to specific audiences, which ultimately assist Medicare FFS providers as they navigate the Medicare Program maze!

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MLN Products by Provider (and Special Initiative) Type List

Use the **MLN Product Catalog** (explained further below), available in hardcopy or at <http://www.cms.hhs.gov/MLNProducts> on the CMS website to order or download these products.

Products for All Outreach

- *MLN Matters* Articles

Fact Sheets

- Understanding the Medicare Learning Network (MLN)

Educational Tools

- CMS Website Wheel
- Medicare Learning Network (MLN) Bookmark
- Medicare Learning Network Guidance Tool
- Medicare Resident, Practicing Physician, and Other Health Care Professional Training Program Bookmark

Products for All Providers

Booklets

- Medicare Claim Review Programs: MUE, CCI CERT, RAC

Brochures

- CMS Online Manual System
- Diabetes - Related Services
- Medicaid at a Glance
- Medicare Appeals Process: Five Levels to Protect Providers, Physicians and Other Suppliers
- Medicare Medicaid Relationship
- Protecting Your Practice
- What Physicians and Other Suppliers Should Know About Medicare Overpayments

Fact Sheets

- Ambulatory Surgical Center Fee Schedule
- Clinical Laboratory Fee Schedule
- Guidelines for Teaching Physicians, Interns and Residents
- Medical Privacy of Protected Health Information
- Medicare Fraud & Abuse
- Medicare Physician Fee Schedule
- Medicare Secondary Payer
- Outpatient Maintenance Dialysis End-Stage Renal Disease
- Rehabilitation Therapy Information Resource for Medicare
- Section 1011: Federal Reimbursement of Emergency Health Services Furnished to Undocumented Aliens

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Guides

- Companion Facilitator's Guide - To Medicare Physician Guide: A Resource for Residents, Practicing Physicians, and Other Health Care Professionals
- Evaluation and Management Services Guide
- Medicare Physician Guide: A Resource for Residents, Practicing Physicians, and Other Health Care Professionals
- Physicians Guide to Medicare Coverage of Kidney Dialysis and Kidney Transplant Services
- Understanding the Remittance Advice (RA)

WBTs

- Certificate of Medical Necessity
- Diagnosis Coding: Using the ICD-9 CM
- Front Office Medicare
- HIPAA
- Medicare Fraud & Abuse
- Outpatient Code Editor (OCE)
- World of Medicare

Educational Tools

- Facilitator's Kit for Medicare Resident, Practicing Physician, and Other Health Care Professional Training
- Steps to Accessing CMS Enterprise Applications for Provider Organizations

Products for Part A Providers

Brochures

- Medicare Enrollment for Institutional Providers-Information about Enrolling in the Medicare Program

Fact Sheets

- Acute Inpatient PPS
- Home Health Prospective Payment System
- Hospice Payment System
- Hospital Outpatient Prospective Payment System
- Implementation of the UB-04
- Inpatient Psychiatric Facility Prospective Payment System
- Inpatient Rehabilitation Facility Prospective Payment System
- Long Term Care Hospital (LTCH) Updated Final Rule
- Long Term Care Hospital PPS: High Cost Outliers
- Long Term Care Hospital PPS: Interrupted Stay
- Long Term Care Hospital PPS: Short Stay Outliers
- Medicare Certified Swing Bed Hospital Services
- Payment Adjustment Policy
- Skilled Nursing Facility Prospective Payment System

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WBTs

- Acute Hospital Inpatient Prospective Payment System (IPPS)
- Skilled Nursing Facility Consolidated Billing
- Understanding the Remittance Advice for Institutional Providers
- Uniform Billing (UB)-04

Educational Tools

- Skilled Nursing Facility (SNF) Spell of Illness Quick Reference Chart

Training Presentations/Courses

- Creating AV Fistulas in All Eligible Hemodialysis Patients (DVD, CDs)

Products for Part B Providers

Brochures

- Clinical Laboratory Improvement Amendments (CLIA)
- Medicare Enrollment for Physicians, Non-Physicians Practitioners and Other Health Care Suppliers
- Medicare Medical Review Program
- Medicare Remit Easy Print

Fact Sheets

- Addressing Misinformation Regarding Chiropractic Services and Medicare
- Ambulance Fee Schedule
- Form CMS 1500 - At A Glance
- Information and Education Resources for Medicare Fee-for-Service Health Care Professionals
- Medicare Podiatry Services

