

# Guided Pathways to Medicare Resources



Basic Curriculum for Health Care Professionals, Suppliers, and Providers



**GUIDED PATHWAYS TO MEDICARE RESOURCES**  
**Basic Curriculum for Health Care Professionals, Suppliers, and Providers**

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## GUIDED PATHWAYS TO MEDICARE RESOURCES Basic Curriculum for Health Care Professionals, Suppliers, and Providers

### INTRODUCTION TO GUIDED PATHWAYS

Welcome to *Guided Pathways to Medicare Resources: Basic Curriculum for Health Care Professionals, Suppliers, and Providers*. This basic curriculum takes you on a tour of Medicare resources. You are encouraged to travel further down the path of Medicare knowledge by also visiting one or both of the intermediate curricula which take you to more detailed Medicare Fee-for-Service (FFS) policies and requirements.

- Guided Pathways to Medicare Resources: Intermediate Curriculum for Health Care Providers for those providers who enroll using the 855 A form; or
- Guided Pathways to Medicare Resources: Intermediate Curriculum for Health Care Professionals and Suppliers for those providers who enroll using the 855 B, I, or S forms.

We generally anticipate that most learners will meander through these resources and click on only topics of interest to them, instead of proceeding line-by-line.



## CENTERS FOR MEDICARE & MEDICAID (CMS) INFORMATION

### Navigating the CMS Website

#### CMS Website

<http://www.cms.hhs.gov>

The CMS website provides information on numerous Medicare-related topics. Billing, CMS forms, coding, coverage, prevention, and other areas of interest for Medicare providers are covered.

#### About This Website

[http://www.cms.hhs.gov/AboutWebsite/12\\_Aboutthiswebsite.asp](http://www.cms.hhs.gov/AboutWebsite/12_Aboutthiswebsite.asp)

The CMS website is organized in four levels: top-level subject area, category, section, and page. This web page features information about the design of the website and its features.

### Medicare Learning Network (MLN)

#### Medicare Learning Network (MLN)

<http://www.cms.hhs.gov/MLNGenInfo>

The MLN is the brand name for official CMS national provider education products designed to promote national consistency of Medicare provider information developed for CMS initiatives. The MLN offers a variety of training and educational materials to assist providers in understanding Medicare policy.

#### MLN Products

<http://www.cms.hhs.gov/MLNProducts>

MLN products include various educational and instructional materials such as brochures, training guides, videos, fact sheets, and more. Most publications may be downloaded from this web page. Others may be ordered through the MLN Products Catalog or MLN Product Ordering Page which are accessible from this web page.

#### MLN Matters Articles

<http://www.cms.hhs.gov/MLNMattersArticles>

MLN Matters Articles are designed to help physicians, providers, and suppliers understand new or changed Medicare policy. Articles are prepared in consultation with clinicians, billing experts, and CMS subject matter experts and are tailored in content and language to the specific provider type(s) who are affected by a particular Medicare change. MLN Matters Articles are also distributed via the CMS Mailing List, which may be accessed from this web page.

#### MLN Web-Based Training (WBT)

[http://www.cms.hhs.gov/MLNProducts/03\\_WebBasedTraining.asp](http://www.cms.hhs.gov/MLNProducts/03_WebBasedTraining.asp)

WBT courses allow providers to view and enroll in online courses. Each course lasts between 60 to 120 minutes. Courses are designed to improve participants' understanding of Medicare, preventive care, payment policy, office management, and more.

#### MLN Catalog

[http://www.cms.hhs.gov/MLNProducts/02\\_Catalog.asp](http://www.cms.hhs.gov/MLNProducts/02_Catalog.asp)

The MLN catalog features a listing of MLN products that can be ordered free of charge. Products include brochures, fact sheets, and training guides.

MLN Contractor Contact Information  
<http://www.cms.hhs.gov/MLNProducts>

For a list of contractor contact numbers according to state, click on the Provider Call Center Toll-Free Numbers Directory.

**Fast Fact:**

Section 911 of the Medicare Prescription Drug, Improvement, and Modernization Act of 2003 (MMA) enacted numerous contracting reforms. A key aspect of these reforms is that Medicare has begun integrating Fiscal Intermediaries (FIs) and carriers into a single authority, called a Medicare Administrative Contractor (MAC). From October 2004 through October 2011, all existing FI and carrier contracts will be transitioned into MAC contracts, using competitive procedures.

**Provider Resources**

Open Door Forums

<http://www.cms.hhs.gov/opendoorforums>

Open Door Forums provide an opportunity for live dialogue between CMS and the provider community at large to understand and find solutions to contemporary program issues. Provider forum participants discuss issues associated with coverage, coding, payment, and more. Visit this web page to view a listing of all forums and to sign up for the Open Door Forum mailing list.

CMS E-mail Subscription Service

[http://www.cms.hhs.gov/MLNProducts/downloads/MailingLists\\_FactSheet.pdf](http://www.cms.hhs.gov/MLNProducts/downloads/MailingLists_FactSheet.pdf)

This fact sheet keeps Medicare Fee-for-Service Providers informed about the available CMS "mailing lists" that are currently available.

**Travel Tip:**

To be notified of when the next Open Door Forums are scheduled, please see the Related Links Inside CMS on this web page, and sign up on the mailing list.

CMS Website Wheel

[http://www.cms.hhs.gov/MLNProducts/02\\_Catalog.asp](http://www.cms.hhs.gov/MLNProducts/02_Catalog.asp)

The Website Wheel is a web page-locating tool designed to help find information on the CMS website by specific topic. This information resource may be ordered from the MLN catalog.

Provider Resource Center

<http://www.cms.hhs.gov/center/provider.asp>

The Provider Resource Center provides quick access to Medicare Program information. This web page is a one-stop resource focused on the informational needs and interests of Medicare FFS providers, including physicians, other practitioners, and suppliers. Use it to find educational resources, information by provider type, tools, resources, contacts, and to subscribe to the provider listserv.

## General Medicare Information

Medicare Coverage Center

<http://www.cms.hhs.gov/center/coverage.asp>

The Medicare Coverage Center provides a wealth of information on Medicare's coverage process. Essential components covered include the National Coverage Determination (NCD) process, Medicare Coverage Advisory Committee (MCAC) meetings, technology assessments, guidance documents, and background information on the coverage process. In addition, the Medicare Coverage Database features indexes to local and national policy information and supports searches of a compilation of both national and local coverage determinations based on various criteria.

Quarterly Provider Updates

<http://www.cms.hhs.gov/quarterlyproviderupdates>

Quarterly Provider Updates make it easier for physicians, providers, suppliers, and the general public to understand changes that CMS proposes or makes to the Medicare Program. Visit this site to review quarterly updates for regulations and major policies currently under development during the current quarter, major policies completed or cancelled, and new or revised manual instructions for the CMS Online Manual system. Be sure to also subscribe to the CMS Quarterly Provider Update listserv.

### Fast Fact:

CMS publishes this update at the beginning of each quarter to inform the public about the following:

- Regulations and major policies currently under development during this quarter,
- Regulations and major policies completed or cancelled, and
- New/Revised manual instructions.

CMS regulations establish or modify the way CMS administers its programs. CMS' regulations may impact providers or suppliers of services or the individuals enrolled or entitled to benefits under CMS programs.

CMS Online Manual System

<http://www.cms.hhs.gov/manuals>

The CMS Online Manual System offers operating instructions, policies, and procedures based on statutes and regulations, guidelines, models, and directives. Internet-Only Manuals (IOMs) and Paper-Based Manuals are featured.

Understanding the Medicare Learning Network (MLN)

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual.%20keyword&filterValue=fact%20sheet&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS064374&intNumPerPage=10>

This fact sheet explains the MLN web pages within the CMS website. It provides an overview of the MLN and where to access information and education resources available through the MLN.

## INTRODUCTION TO THE MEDICARE PROGRAM

### Medicare Program Information

World of Medicare Web-Based Training

[http://www.cms.hhs.gov/MLNProducts/03\\_WebBasedTraining.asp](http://www.cms.hhs.gov/MLNProducts/03_WebBasedTraining.asp)

This course introduces the Medicare Program, including its purpose and history, coverage, CMS and contractor roles, and the claims handling process. Beneficiary-related topics such as eligibility and benefit options are also covered.

Medicare Physician Guide: A Resource for Residents, Practicing Physicians, and Other Health Care Professionals

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=none&filterByDID=-99&sortByDID=1&sortOrder=ascending&itemID=CMS1184005>

This guide offers general information about the Medicare Program, becoming a Medicare provider or supplier, Medicare reimbursement, Medicare payment policies, evaluation and management services, protecting the Medicare Trust Fund, inquiries, overpayments, and appeals.

