

Program Memorandum Intermediaries

Department of Health &
Human Services (DHHS)
Centers for Medicare &
Medicaid Services (CMS)

Transmittal A-03-027

Date: APRIL 11, 2003

CHANGE REQUEST 2607

SUBJECT: Updated Outpatient Prospective Payment System (OPPS): Requirements for Provider Education and Training

As you are probably aware, there have been changes in OPPS from 2002 to 2003 as described in Program Memorandum (PM) A-02-129. This PM informs you of the education resources that will be available to fiscal intermediaries (FIs) as part of the train-the-trainer program.

The train-the-trainer process for OPPS will not include in-person instruction for FIs. Instead, CMS will provide the following OPPS education resources for FIs:

- A training guide, which is available on <http://cms.hhs.gov/medlearn/refopps.asp>;
- A training video, which was shipped to FIs in March 2003; and
- A PowerPoint presentation for training providers, which is available on <http://cms.hhs.gov/medlearn/refopps.asp>.

In addition, in-person provider training is not required; however CMS strongly encourages FIs to incorporate updated OPPS education into training sessions that have already been planned.

FIs are required to:

- Notify providers and other interested entities in your service area, concerning times and places for training, if in-person training has been planned;
- Post information on your Web site and inform providers about the new post via ListServ;
- Include information about 2003 changes in OPPS in your next regularly scheduled bulletin;
- Provide information to customer service representatives who respond to provider inquiries; and
- Contact relevant provider associations to share information with them about 2003 changes in OPPS.

Take the following steps to ensure that providers and their billing vendors have adequate information about these Medicare program changes:

- Inform providers that Transmittal A-02-129, which contains the implementation instructions for OPPS based on the final rule, is available at http://www.cms.hhs.gov/manuals/memos/comm_date_dsc.asp.
- Provide education resources to your Provider Communications Advisory Groups and relevant State associations.

- Monitor the progress of your providers and address unanticipated problems that may occur during the implementation of these program changes. Report significant problems to your regional office contact.
- Notify providers that relevant training materials, articles and other information will be posted on the CMS Web site at <http://cms.hhs.gov/medlearn/refopps.asp>.

These instructions should be implemented within your current operating budget.

The effective date for this PM is April 11, 2003.

The implementation date for this PM is April 25, 2003.

This PM may be discarded April 4, 2004.

If you have any questions, contact Suzanne Lewis at (410) 786-7636.