Guides

- Guide to Medicare Preventive Services for Physicians, Providers, Suppliers and Other Health Care Professionals 2nd Edition
- Reference Guide for Medicare Physician and Supplier Billers (Part B)

WBTs

- CMS Form 1500
- Understanding the Remittance Advice for Professional Providers

Educational Tools

- MLN Bookmark for Indian Health Care Professionals

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[Products for DMEPOS Providers](#)

Brochures

- Changes in Medicare Coverage of Power Mobility Devices (PMDs) and Power Operated Vehicles (POVs)
- Medicare Enrollment for Durable Medical Equipment, Prosthetics, Orthotics and Supplies (DMEPOS)

Fact Sheets

- Medicare Coverage of Power Mobility Devices (PMD)

[Products for Rural Health Providers](#)

Booklets

- Comparison of the Rural Health Clinic and Federally Qualified Health Center Programs

Fact Sheets

- Critical Access Hospital Program
- Federally Qualified Health Center
- Medicare Disproportionate Share Hospital
- Rural Health Clinic Fact Sheet
- Rural Referral Center Fact Sheet
- Sole Community Hospital

Guides

- Medicare Guide to Rural Health Services Information for Providers, Suppliers and Physicians

Educational Tools

- Medicare Billing Information for Rural Providers, Suppliers, Physicians, Home Health Agencies and Critical Access Hospitals
- Rural Health Bookmark

[Products about National Provider Identifier \(NPI\)](#)

Fact Sheets

- Electronic File Interchange
- Health Care Providers Who are Individuals
- Health Care Providers Who are Sole Proprietors
- Health Care Providers Who are Organizations
- The National Provider Identifier - General Information

Training Presentations/Courses

- NPI Training Package: Module 1 - General Information
- NPI Training Package: Module 2 - Electronic File

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- NPI Training Package: Module 3 – Subparts
- NPI Training Package: Module 4 - Data Dissemination
- NPI Training Package: Module 5 - Medicare Implementation

Tip Sheets

- Guidance for Organization Health Care Providers who Apply for National Provider Identifiers (NPIs) for Their Health Care Provider Employees
- Tips for Health Care Professionals-Preparing Your Office Staff For NPI
- What the "Guidance on Compliance with the HIPAA National Provider Identifier (NPI) Rule" Means for Health Care Providers

Products about Preventive Services

Booklets

- Determining a Medicare Beneficiary's Eligibility for Medicare Preventive Services

Brochures

- Adult Immunizations
- Bone Mass Measurements
- Cancer Screenings
- Expanded Benefits
- Glaucoma Screening
- Smoking and Tobacco-Use Cessation Counseling Services

Guides

- Guide to Medicare Preventive Services for Physicians, Providers, Suppliers and Other Health Care Professionals 2nd Edition

WBTs

- MPS: Part 1 Adult Immunization
- MPS: Part 2 Women's Health
- MPS: Part 3 Expanded Benefits

Educational Tools

- Medicare Preventive Services Bookmark
- Quick Reference Information: Medicare Part B Immunization Billing
- Quick Reference Information: Medicare Preventive Services
- Quick Reference Information: The ABCs of Providing the Initial Preventive Physical Examination

Products about the Physician Quality Reporting Initiative (PQRI)

Fact Sheets

- 2008 PQRI Fact Sheet-Program Overview
- 2008 PQRI Fact Sheet-New Reporting Options

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Educational Tools

- 2008 Decision Tree
- 2008 PQRI Claims Based Measures Group Handbook
- 2008 Patient-Level Measures Reference List
- 2008 PQRI Single Source Code Master
- 2008 PQRI Coding for Quality Handbook
- 2008 PQRI Data Collection Worksheets
- 2008 PQRI Measure Finder Tool and User Guide
- 2008 PQRI New Reporting Options Quick Reference Chart
- 2008 PQRI Patient-Level Measures Reference List
- PQRI Tool Kit

Training Presentations/Courses

- 2008 PQRI Module 4

Tip Sheets

- 2008 PQRI Tip Sheet-Successful Participation
- 2008 PQRI Tip Sheet-Getting Started with Claims-Based Reporting of Measures Groups
- 2008 PQRI Tip Sheet-PQRI Made Simple. Reporting the Preventive Care Measures Group

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Use the **MLN Products by Provider (and Special Initiative) Type List** with the **MLN Product Catalog** (pictured above), available in hardcopy or at <http://www.cms.hhs.gov/MLNProducts> on the CMS website.

The **Catalog** offers a quick preview of each product to help you decide if you'd like to place an order.