Front Office and Medicare Web-Based Training

[http://www.cms.hhs.gov/MLNProducts/03\\_WebBasedTraining.asp](http://www.cms.hhs.gov/MLNProducts/03_WebBasedTraining.asp)

The patient registration process and front office tasks are vital for successful Medicare claims filing. This course teaches the important steps front office staff should take in gathering patient information for Medicare claims processing. It also explains the importance of obtaining accurate information.

Medicare-Medicaid Relationship Brochure

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual.%20keyword&filterValue=brochure&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS061407&intNumPerPage=10>

This brochure offers an overview of Medicaid and of the relationship between Medicaid and Medicare.

Medicare Modernization Update Web Page

[http://www.cms.hhs.gov/MMAUpdate/01\\_Overview.asp#](http://www.cms.hhs.gov/MMAUpdate/01_Overview.asp#)

This web page contains a summary of the Medicare Prescription Drug Improvement and Modernization Act of 2003 (MMA) and its provisions.

**Fast Fact:**

On December 8, 2003, President Bush signed into law the Medicare Prescription Drug Improvement and Modernization Act of 2003 (Pub. L. 108-173). This landmark legislation provides seniors and individuals with disabilities with a prescription drug benefit, more choices, and better benefits under Medicare.

Medicare General Information, Eligibility, and Entitlement Manual

<http://www.cms.hhs.gov/Manuals/IOM/itemdetail.asp?filterType=keyword&filterValue=eligibility&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS050111>

A general overview of the Medicare Program is provided in this manual, along with responsibilities for Medicare providers and contractors. Medicare covered and non-covered services are listed, as well as important Medicare Program definitions. The manual also covers Part A deductibles and Part B coinsurance information and the importance of physician certification within the Medicare Program.

Medicare History Web Page

<http://www.cms.hhs.gov/History>

This web page offers a brief history of the inception of the Medicare Program and its changes.

## INFORMATION ABOUT BECOMING A MEDICARE PROVIDER

### National Provider Identifier (NPI)

National Provider Identifier (NPI) Web Page

<http://www.cms.hhs.gov/NationalProviderStand>

The NPI web page provides an overview of the NPI program, program regulations, NPI application, and NPI implementation guidelines. All providers must obtain an NPI. An NPI must be obtained before an individual can apply to be a Medicare provider.

#### Fast Fact:

The Health Insurance Portability and Accountability Act (HIPAA) of 1996 mandated that the Secretary of the Department of Health and Human Services (HHS) adopt a standard unique identifier for health care providers called the National Provider Identifier (NPI). The NPI replaces health care provider identifiers that were previously used in standard transactions and eliminates the need to use different identification numbers when conducting HIPAA standard transactions with multiple plans. Providers can apply for an NPI using one of the following methods:

- Visit <https://nppes.cms.hhs.gov> on the CMS website and complete the Web-based application;
- Call (800) 465-3203 to request a paper application; or

With the provider's permission, an Electronic File Interchange Organization (EFIO) can submit the application data.

For the most current information, the CMS website has a dedicated web page on NPI for all health care providers. Visit <http://www.cms.hhs.gov/NationalProviderStand> on the CMS website.

NPI Application

[http://www.cms.hhs.gov/NationalProviderStand/03\\_apply.asp](http://www.cms.hhs.gov/NationalProviderStand/03_apply.asp)

Visit this web page to download an NPI application.

### Provider Enrollment Process

CMS Provider-Supplier Enrollment Web Page

<http://www.cms.hhs.gov/MedicareProviderSupEnroll>

The CMS Provider-Supplier Enrollment web page provides Medicare enrollment information for providers, physicians, non-physician practitioners, and other suppliers. It features brochures, enrollment applications, provider enrollment contacts by state, and web page links to important information.

Medicare Enrollment for Physicians, Non-Physician Practitioners, and Other Health Care Suppliers Fact Sheet

<http://www.cms.hhs.gov/MedicareProviderSupEnroll/downloads/suppliers.pdf>

This fact sheet provides information about enrolling in the Medicare Program. It also explains the benefits of participation.

#### Fast Fact:

To make changes to the provider enrollment information on file with a Medicare FFS contractor, providers and suppliers should report changes using the applicable provider enrollment application (CMS-855) for the appropriate provider/supplier type.



Medicare General Information, Eligibility, and Entitlement Manual

<http://www.cms.hhs.gov/Manuals/IOM/itemdetail.asp?filterType=keyword&filterValue=eligibility&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS050111>

A general overview of the Medicare Program is provided in this manual, along with responsibilities for Medicare providers and contractors. Medicare covered and non-covered services are listed, as well as important Medicare Program definitions.

Provider Resource Center

<http://www.cms.hhs.gov/center/provider.asp>

The Provider Resource Center provides quick access to Medicare Program information. This web page is a one-stop resource focused on the informational needs and interests of Medicare FFS providers, including physicians, other practitioners and suppliers. Use it to find educational resources, information by provider type, tools, resources, contacts, and to subscribe to the provider listserv.

**Travel Tip:**

The Provider Resource Center offers downloads and links to FFS Medicare Providers including spotlights for providers and a What's New section for the MLN.

## MEDICARE REIMBURSEMENT

### Beneficiary Notice Initiative (BNI) and Electronic Data Interchange (EDI)

Beneficiary Notices Initiative (BNI) Web Page

[http://www.cms.hhs.gov/BNI/01\\_overview.asp](http://www.cms.hhs.gov/BNI/01_overview.asp)

Visit this web page to learn about Medicare beneficiary and provider rights and protections related to financial liability under the FFS Medicare and the Medicare Advantage (MA) Programs. Information is provided regarding the Advance Beneficiary Notice of Noncoverage (ABN), a link to the ABN form, and statutory guidance regarding applicable laws related to financial liability protections.

**Fast Fact:**

Beneficiary Notices Initiative (BNI): BNI is an agency objective to improve agency-to-beneficiary communications to further beneficiary education and health promotion, and to facilitate access to and exercise of individual rights and protections.

Electronic Data Interchange (EDI) Web Page

[http://www.cms.hhs.gov/ElectronicBillingEDITrans/01\\_Overview.asp](http://www.cms.hhs.gov/ElectronicBillingEDITrans/01_Overview.asp)

This web page provides an overview of EDI, contact numbers for EDI support, and privacy guidelines used to protect sensitive data. It also covers how to enroll in Medicare's EDI program and how to request Medicare to electronically transfer funds for services provided to Medicare beneficiaries.

**Travel Tip:**

Within the EDI web page, please see pages on specific types of EDI conducted by Medicare for related links and downloads as applicable.

EDI Enrollment

[http://www.cms.hhs.gov/ElectronicBillingEDITrans/03\\_EnrollInEDI.asp](http://www.cms.hhs.gov/ElectronicBillingEDITrans/03_EnrollInEDI.asp)

The CMS standard EDI enrollment form must be completed prior to submitting electronic media claims (EMC) or other EDI transactions to Medicare. The agreement must be executed by each provider of health care services, physician, or supplier that intends to submit EMC or use EDI, either directly with Medicare or through a billing service or clearinghouse.

Certificate of Medical Necessity (CMN) Web-Based Training  
[http://www.cms.hhs.gov/MLNProducts/03\\_WebBasedTraining.asp](http://www.cms.hhs.gov/MLNProducts/03_WebBasedTraining.asp)

This course offers information about the CMN. It covers the completion, submission, and maintenance of the documentation required to verify the CMN. Topics include items that require a CMN, physician, physician assistant, nurse practitioner, or clinical nurse specialist responsibilities as they relate to the CMN, medical record documentation, sections of a CMN, common CMN errors, and CMN completion resources.

CMN Forms

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

Use the "Search" feature on the CMS forms web page to access all CMN forms.

**Travel Tip:**

The CMS Forms web page provides access and/or information for many CMS forms. You may also use the "Search" feature to more quickly locate information for a specific form number or form title.

World of Medicare Web-Based Training

[http://www.cms.hhs.gov/MLNProducts/03\\_WebBasedTraining.asp](http://www.cms.hhs.gov/MLNProducts/03_WebBasedTraining.asp)

This course introduces the Medicare Program, including its purpose and history, coverage types, agency and contractor roles, and the claims handling process. Beneficiary-related topics such as eligibility and benefit options are also covered.

**Healthcare Common Procedure Coding System (HCPCS), Current Procedural Terminology (CPT) and International Classification of Diseases, Clinical Modification (ICD-9-CM)**

HCPCS Web Page

<http://www.cms.hhs.gov/MedHCPCSGenInfo>

The CMS HCPCS web page offers an overview about the HCPCS and how these codes are used on claims. Find out how to request modification to HCPCS codes, obtain a list of HCPCS codes, and how to submit questions about these codes.

**Fast Fact:**

The Healthcare Common Procedure Coding System (HCPCS) is divided into two principal subsystems, referred to as level I and level II of the HCPCS.

American Medical Association Website

<http://www.ama-assn.org>

Visit the American Medical Association's website to purchase a CPT book or an ICD-9-CM manual.

Diagnosis Coding: Using the ICD-9-CM Web-Based Training

[http://www.cms.hhs.gov/MLNProducts/03\\_WebBasedTraining.asp](http://www.cms.hhs.gov/MLNProducts/03_WebBasedTraining.asp)

This course covers how to select accurate diagnosis codes from the *International Classification of Diseases, Clinical Modification (ICD-9-CM)* volumes and how to use diagnosis and procedure codes correctly on Medicare claim forms.

**Fast Fact:**

The ICD-9-CM Manual consists of 3 volumes:

- Volume 1 Tabular List of Diseases and Injuries
- Volume 2 Alphabetic Index of Diseases and Injuries
- Volume 3 Tabular List and Alphabetic Index of Procedures

ICD-10 Clinical Modification/Procedure Coding System Fact Sheet

<http://www.cms.hhs.gov/MLNProducts/downloads/ICD-10factsheet2008.pdf>

This fact sheet provides general information about *International Classification of Diseases, 10th Edition, Clinical Modification Procedure Coding System (ICD-10-CM/PCS)* including benefits of adopting the new coding system, structural differences between ICD-9-CM and ICD-10-MC/PCS, and implementation planning recommendations.

### **Comprehensive Error Rate Testing (CERT)**

Comprehensive Error Rate Testing (CERT) Web Page

<http://www.cms.hhs.gov/CERT>

This web page provides a brief overview of the CERT program and a link to CERT reports. The CERT program monitors and reports the accuracy of Medicare FFS reimbursement.

MLN Matters Article SE0526

<http://www.cms.hhs.gov/MLNMattersArticles/downloads/SE0526.pdf>

This MLN Matters article focuses on the importance of complying with CERT requests for claim documentation.

### **Medicare Secondary Payer (MSP)**

Medicare Secondary Payer and You Web Page

<http://www.cms.hhs.gov/MedicareSecondPayerandYou>

Visit the MSP web page for information on MSP laws and the various methods employed by CMS to gather data on other insurance that may be primary to Medicare. MSP definitions are also featured, along with a delineation of responsibilities for providers, beneficiaries, attorneys, insurers, and employers.

#### **Fast Fact:**

The term "Medicare Secondary Payer" is sometimes confused with Medicare supplement. A Medicare supplement (Medigap) policy is a private health insurance policy designed specifically to fill in some of the "gaps" in Medicare's coverage when Medicare is the *primary payer*. Medicare supplement policies typically pay for expenses that Medicare does not pay because of deductible or coinsurance amounts or other limits under the Medicare Program.

Medicare Secondary Payer Manual

<http://www.cms.hhs.gov/Manuals/IOM/itemdetail.asp?filterType=keyword&filterValue=secondary&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS019017>

This manual is a CMS authoritative reference for MSP issues. It provides background information on the creation of the Medicare MSP program. It also offers billing guidelines on how to appropriately submit MSP claims for payment. The Coordination of Benefits (COB) is explained and the COB contractor's responsibilities are given in detail. Finally, the manual details the process used by Medicare contractors to recover Medicare monies paid inappropriately to providers because of MSP laws.

Coordination of Benefits Contractor Web Page

[http://www.cms.hhs.gov/COBGeneralInformation/01\\_Overview.asp](http://www.cms.hhs.gov/COBGeneralInformation/01_Overview.asp)

This web page provides an overview of the Coordination of Benefits Contractor (COBC) role and when providers should call the COBC. It also features hot topics and other important COBC links.

Medicare Remit Easy Print Brochure

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=brochure&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS1209603&intNumPerPage=10>

This brochure provides information about software enabling physicians and suppliers to view and print remittance information.

Understanding the Remittance Advice: A Guide for Medicare Providers, Physicians, Suppliers, and Billers

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=guide&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS061410&intNumPerPage=10>

This guide is a resource for Medicare physicians, providers, and suppliers to promote a better understanding of the standard Remittance Advice (RA). It contains information on the types of RAs, the purpose of RAs, and how to read an RA.

## Reimbursement Methodologies

Medicare Fee Schedule Web Page

<http://www.cms.hhs.gov/FeeScheduleGenInfo/>

CMS develops fee schedules for physicians, ambulance services, clinical laboratory services, and durable medical equipment, prosthetics, orthotics, and supplies. The Medicare Fee Schedule web page provides fee schedule specifics for each of these provider groups.

### Travel Tip:

CMS Physician Fee Schedule Look-up Resource: Billers who may be processing claims or claim denials can access the MPFS lookup resource at

[http://www.cms.hhs.gov/PFSlookup/02\\_PFSsearch.asp](http://www.cms.hhs.gov/PFSlookup/02_PFSsearch.asp) on the Web. This website is designed to provide information on services covered by the MPFS.

Prospective Payment Systems Web Page

<http://www.cms.hhs.gov/ProspMedicareFeeSvcPmtGen>

The Prospective Payment Systems (PPS) web page provides links for billing guidelines, reimbursement issues, provider-specific data used to develop PPS, and Health Insurance Prospective Payment System (HIPPS) Codes for each PPS that uses it.

Medicare Claims Processing Manual

<http://www.cms.hhs.gov/manuals/iom/itemdetail.asp?filterType=none&filterByDID=-99&sortByDID=1&sortOrder=ascending&itemID=CMS018912>

Chapter 3 of the Medicare Claims Processing Manual contains information on general hospital inpatient requirements, hospital "bad debts", indirect medical education program costs, and organ acquisition costs. Read chapters 6 and 10 for reimbursement information on specified drugs for Skilled Nursing Facilities (SNFs) and home health agencies (HHAs).

Hospital Center Web Page

<http://www.cms.hhs.gov/center/hospital.asp>

The payment listing links on this web page offer reimbursement information per provider type.



Practice Administration Center

<http://www.cms.hhs.gov/center/practice.asp>

To view reimbursement information for Part B covered drugs and biologicals, select the Medicare Part B Drugs Average Sales Price located under the Medicare FFS Part B Drugs section.

Medicare Provider Reimbursement Manual

<http://www.cms.hhs.gov/Manuals/PBM/list.asp>

The Medicare Provider Reimbursement Manual (Part 1 and Part 2) offers detailed information about the provider reimbursement process by provider type.

Beneficiary Notices Initiative (BNI) Web Page

[http://www.cms.hhs.gov/BNI/01\\_overview.asp](http://www.cms.hhs.gov/BNI/01_overview.asp)

Visit this web page to learn about Medicare beneficiary and provider rights and protections related to financial liability under the FFS Medicare and the Medicare Advantage (MA) Programs. Information is provided regarding the Advance Beneficiary Notice of Noncoverage (ABN), a link to the ABN form, and statutory guidance regarding applicable laws related to financial liability protections.

Health Professional Shortage Area (HPSA) and Physician Scarcity Area (PSA) Bonuses Web Page

[http://www.cms.hhs.gov/HPSAPSAPhysicianBonuses/01\\_Overview.asp](http://www.cms.hhs.gov/HPSAPSAPhysicianBonuses/01_Overview.asp)

This web page offers an overview of the HPSA/PSA program and explains how the Medicare Prescription Drug, Improvement, and Modernization Act of 2003 (MMA) modified it. The website also features a listing of HPSA and PSA areas by zip code. Other helpful links are offered to determine eligibility for participation in the HPSA/PSA program.

Medicare Claims Processing Manual

<http://www.cms.hhs.gov/Manuals/IOM/itemdetail.asp?filterType=keyword&filterValue=claims&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS018912>

Read Chapter 12, Section 90.4.5 to learn more about HPSA and PSA bonuses. This section explains when a Medicare contractor issues these payments and it provides guidelines the contractor uses for issuing them.

Census Bureau Website

<http://www.census.gov>

The Census Bureau's website offers tools to further research census information. Individuals may access population information and other statistics to assist in determining HPSA/PSA program eligibility.