MLN products included in the **Catalog** are:

- Categorized by type of resource
- Include a description of each product

You may wish to download or order all relevant publications for a specific provider type or special initiative, or only select certain products.

To request MLN materials for outreach events, just follow the instructions on page 8 of this **Guide**.

The **List** and **Catalog** are updated quarterly, so be sure to use the newest version in your outreach.

[Speaking About The Medicare Learning Network?](#)



The **Medicare Learning Network (MLN)** offers official CMS national provider education products available in a variety of media such as articles, brochures, fact sheets, web-based training (WBT) courses and video programs and designed to promote national consistency of Medicare provider information developed for CMS initiatives. The MLN plays a key role in furthering the Agency's culture of responsiveness.

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For any provider presentation, we request that you provide information about the MLN. MLN products are also listed in the *MLN Products by Provider (and Special Initiative) Type List* and the *MLN Product Catalog*.

Our provider education and outreach activities aim at fostering a “self-service” environment for accessing information. The **Provider Communications PowerPoint Slide Presentation** is a valuable tool developed to assist CMS staff when presenting to Medicare FFS healthcare professionals about current Medicare initiatives and available resources to stay abreast of Medicare information. The Presentation can be found at

<http://www.cms.hhs.gov/ContractorLearningResources/Downloads/Provider%20Resource%20PowerPoint.zip> on the CMS website.

You may also wish to direct providers to the **CMS website**. The website, located at <http://www.cms.hhs.gov>, provides quick access to timely and pertinent Medicare information. In particular, the **Medicare FFS Provider-Specific Web Pages** are available for all provider types including hospitals, home health agencies, and practice administrators. Most provider-specific web pages also offer assorted listserv sign-ups. We encourage you to let providers know how easy it is to sign up for any of our listservs. Please see the MLN publication, “**CMS -- Keeping in touch with Medicare Fee-for-Service Providers**” at http://www.cms.hhs.gov/MLNProducts/downloads/MailingLists_FactSheet.pdf for additional details.

MLN Web Resources

The MLN web page, located at <http://www.cms.hhs.gov/MLNGenInfo>, is the home for the most current Medicare FFS provider education. On our web page you will find links to:

MLN Products Catalog—an interactive catalog that provides descriptions and links to all MLN educational products and resources

MLN Matters Articles—a series of plain-language national articles designed to inform the Medicare FFS healthcare professionals about the latest changes to the Medicare Program

MLN Products—provides access to downloadable MLN educational products

MLN Publications List—contains electronic versions of the MLN publications available for download

MLN Educational Web Guides—brings together all of the resources on a specific topic related to certain Medicare Fee-for-Service initiatives

Simple Search!

Use the CMS MLN Publications **Search** feature to quickly locate downloadable products!

<http://www.cms.hhs.gov/MLNProducts/MPUB/list.asp>

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Easy Login!

The MLN Product Ordering and Web-Based Training Courses Pages use the same Login ID and Password.

MLN Product Ordering Page—provides access for users to order hard copy versions of many of our products, free of charge!

Web-Based Training (WBT) Courses—provides access to MLN WBTs on a variety of topics

CMS Mailing Lists—provides access for users to subscribe to any of CMS' electronic mailing lists

Provider Call Center Toll-Free Numbers Directory—offers FFS healthcare professionals information on how to contact their appropriate Medicare contractor provider call center

To download or order any product from the MLN, go to <http://www.cms.hhs.gov/MLNProducts>, select the subject from the left hand banner to find the product you are looking for and download it.

To order a hard copy product, scroll to the bottom of the page to the related link called MLN Product Ordering Page and proceed to select and order the product.



MLN Matters Articles

CMS is committed to partnering with the Medicare FFS healthcare professional community to ensure that Medicare beneficiaries receive all of the health care services to which they are entitled.

MLN Matters Articles are a series of national articles designed to inform Medicare providers about the latest changes to the Medicare Program (commonly referred to as Change Requests). Articles are prepared in consultation with clinicians, billing experts, and CMS policy experts and are written in plain language. *MLN Matters* Articles help focus complex Medicare change information toward how that information affects specific providers--to give them only the information they need and thus reduce the amount of time they need to incorporate that information into their Medicare business functions.

MLN Matters Articles are a widely recognized provider education product covering a variety of topics. Therefore, **you should check to see if there are specific articles pertinent to the intended audience of your outreach activity.**

The articles can be found at <http://www.cms.hhs.gov/MLNMattersArticles> on the CMS website.