Financial Institutions Examination Council Website

<http://www.ffiec.gov/Geocode/default.aspx>

The Financial Institutions Examination Council website offers geocoding information by street address.

## **Health Insurance Portability and Accountability Act (HIPAA)**

HIPAA Web Page

<http://www.cms.hhs.gov/HIPAAGenInfo>

The CMS HIPAA web page contains HIPAA regulations and statutes. It also features HIPAA privacy standards for electronic health care transactions and compliance regulations so that providers can ensure their organizations comply.

**Fast Fact:**

The Administrative Simplification provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA, Title II) required HHS to establish national standards for electronic health care transactions and national identifiers for providers, health plans, and employers. It also addressed the security and privacy of health data.

HIPAA Web-Based Training

[http://www.cms.hhs.gov/MLNProducts/03\\_WebBasedTraining.asp](http://www.cms.hhs.gov/MLNProducts/03_WebBasedTraining.asp)

This course provides a general understanding of the history and purpose of HIPAA.

Health care claim transactions, information architecture, the Administrative Simplification Compliance Act (ASCA), EDI, and the health care claims cycle are covered.

**Evaluation and Management (E & M) Documentation**

Evaluation and Management Services Guide

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=guide&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS061769&intNumPerPage=10>

This guide offers E & M services information to Medicare health care providers that will help improve medical record documentation. It provides background on medical record documentation requirements, key elements of service, history, examination, and medical decision making, along with documentation of an encounter dominated by counseling and/or coordination of care.

Medicare Claims Processing Manual

<http://www.cms.hhs.gov/Manuals/IOM/itemdetail.asp?filterType=keyword&filterValue=claims&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS018912>

Chapter 12 of the Medicare Claims Processing Manual features information on E & M services. This chapter provides information how E & M must comply with the Correct Coding Initiative (CCI) and features examples with specific codes.

**Part A Reimbursement Information**

Form CMS-1450

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

Search the forms page for “1450” to pull up the form. The Form CMS-1450 is the standard hardcopy claim form used by Part A providers to bill Medicare when a provider qualifies for a waiver from the Administrative Simplification Compliance Act (ASCA) requirement for electronic submission of claims. Review a copy of the form and become familiar with all of the various sections.

Uniform Billing (UB)-04 (Form CMS-1450) Web-Based Training

[http://www.cms.hhs.gov/MLNProducts/03\\_WebBasedTraining.asp](http://www.cms.hhs.gov/MLNProducts/03_WebBasedTraining.asp)

This course provides detailed information on the Form CMS -1450, or UB-04. By taking it, you will learn how to file Medicare Part A claims accurately and thereby reduce your chances of receiving claim rejections.

Form CMS-1450 Fact Sheet

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=fact%20sheet&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS1198684&intNumPerPage=10>

This fact sheet provides information about the Form CMS-1450 including a crosswalk from the UB-92 to the UB-04 detailing the data elements of the form.

Electronic Health Care Claims Web Page

[http://www.cms.hhs.gov/ElectronicBillingEDITrans/08\\_HealthCareClaims.asp](http://www.cms.hhs.gov/ElectronicBillingEDITrans/08_HealthCareClaims.asp)

Providers should normally submit Medicare claims electronically to a Fiscal Intermediary (FI). The computer's software must meet electronic filing requirements as established by the HIPAA claim standard along with CMS requirements contained in the provider enrollment and certification agreements. This web page offers information on the charges for this service, instructions for submitting claims electronically, standards for electronic billing, and the electronic flat file format used for electronic claims. Part A flat file, edits, and a companion document are also available for download.

National Correct Coding Initiative (CCI) Web Page

<http://www.cms.hhs.gov/NationalCorrectCodInitEd>

CMS developed the CCI to promote national correct coding methodologies and to control improper coding leading to inappropriate payment in Part B claims. This web page provides an overview of the CCI, as well as links to CCI edits for both physicians and hospital outpatient PPS.

**Fast Fact:**

CMS developed the CCI to promote national correct coding methodologies and to control improper coding leading to inappropriate payment in Part B claims. CMS developed its coding policies based on coding conventions defined in the American Medical Association's CPT manual, national and local policies and edits, coding guidelines developed by national societies, analysis of standard medical and surgical practices, and a review of current coding practices.

Outpatient Code Editor (OCE) Web-Based Training

[http://www.cms.hhs.gov/MLNProducts/03\\_WebBasedTraining.asp](http://www.cms.hhs.gov/MLNProducts/03_WebBasedTraining.asp)

This course is useful in understanding the OCE utilized under the Outpatient Prospective Payment System (OPPS) and other payment systems. It addresses the OCE in the Fiscal Intermediary Standard System (FISS).

Cost Reporting – Provider Reimbursement Part A Manual – Part 2

<http://www.cms.hhs.gov/Manuals/PBM/itemdetail.asp?filterType=none&filterByDID=-99&sortByDID=1&sortOrder=ascending&itemID=CMS021935>

A cost report is used by Medicare providers to submit information to achieve settlement of costs relating to health care services rendered to Medicare beneficiaries. This manual features information about cost reports regulations, timeliness standards for submitting one, interim payments, guidelines for new providers versus established providers, and detailed instructions for completing a cost report.

Medicare Claims Processing Manual

<http://www.cms.hhs.gov/Manuals/IOM/itemdetail.asp?filterType=keyword&filterValue=claims%20processing&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS018912>

This manual contains authoritative guidelines from CMS on the Medicare billing process for Part A. Chapter 1 describes Medicare billing policy for Medicare FFS claims. It gives an overview of Medicare and discusses claim jurisdiction. Chapter 2 contains information on insurance and entitlement verification. Chapters 3 and 4 discuss billing guidelines for inpatient and outpatient hospital services. Chapter 5 discusses billing requirements for rehabilitation clinics. Chapters 6 and 7 discuss billing guidelines for inpatient and outpatient skilled nursing facility services. Chapter 10 discusses billing requirements for home health. Chapter 11 discusses billing requirements for hospice.

## Part B Reimbursement Information

Form CMS-1500

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

Search the forms page for “1500” to pull up the form. The Form CMS-1500 is the standard hardcopy claim form used by non-institutional providers or suppliers to bill Medicare when a provider qualifies for a waiver from the Administrative Simplification Compliance Act (ASCA) requirement for electronic submission of claims. Review a copy of the form and become familiar with all of the various sections.

### Fast Fact:

The Form CMS-1500 (08/05) fields clearly identify where NPIs are to be entered for billing and rendering providers.

Form CMS-1500 Web-Based Training

[http://www.cms.hhs.gov/MLNProducts/03\\_WebBasedTraining.asp](http://www.cms.hhs.gov/MLNProducts/03_WebBasedTraining.asp)

This is a 60-minute course that provides detailed information on the Form CMS-1500. After completing the course, learners should know how to file Medicare Part B claims accurately and thereby reduce your chances of receiving claim rejections.

Form CMS-1500 Fact Sheet

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=fact%20sheet&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS1209453&intNumPerPage=10>

This fact sheet provides information about the Form CMS-1500 including exceptions to mandatory electronic claim submission and tips for submitting error-free claims.

Electronic Health Care Claims Web Page

[http://www.cms.hhs.gov/ElectronicBillingEDITrans/08\\_HealthCareClaims.asp](http://www.cms.hhs.gov/ElectronicBillingEDITrans/08_HealthCareClaims.asp)

Physicians and suppliers should submit Medicare claims electronically to a Medicare Carrier or Durable Medical Equipment Medicare Administrative Contractor (DME MAC) from the doctor's or supplier's office. This web page offers information on the charges for this service, instructions for submitting claims electronically, standards for electronic billing, and the electronic flat file format used for electronic claims. Part B flat file and companion documents may also be downloaded.

### Fast Fact:

How to Submit Medicare 1500 Claims: Claims may be electronically submitted to a Medicare MAC, Carrier, or DME MAC from a provider's office using a computer with software that meets electronic filing requirements as established by the HIPAA claim standard and by meeting CMS requirements.

National Correct Coding Initiative (NCCI) Web Page

<http://www.cms.hhs.gov/NationalCorrectCodInitEd>

This web page shows NCCI edits for physicians. To view codes for a particular service type, click the appropriate link of code ranges in the list.