To subscribe to the MLN Matters listserv so that you are notified via e-mail when new or revised articles are posted, visit <https://list.nih.gov/> on the Internet. Encourage providers to sign up too!

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Need to Order MLN Materials for Outreach Events?

Step 1: Gather Pertinent Information on the Conference/Exhibit

Name of Event

Date of Event

Audience – Number of participants expected

Location – Where is the conference/exhibit being held (place, address)

Shipping Address for mailing materials

Is there a specific date when shipments will be accepted at the event?

Step 2: Check the ***MLN Products by Provider (and Special Initiative) Type List*** and the ***MLN Product Catalog*** to see what materials you would like to use for your exhibit. You can access the ***Catalog*** at

<http://www.cms.hhs.gov/MLNProducts> on the CMS website.

IMPORTANT NOTE FOR REGIONAL OFFICES ONLY.

Regional Offices should check with the Division of Provider Relations and Evaluations (DPRE) (Contact Bill Meierling) to see if they are sponsoring the exhibit.

If DPRE is sponsoring the exhibit, notify Bill Meierling and discuss with him what materials might be appropriate for your event. Bill will provide these materials for you once you have made your selections. You can check the ***MLN Catalog*** at <http://www.cms.hhs.gov/MLNProducts> to see what is available; therefore...

Stop! If your event is a DPRE sponsored event, DPRE will provide the appropriate materials. (If your event is not DPRE sponsored, continue on to Step 3.)

- DPRE will notify DPIPD (Andrea Yost) of all MLN products that you would like to have included in exhibit.
- DPIPD will coordinate with the CMS warehouse to have the materials sent to the location you have specified to DPRE.
- DPRE will arrange with the CMS warehouse to have any beneficiary publications you have selected sent to the location you have specified to them.
- DPRE will also arrange with the CMS warehouse to have the exhibit displays shipped to the event.

How to return items to the CMS warehouse: Upon requesting products for delivery, you will receive a bill of lading from CMS that will be used to return all remaining materials to the CMS warehouse. You will coordinate with a CMS contracted shipping agent (assigned by CMS) to reserve a time and location for the remaining products to be picked up. If you decide to cancel the return shipping request, please contact the CMS contracted shipping agent prior to the schedule product pick up time. Any questions concerning this process should be directed to Bill Meierling (202-690-8267).

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Step 3: If you would like the materials sent to your office before the event, you may place an order through the Medicare Learning Network at <http://www.cms.hhs.gov/MLNProducts> on the CMS website. You must allow **4-6 weeks for delivery**. If you would like the materials sent to the event, you must contact Andrea Yost at andrea.yost@cms.hhs.gov or her back-up, Van Ross, at van.ross@cms.hhs.gov via e-mail.

Note: You will receive confirmation that your request is being processed. Samples of larger publications and newer products will be included for display purposes only.

Step 4: If you are requesting marketing items/giveaways, contact Andrea Yost at andrea.yost@cms.hhs.gov or her back-up, Van Ross, at van.ross@cms.hhs.gov via e-mail. Note: marketing giveaways change regularly; therefore, we cannot guarantee specific items. Supplies will be shipped according to availability.

Speaking About CMS Outreach?

The Centers for Medicare & Medicaid Services (CMS) uses a three-tiered provider information, education, and outreach approach that involves the cooperative efforts of the Medicare FFS Contractor, Regional Office (RO), and Central Office (CO) staff. Generally speaking, CO staff is responsible for national provider outreach efforts, while RO and Medicare FFS Contractor staff interact with State and local professional associations and individual providers. However, we recognize that there are many instances when these roles are intermingled, e.g., RO staff is asked to represent CMS at national provider association conferences being held at or near the location of an RO. Therefore, it is important that all three components work together to ensure that they deliver consistent, accurate, and timely information to all Medicare FFS providers.

Overview of the Provider Communications Group

The **Provider Communications Group (PCG)** in the Center for Medicare Management (CMM) has overall responsibility for national Medicare FFS provider education development, and has the lead for many provider outreach activities. Within PCG there are four divisions that handle the Group's responsibilities. The **Division of Provider Information Planning & Development (DPIPD)** is responsible for planning, developing and implementing national Medicare FFS provider information and education programs.

PCG works with CO and RO staff within CMS, Medicare FFS contractors, and national provider associations to ensure that Medicare FFS providers and staff who work with them are kept abreast of new or revised Medicare policy, operations, and initiatives. PCG also facilitates easy access for Medicare providers to obtain pertinent information through provider-specific web pages, web-based tools, provider call centers, and electronic transactions including internet-based listservs and pilot programs.

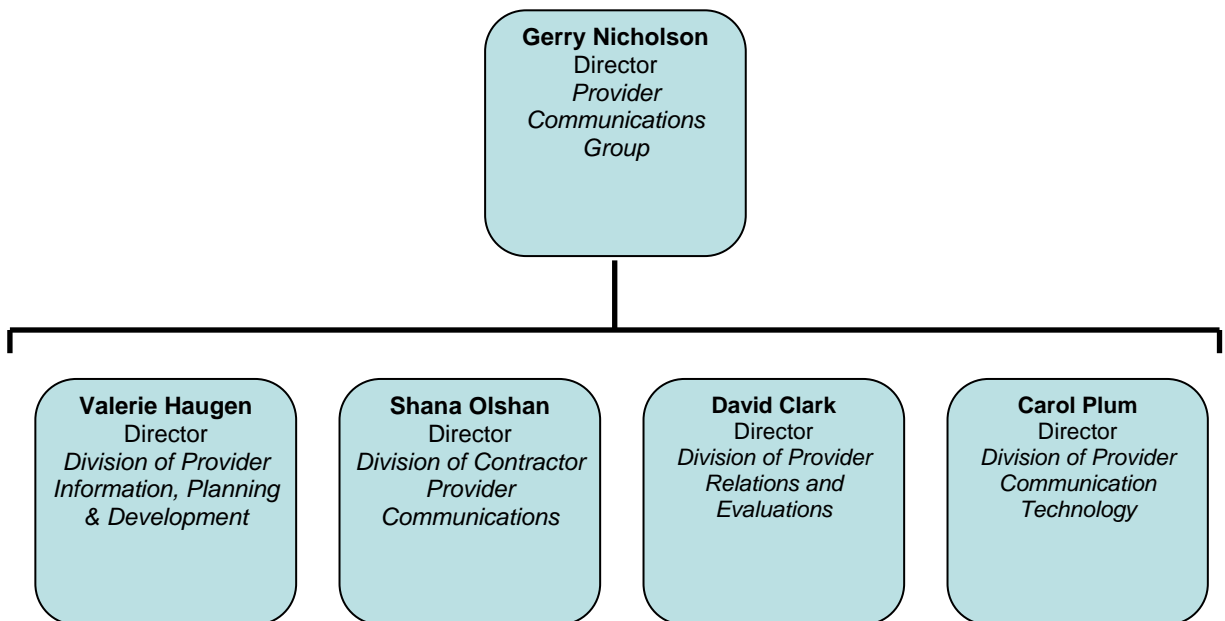
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Specifically, PCG ~

- Develops national training programs and educational products for Medicare FFS providers and other healthcare professionals on new initiatives and changes to the Medicare program, in conjunction with CMS policy area experts;
- Develops strategies for disseminating consistent, accurate and user-friendly information to Medicare FFS healthcare professionals, including partnerships with national provider associations;
- Supports communication between CMS and the FFS healthcare community through the facilitation of Open Door Forums (<http://www.cms.hhs.gov/OpenDoorForums>) and meetings of the Participating Physician Advisory Committee (PPAC); (http://www.cms.hhs.gov/FACA/03_ppac.asp);
- Promotes awareness of Agency initiatives by sponsoring exhibit programs at healthcare industry conferences;
- Investigates, researches, and implements new technology and electronic methods to advance communications;
- Coordinates with other CMS CO components and RO staff to achieve effective provider communications.

Provider Communications Group (PCG) Organizational Chart



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Have Feedback?

We hope that you will find this **Guide** a useful resource as you continue your Medicare FFS provider outreach activities. We very much appreciate the assistance you provide us with spreading the word to the provider community about the availability of MLN products. Additionally, we value any feedback you can give us regarding our products either from you and your colleagues, or from the providers with whom you interact.

You can send your feedback, questions or comments to:

MLN@cms.hhs.gov

or you can contact:

Richie Frieman (richard.frieman@cms.hhs.gov) at (410) 786-2308 or

Karen Pardue (karen.pardue@cms.hhs.gov) at (410) 786-4527

For questions and feedback you receive during an outreach event, we have provided a sample template that you may find useful in collecting the pertinent information. This is a separate download and can be found in the downloads section at the bottom of <http://www.cms.hhs.gov/ContractorLearningResources> on the CMS website.

Most importantly, we are here to help you! Thanks very much!