Medicare Claims Processing Manual

<http://www.cms.hhs.gov/manuals/iom/itemdetail.asp?filterType=none&filterByDID=-99&sortByDID=1&sortOrder=ascending&itemID=CMS018912>

This manual contains authoritative guidelines from CMS on the Medicare billing process for Part B. Chapter 1 describes Medicare billing policy for Medicare FFS claims. It gives an overview of Medicare, discusses claim jurisdiction, and Medicare assignment. Chapter 12 provides claims processing instructions for physician and non-physician practitioner services. Chapter 13 describes billing and payment for radiology services. Chapter 16 outlines billing and payment under the laboratory fee schedule. Chapter 17 provides a description of billing and payment for drugs and biologicals. Chapter 26 includes information about claims submission.

### **Electronic Prescribing Incentive Program**

Electronic Prescribing Incentive Program Web Page

<http://www.cms.hhs.gov/ERXIncentive>

This web page provides links describing the e-prescribing incentive and resources to assist eligible professionals with electronic prescribing.

## **PROTECTING THE MEDICARE TRUST FUND**

### **Fraud and Abuse**

Medicare Fraud and Abuse Fact Sheet

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=fact%20sheet&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS1186395&intNumPerPage=10>

This resource directs you to numerous sources of information pertaining to Medicare fraud and abuse and helps you understand what to do if you suspect or become aware of incidents of potential Medicare fraud or abuse.

Protecting Your Practice Brochure

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=Practice&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS061430&intNumPerPage=10>

This brochure highlights some of the steps Medicare physicians and other health care professionals can take to protect their practices from inappropriate Medicare business interactions.

Chapter 6 of the Medicare Physician Guide: A Resource for Residents, Practicing Physicians, and Other Health Care Professionals, entitled Protecting the Medicare Trust Fund

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=Physician&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS1184005&intNumPerPage=10>

This guide offers general information about the Medicare Program. Chapter 6 focuses on fraud and abuse information.

Fraud and Abuse – Medicare Program Integrity Manual

<http://www.cms.hhs.gov/Manuals/IOM/itemdetail.asp?filterType=none&filterByDID=-99&sortByDID=1&sortOrder=ascending&itemID=CMS019033>

The Program Integrity Manual (PIM) reflects the principles, values, and priorities for the Medicare Integrity Program (MIP). The primary principle of Program Integrity (PI) is to protect the Medicare Trust Fund from fraud, waste, and abuse.

Anti-Kickback Statute  
<http://oig.hhs.gov/fraud/hotline>

Information on this OIG web page covers anti-kickback and safe harbor regulations.

**Fast Fact:**

The Anti-Kickback Statute, set forth at § 1128B of the Social Security Act, (42 U.S.C. § 1320a-7b), makes it a criminal offense knowingly and willfully to offer, pay, solicit, or receive any remuneration to induce or reward referrals of items or services reimbursable by a Federal health care program.

Exceptions to the prohibition on self referrals CFR 411.355-357

[http://www.cms.hhs.gov/PhysicianSelfReferral/02\\_regbackground.asp#TopOfPage](http://www.cms.hhs.gov/PhysicianSelfReferral/02_regbackground.asp#TopOfPage)

Commonly referred to as the “Stark Law,” this statute prohibits physicians from referring Medicare patients for certain designated health services (DHS) to an entity with which the physician or a member of the physician’s immediate family has a financial relationship — unless an exception applies. It also prohibits an entity from presenting or causing to be presented a bill or claim to anyone for a DHS furnished as a result of a prohibited referral.

Physician Self-Referral Prohibition Statute

<http://www.cms.hhs.gov/PhysicianSelfReferral>

The physician self-referral law is set forth in section 1877 of the Social Security Act. The law prohibits physicians from referring Medicare patients for certain designated health services (DHS) to an entity with which the physician or a member of the physician’s immediate family has a financial relationship — unless an exception applies. It also prohibits an entity from presenting or causing to be presented a bill or claim to anyone for a DHS furnished as a result of a prohibited referral.

OIG Fraud Prevention and Detection

<http://www.oig.hhs.gov/fraud/hotline> and/or OIG website <http://www.oig.hhs.gov>

HHS Office of Inspector General’s (OIG) website offers a wealth of information regarding fraud and abuse prevention, detection, and reporting.

**Travel Tip:**

If you have identified billing practices that cause you to suspect potential fraud or abuse, you may call the OIG’s National Hotline to report the activity.

Contacting the HHS OIG Hotline:

**By Phone:** 1-800-HHS-TIPS (1-800-447-8477)

**By Fax:** 1-800-223-8164

**By E-Mail:** [HHSTips@oig.hhs.gov](mailto:HHSTips@oig.hhs.gov)

**By TTY:** 1-800-377-4950

**By Mail:**

Office of Inspector General

Department of Health and Human Services

Attn: HOTLINE

PO Box 23489

Washington, DC 20026

OIG Advisory Opinions

<http://oig.hhs.gov/fraud/advisoryopinions.asp>

In certain situations, upon formal request, the HHS OIG may issue an advisory opinion with respect to the anti-kickback statute or OIG’s other fraud and abuse authorities, while CMS may issue an advisory opinion with respect to the physician self-referral prohibition. Advisory opinions are legal opinions issued to one or more requesting parties about the application to a party’s existing or proposed business arrangements of either the fraud and abuse provisions within the OIG’s scope of authority or the physician self-referral prohibition within CMS’ scope of authority.

#### CMS Advisory Opinions

[http://www.cms.hhs.gov/PhysicianSelfReferral/07\\_advisory\\_opinions.asp](http://www.cms.hhs.gov/PhysicianSelfReferral/07_advisory_opinions.asp)

Section 1877(g)(6) of the Social Security Act (the Act) requires that the Centers for Medicare & Medicaid Services issue certain written advisory opinions. These opinions must discuss whether a physician's referrals relating to certain designated health services (other than clinical laboratory services) are prohibited under the Medicare Program by section 1877 of the Act.

#### OIG Exclusions

<http://oig.hhs.gov/fraud/exclusions.asp> and the OIG List of Excluded Individuals/Entities (LEIE) <http://epls.arnet.gov>

For many years the Congress of the United States has worked diligently to protect the health and welfare of the nation's elderly and poor by implementing legislation to prevent certain individuals and businesses from participating in Federally-funded health care programs. The OIG, under this Congressional mandate, established a program to exclude individuals and entities affected by these various legal authorities, contained in sections 1128 and 1156 of the Social Security Act, and maintains a list of all currently excluded parties called the List of Excluded Individuals/Entities.

### Coverage Decisions/Determinations

#### Medicare Coverage Determination Process

<http://www.cms.hhs.gov/DeterminationProcess>

Medicare coverage is limited to items and services that are reasonable and necessary for the diagnosis or treatment of an illness or injury (and within the scope of a Medicare benefit category). This page focuses on coverage information.

#### Medicare Program Integrity Manual (Pub. 100-8)

<http://www.cms.hhs.gov/Manuals/IOM/itemdetail.asp?filterType=none&filterByDID=-99&sortByDID=1&sortOrder=ascending&itemID=CMS019033>

The Program Integrity Manual (PIM) reflects the principles, values, and priorities for the Medicare Integrity Program (MIP). The primary principle of Program Integrity (PI) is to protect the Medicare Trust Fund from fraud, waste, and abuse. In order to meet this goal, contractors must ensure that they pay the right amount for covered and correctly coded services rendered to eligible beneficiaries by legitimate providers.

#### **Fast Fact:**

FIs, carriers, Program Safeguard Contractors (PSC), and Medicare Administrative Contractors (MACs) are Medicare contractors that develop and/or adopt Local Coverage Determinations (LCDs). Medicare contractors develop LCDs when there is no National Coverage Determination (NCD) or when there is a need to further define an NCD. The guidelines for LCD development are provided in Chapter 13 of the Medicare Program Integrity Manual.

#### National Coverage Determinations (NCDs)

<http://www.cms.hhs.gov/center/coverage.asp>

NCDs are developed by CMS to describe the circumstances for Medicare coverage nationwide for a specific medical service procedure or device. NCDs generally outline the conditions for which a service is considered to be covered (or not covered) under §1862(a)(1) of the Act or other applicable provisions of the Act.

Local Coverage Determinations (LCDs) Website  
[http://www.cms.hhs.gov/DeterminationProcess/04\\_LCDs.asp](http://www.cms.hhs.gov/DeterminationProcess/04_LCDs.asp)

A LCD, as established by Section 522 of the Benefits Improvement and Protection Act, is a decision by a Fiscal Intermediary, carrier, or MAC whether to cover a particular service on an Intermediary-wide or carrier-wide, or MAC-wide basis in accordance with Section 1862(a)(1)(A) of the Social Security Act (i.e., a determination as to whether the service is reasonable and necessary).

## APPEALS

### The Medicare Appeals Process

Five Levels to Protect Physicians and Other Suppliers Brochure  
<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=brochure&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS1185028&intNumPerPage=10>

This brochure provides an overview of the Medicare Part A and Part B administrative appeals process available to providers, physicians and other suppliers who provide services and supplies to Medicare beneficiaries, as well as details on where to obtain more information about this appeals process.

### Appeal Forms

Form CMS-1696 - Appointment of Representative  
<http://www.cms.hhs.gov/cmsforms/downloads/cms1696.pdf>

This form is used by a beneficiary to appoint an individual to act as his or her representative in connection with a Medicare claim. Review this form to learn more about its requirements.

Form CMS-20027 – Medicare Redetermination Request Form  
<http://www.cms.hhs.gov/cmsforms/downloads/cms20027.pdf>

An appellant party that wants to request a redetermination after a claim is denied by a Medicare contractor/MAC may do so by completing this form. Review this form to learn more about what is required to submit a redetermination along with timeframes for submitting it.

Form CMS-20033 – Medicare Reconsideration Request Form  
<http://www.cms.hhs.gov/cmsforms/downloads/cms20033.pdf>

An appellant party dissatisfied with the redetermination decision may request a reconsideration by a Qualified Independent Contractor (QIC). A request for reconsideration may be made by completing Form CMS-20033. Review this form to learn more about what is required to submit a reconsideration along with timeframes for submitting it.

Form CMS-20034A/B – Request for Medicare Hearing By An Administrative Law Judge  
<http://www.cms.hhs.gov/cmsforms/downloads/cms20034ab.pdf>

If an appellant party is dissatisfied with the reconsideration decision (or hearing officer decision) or if the adjudication period for the Qualified Independent Contractor (QIC) to complete its consideration has elapsed, he or she can request a hearing before an Administrative Law Judge (ALJ) with the Department of Health and Human Services (HHS) Office of Medicare Hearings and Appeals. The request can be made by completing Form CMS-20034A/B. Review this form to learn more about what is required to request an ALJ hearing along with timeframes for requesting it.



Form DAB-101 – Request for Review of Administrative Law Judge (ALJ) Medicare Decision / Dismissal

<http://www.hhs.gov/dab/DAB101.pdf>

The Form DAB-101 is a form used to appeal a decision to the Medicare Appeals Council (MAC) Review. The appellant or any other party to the ALJ hearing may request a MAC review of the ALJ's decision or dismissal. Download this form and review it along with the requirements for submitting the form.

### **Travel Tip: Forms**

CMS is a Federal agency within the U.S. Department of Health and Human Services. Many CMS program related forms are available in Portable Document Format (PDF). Hard copy forms may be available from Intermediaries, carriers, MACs, State Agencies, local Social Security Offices or End Stage Renal Disease Networks that service your State.

Medicare Claims Processing Manual

<http://www.cms.hhs.gov/Manuals/IOM/itemdetail.asp?filterType=none&filterByDID=-99&sortByDID=1&sortOrder=ascending&itemID=CMS018912&intNumPerPage=10>

Chapter 29 of the Medicare Claims Processing Manual contains authoritative guidelines from CMS on the Medicare appeals process. It discusses in detail the five step appeals process and also delineates the roles of Medicare contractors, Administrative Law Judges (ALJ), the Departmental Appeals Board (DAB), and the U.S. District Court. Finally, it lists the requirements for appointing a representative to argument an appeal on the behalf of a beneficiary and a provider.

FFS Appeals Web Page

<http://www.cms.hhs.gov/OrgMedFFSAppeals>

This web page provides an overview of the five levels of the Medicare Part A and B administrative appeals process available to providers, physicians, and other suppliers who provide services and supplies to Medicare beneficiaries. Links are also provided to additional information about the appeals process.

MLN Matters Article MM4152

<http://www.cms.hhs.gov/MLNMattersArticles/downloads/MM4152.pdf>

The Medicare claim appeals process was amended by the Medicare, Medicaid, and SCHIP Benefits Improvement and Protection Act of 2000 (BIPA). By reading this article, you will learn about the changes and their impact on the Medicare appeals process.

## **OVERPAYMENTS**

### **Travel Tip: Overpayments**

The physician or other supplier has the right to appeal the decision if he or she disagrees with the overpayment. Effective with Joint Signature Memorandum #255, dated June 3, 2004, recoupment will cease as a result of a demand letter if:

- (a) the overpayment is determined on or after October 29, 2003, and
- (b) a valid first level appeal has been received.

## Overpayment Publications

What Physicians and Other Suppliers Need to Know About Medicare Overpayments Brochure

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=Overpayments&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS061392&intNumPerPage=10>

This tri-fold brochure provides a general overview of the overpayment process for Medicare Part B providers. It includes a working definition of an overpayment, responsibilities when one occurs, and the interest requirements imposed on overpayments.

## Manual Sections on Overpayments

Medicare Claims Processing Manual

<http://www.cms.hhs.gov/Manuals/IOM/itemdetail.asp?filterType=none&filterByDID=-99&sortByDID=1&sortOrder=ascending&itemID=CMS018912&intNumPerPage=10>

Search for overpayments to find specific information.

Medicare Financial Management Manual

<http://www.cms.hhs.gov/Manuals/IOM/itemdetail.asp?filterType=none&filterByDID=-99&sortByDID=1&sortOrder=ascending&itemID=CMS019018>

Read Chapter 3 of the Medicare Financial Management Manual to learn more about overpayments. Topics covered include how overpayments are determined by a FI or carrier, as well as how overpayments are recovered (i.e. cost reports, accounts receivable, interim rate adjustments, etc.). Examples are also provided.

## MEDICARE SERVICES

### Kidney Dialysis and Kidney Transplant Services

Physician's Guide to Medicare Coverage of Kidney Dialysis and Kidney Transplant Services

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=guide&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS061406&intNumPerPage=10>

This guide explains how Medicare helps pay for kidney dialysis and kidney transplant services in the Original Medicare Plan. It also covers how patients get Medicare for kidney failure and how Medicare helps to pay for kidney dialysis and kidney transplants.

Medicare Benefit Policy Manual

<http://www.cms.hhs.gov/Manuals/IOM/itemdetail.asp?filterType=none&filterByDID=-99&sortByDID=1&sortOrder=ascending&itemID=CMS012673&intNumPerPage=10>

Read Chapter 11, Section 10 in the Medicare Benefit Policy Manual to learn more about kidney dialysis. Information is featured about dialysis and all of its various forms (Hemodialysis, Peritoneal dialysis, etc.) including the equipment, supplies, and maintenance used in the treatment of kidney disease. Methods of treatment are also covered.

Creating AV Fistulas in All Eligible Hemodialysis Patients

<http://cme.ouhsc.edu/5E016webtropages.htm>

Vascular access is required for patients receiving hemodialysis therapy for renal failure. The purpose of this presentation is to educate any physician who provides or directs vascular access placement for hemodialysis patients.

## Long Term Care Hospital Prospective Payment System (LTCH PPS)

### LTCH PPS High Cost Outlier Fact Sheet

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=fact%20sheet&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS061400&intNumPerPage=10>

This fact sheet helps Medicare Part A providers better understand the various aspects of the Long Term Care Hospital (LTCH) Prospective Payment System. This fact sheet also provides information about the outlier portion of the LTCH PPS while defining an outlier, providing a case example, explaining a calculation and giving Internet references for further research.

### LTCH PPS Interrupted Stay Fact Sheet

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=fact%20sheet&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS061401&intNumPerPage=10>

This fact sheet helps Medicare Part A providers better understand the various aspects of the Long Term Care Hospital (LTCH) Prospective Payment System. This fact sheet provides information about the "Interrupted Stay" portion of the LTCH PPS as it defines an Interrupted Stay, provides several examples, discusses how days are counted during a stay that is interrupted, and gives Internet references for further research.

### LTCH PPS News Fact Sheet

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=fact%20sheet&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS061403&intNumPerPage=10>

This fact sheet helps Medicare Part A providers better understand the various aspects of the prospective payment system (PPS). This fact sheet highlights significant policy changes that were adopted for the LTCH PPS according to the May 11, 2007 LTCH PPS and August 22, 2007 Final Rules. It also provides background information on the changes along with a definition of LTCH diagnosis-related groups (DRGs) along with examples and features helpful resource links regarding these changes.

### LTCH PPS Short Stay Outlier Fact Sheet

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=fact%20sheet&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS061402&intNumPerPage=10>

This fact sheet helps Medicare Part A providers better understand the various aspects of the Long Term Care Hospital Prospective Payment System. This fact sheet provides information on the short stay outlier portion of the Long Term Care Hospital Prospective Payment System (LTCH PPS) while it defines a short stay outlier, provides a case example, explains a calculation, and gives Internet references for further research.

### LTCH PPS Web Page

<http://www.cms.hhs.gov/LongTermCareHospitalPPS>

This is a one-stop resource web page focused on the informational needs and interests of Long Term Care Hospitals. It provides an overview of the program, has links to various training materials and fact sheets, and is a storehouse for Long Term Care Hospital Prospective Payment System (LTCH PPS) regulations.

**Fast Fact:**

LTCHs treat patients with multi-comorbidities requiring long-stay hospital-level care. To be designated as an LTCH, Medicare requires that a hospital typically demonstrates that on average, it has an average length of stay for its Medicare patients of greater than 25 days. The Balanced Budget Refinement Act of 1999 (BBRA) mandated a new discharge-based prospective payment system for LTCHs. The LTCH PPS replaced the previous cost-based system. Congress provided further requirements for the LTCH PPS in the Medicare, Medicaid, and State Children's Health Insurance Program (SCHIP) Benefits Improvements and Protection Act of 2000 (BIPA).

Medicare Claims Processing Manual

<http://www.cms.hhs.gov/Manuals/IOM/itemdetail.asp?filterType=none&filterByDID=99&sortByDID=1&sortOrder=ascending&itemID=CMS018912&intNumPerPage=10>

Read Chapter 3, Section 150 in the Medicare Claims Processing Manual to learn how to bill for LTCH services. Payment policies, coverage requirements, provider certification requirements, and much more are covered in this chapter.

**Preventive Services Information**

Preventive Services Educational Products Web page

[http://www.cms.hhs.gov/MLNProducts/35\\_PreventiveServices.asp](http://www.cms.hhs.gov/MLNProducts/35_PreventiveServices.asp)

The MLN resources listed on this web page give Medicare FFS health care professionals information on coverage, coding, billing, reimbursement, and claim filing procedures for the following Medicare-covered preventive services and screenings (subject to certain eligibility and other limitations):

- Abdominal Aortic Aneurysm Screening
- Adult Immunizations
- Bone Mass Measurements
- Cancer Screenings
- Cardiovascular Screening
- Diabetes Screening
- Diabetes Supplies
- Diabetes Self-Management Training
- Medical Nutrition Therapy (for Medicare beneficiaries with diabetes or renal disease)
- Glaucoma Screening
- Initial Preventive Physical Exam ("Welcome to Medicare" Physical Exam)
- Smoking and Tobacco-Use Cessation Counseling

In addition to the preventive services educational resources listed on this web page, CMS has also created a prevention website that provides general information about the preventive benefits listed above. You may visit the CMS Prevention website by clicking on the Medicare tab at the top of this page. Once on the CMS Medicare page, scroll down to the Prevention section.

Preventive Services Educational Products Listing

[http://www.cms.hhs.gov/MLNProducts/Downloads/education\\_products\\_prevserv.pdf](http://www.cms.hhs.gov/MLNProducts/Downloads/education_products_prevserv.pdf)

The educational resources listed on this web page are designed to promote and increase national awareness of the preventive benefits covered by Medicare, provide information that will help health care professionals encourage patient utilization of benefits that they may be eligible for, and give information to health care professionals that will help them to file claims effectively.

The Guide to Medicare Preventive Services for Physicians, Providers, Suppliers, and Other Health Care Professionals

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=guide&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS061419&intNumPerPage=10>

This guide provides information on Medicare's preventive benefits including coverage, frequency, risk factors, billing, and reimbursement. It also discusses the expansion of Medicare's expanded preventive benefits initiated by the Medicare Prescription Drug, Improvement, and Modernization Act of 2003 (MMA).

Quick Reference Information: Medicare Preventive Services

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=quick&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS061411&intNumPerPage=10>

This two-sided laminated reference chart gives Medicare fee-for-service physicians, providers, suppliers, and other health care professionals a quick reference to Medicare's preventive services.

CMS Adult Immunizations Web Page

<http://www.cms.hhs.gov/AdultImmunizations>

This adult immunization web page provides information and resources related to the coverage, billing, delivery, and promotion of influenza virus, pneumococcal, and hepatitis B vaccinations.

Influenza (Flu) Season Educational Products and Resources

[http://www.cms.hhs.gov/MLNProducts/Downloads/flu\\_products.pdf](http://www.cms.hhs.gov/MLNProducts/Downloads/flu_products.pdf)

All of the seasonal flu resources can be found here.

Adult Immunizations Brochure

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=brochure&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS061413&intNumPerPage=10>

This two-sided, tri-fold brochure provides a basic overview of Medicare's Influenza Virus Vaccine, Pneumococcal Vaccine, and Hepatitis B Vaccine benefits. It also discusses risk factors, coverage information, and provides useful resources and web links.

Quick Reference Information: Medicare Immunization Billing

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=quick&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS1185622&intNumPerPage=10>

This two-sided laminated reference chart gives Medicare FFS physicians, providers, suppliers, and other health care professionals quick information to assist with filing claims for the influenza virus, pneumococcal, and hepatitis B vaccines and their administration.

Medicare Preventive Services Series: Part 1 Adult Immunizations Web-Based Training

[http://www.cms.hhs.gov/MLNProducts/03\\_WebBasedTraining.asp](http://www.cms.hhs.gov/MLNProducts/03_WebBasedTraining.asp)

This web-based training course provides information to help fee-for service providers and suppliers understand Medicare's coverage and billing guidelines for influenza virus, pneumococcal, and hepatitis B vaccines and their administration. The information presented in this course will be helpful for physicians, nurses, medical administrators, suppliers, and other health care professionals who provide or supply these immunization services to people with Medicare. This course is designed to promote awareness and increase utilization of preventive benefits covered by Medicare and to help those who bill Medicare for these services to file claims effectively.



#### Bone Mass Measurements Brochure

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=brochure&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS061416&intNumPerPage=10>

This two-sided tri-fold brochure provides a basic overview of Medicare's bone mass measurements (bone density studies) benefit. It also discusses risk factors, coverage information, and provides useful resources and web links.

#### Cancer Screenings Brochure

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=brochure&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS061415&intNumPerPage=10>

This two-sided tri-fold brochure provides a basic overview of Medicare's mammography screening, screening Pap test, pelvic screening examination, colorectal cancer screening, and prostate cancer screening benefits. It also discusses risk factors, coverage information, and provides useful resources and web links.

#### Expanded Benefits Brochure

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=brochure&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS061418&intNumPerPage=10>

This tri-fold brochure provides health care professionals with an overview of Medicare's coverage of three preventive services: the initial preventive physical examination (IPPE), also known as the Welcome to "Medicare Physical" Exam or the "Welcome to Medicare" visit, ultrasound screening for abdominal aortic aneurysms, and cardiovascular screening blood tests.

#### Glaucoma Screening Brochure

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=brochure&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS061414&intNumPerPage=10>

This tri-fold brochure provides a basic overview of Medicare's glaucoma screening benefit. It also discusses risk factors, coverage information, and provides useful resources and web links.

#### CMS Glaucoma Web Page

<http://www.cms.hhs.gov/GlaucomaScreening>

This web page discusses Medicare's coverage of glaucoma screening for people at high risk for the disease. It also provides information and resources for health care professionals.

#### Medline Health/Glaucoma Web Page

<http://www.nlm.nih.gov/medlineplus/glaucoma.html>

This web page from the National Institutes of Health and the U.S. National Library of Medicine lists a variety of resources related to glaucoma.

#### Medicare Preventive Services Series: Part 2 Women's Health Web-Based Training

[http://www.cms.hhs.gov/MLNProducts/03\\_WebBasedTraining.asp](http://www.cms.hhs.gov/MLNProducts/03_WebBasedTraining.asp)

This web-based training course provides information to help fee-for-service providers understand Medicare's coverage and billing guidelines for mammography services, pap tests, pelvic exams, colorectal cancer screenings, and bone mass measurements. The goal of this course is to promote wellness, increase the utilization of routine screening for female beneficiaries, and help providers build their practices by promoting the use of preventive services covered by Medicare.

**Fast Fact:**

A physician or qualified non-physician practitioner (NPP), in various provider settings, may bill for the screening and other preventive services currently covered and paid by Medicare Part B under separate provisions of section 1861 of the Social Security Act, if provided during the Initial Preventive Physical Exam.

**Medicare Benefit Policy Manual**

<http://www.cms.hhs.gov/Manuals/IOM/itemdetail.asp?filterType=none&filterByDID=-99&sortByDID=1&sortOrder=ascending&itemID=CMS012673>

Chapter 15 of the Medicare Benefit Policy Manual gives an overview of covered preventive and screening services and provides information on conditions of coverage, frequency, and other special billing instructions.

**Medicare Claims Processing Manual**

<http://www.cms.hhs.gov/Manuals/IOM/itemdetail.asp?filterType=none&filterByDID=-99&sortByDID=1&sortOrder=ascending&itemID=CMS018912>

Chapter 18 of this manual contains authoritative guidelines from CMS on Medicare's many preventive services. Topics include coverage and payment policies, billing requirements for flu vaccines, pneumococcal vaccines, and Hepatitis B vaccines. Various screening tests such as mammographies, pap smears, prostate screenings, diabetes screenings, colorectal screenings, and glaucoma screenings are also included.

**Rural Health Services****Rural Health Clinic Fact Sheet**

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=Rural&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS061823&intNumPerPage=10>

This fact sheet provides information about Rural Health Clinic (RHC) services, Medicare certification as a RHC, RHC visits, RHC payments, cost reports, and annual reconciliation.

**Rural Referral Center Fact Sheet**

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=Rural&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS061824&intNumPerPage=10>

This fact sheet covers the basics of the Rural Referral Center (RRC) Program requirements, as well as a listing of helpful rural health websites.

**Medicare Disproportionate Share Fact Sheet**

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=Rural&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS061825&intNumPerPage=10>

This fact sheet provides information about methods to qualify for the Medicare Disproportionate Share Hospital (DSH) adjustment; Medicare Prescription Drug, Improvement, and Modernization Act of 2003 and Deficit Reduction Act of 2005; number of beds in hospital determination; and Medicare DSH payment adjustment formulas.

#### Critical Access Hospital Program Fact Sheet

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=Rural&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS061826&intNumPerPage=10>

This fact sheet provides information about eligible Critical Access Hospital (CAH) providers; CAH designation; CAH payments; reasonable cost payment principles that do not apply to CAHs; election of Standard Method or Optional (Elective) Payment Method; Medicare Rural Pass-Through funding for certain anesthesia services; Health Professional Shortage Area Incentive payments; Physician Scarcity Area Bonus payments; Medicare Prescription Drug, Improvement, and Modernization Act of 2003; and grants to states under the Medicare Rural Hospital Flexibility Program.

#### Federally Qualified Health Center Fact Sheet

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=Rural&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS061827&intNumPerPage=10>

This fact sheet provides information about Federally Qualified Health Center (FQHC) designation; covered FQHC services; FQHC preventive primary services that are not covered; FQHC payments; and the Medicare Prescription Drug, Improvement, and Modernization Act of 2003.

#### **Fast Fact:**

The FQHC benefit under Medicare was added effective October 1, 1991 when Section 1861(aa) of the Social Security Act was amended by Section 4161 of the Omnibus Budget Reconciliation Act of 1990. FQHCs are “safety net” providers such as community health centers, public housing centers, outpatient health programs funded by the Indian Health Service, and programs serving migrants and the homeless. The main purpose of the FQHC Program is to enhance the provision of primary care services in underserved urban and rural communities. Medicare pays FQHCs an all-inclusive per visit reimbursement amount.

#### Sole Community Hospital Fact Sheet

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=Rural&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS061828&intNumPerPage=10>

This fact sheet provides information about Sole Community Hospital classification and payments. It also features a listing of helpful rural health websites.

### **Provider Specific Web Pages**

#### **Travel Tip:**

An electronic mailing list service is offered for those interested in receiving news from CMS. This service is optional. Visit <http://www.cms.hhs.gov/apps/maillinglists/default.asp?audience=3> to subscribe or unsubscribe from any CMS mailing list.

#### Critical Access Hospital Web Page

[http://www.cms.hhs.gov/CertificationandCompliance/04\\_CAHs.asp](http://www.cms.hhs.gov/CertificationandCompliance/04_CAHs.asp)

This web page provides basic information about being certified as a Medicare and/or Medicaid CAH provider and includes links to applicable laws, regulations, and compliance information.

#### Federally Qualified Health Center Web Page

<http://www.cms.hhs.gov/center/fqhc.asp>

This web page provides helpful links about billing and payment, education, enrollment, and CMS manuals and transmittals for FQHCs.

Rural Health Clinic Web Page

[http://www.cms.hhs.gov/CertificationandCompliance/18\\_RHCs.asp](http://www.cms.hhs.gov/CertificationandCompliance/18_RHCs.asp)

This web page provides basic information about being certified as a Medicare and/or Medicaid RHC provider and includes links to applicable laws, regulations, and compliance information.

Medicare Benefit Policy Manual

<http://www.cms.hhs.gov/Manuals/IOM/itemdetail.asp?filterType=none&filterByDID=-99&sortByDID=1&sortOrder=ascending&itemID=CMS012673>

Chapter 13 of the Medicare Benefit Policy Manual features information on RHC and FQHC services.

Medicare Claims Processing Manual

<http://www.cms.hhs.gov/Manuals/IOM/itemdetail.asp?filterType=none&filterByDID=-99&sortByDID=1&sortOrder=ascending&itemID=CMS018912>

Chapter 9 of the Medicare Claims Processing Manual describes the differences between RHCs and FQHCs, methods of Medicare payment for their services, billing requirements, and other important information.

## Clinical Laboratories

Clinical Laboratory Improvement Amendments (CLIA) Brochures

[http://www.cms.hhs.gov/CLIA/05\\_CLIA\\_Brochures.asp](http://www.cms.hhs.gov/CLIA/05_CLIA_Brochures.asp)

These brochures help to explain the Clinical Laboratory Improvement Amendments (CLIA) regulation requirements. Topics covered in these brochures include an overview of CLIA, test methods categorized, enrollment in the CLIA program, types of certificates, certificate compliance, performance measures, and certificate of accreditation.

CLIA Web Page

[http://www.cms.hhs.gov/CLIA/01\\_Overview.asp](http://www.cms.hhs.gov/CLIA/01_Overview.asp)

CMS regulates all laboratory testing (except research) performed on humans in the U.S. through the CLIA program. The objective of the CLIA program is to ensure quality laboratory testing. The CLIA web page on the CMS website provides an overview of the program along with helpful resources and web links to educate laboratories and providers.

### Fast Fact:

CLIA established quality standards for all laboratory testing to ensure the accuracy, reliability and timeliness of patient test results regardless of where the test was performed. A laboratory is defined as any facility that performs laboratory testing on specimens derived from humans for the purpose of providing information for the diagnosis, prevention, treatment of disease, or impairment of, or assessment of health.

Centers for Disease Control and Prevention (CDC) Website

<http://www.phppo.cdc.gov/clia/default.aspx>

The CDC has the responsibility for test categorization under CLIA. The CDC website features the most current version of the CLIA regulations Part 493, including all changes through 1/24/03. This website may also be used to access a chronological list containing online copies of the CLIA regulations and related *Federal Register* publications.

Government Printing Office (GPO) Website

<http://www.gpoaccess.gov/cfr/index.html>

Use the GPO website search feature to locate CLIA-specific regulations in the Code of Federal Regulations (CFR).

Clinical Laboratory Fee Schedule Fact Sheet

<http://www.cms.hhs.gov/MLNProducts/MPUB/itemdetail.asp?filterType=dual,%20keyword&filterValue=Clinical&filterByDID=0&sortByDID=1&sortOrder=ascending&itemID=CMS1209563&intNumPerPage=10>

This fact sheet provides general information about the Clinical Laboratory Fee Schedule, coverage of clinical laboratory services, and how payment rates are set.

## **OTHER AVAILABLE MEDICARE RESOURCES FOR PROVIDERS**

Medicare.gov

<http://www.Medicare.gov>

Medicare.gov is the official U.S. government website for people with Medicare. The site features information on plan choices, the Medicare prescription drug benefit, billing, appeals, provider information, frequently asked questions, mailing lists, and more. It also has a search tool to assist in locating information.

Social Security Administration (SSA)

<http://www.socialsecurity.gov>

This official website of the SSA features information on Medicare, retirement, and other items of interest to people with Medicare.

GPO Federal Register (FR) Web Page

<http://www.gpoaccess.gov/fr/index.html>

Published by the Office of the Federal Register, National Archives and Records Administration (NARA), the Federal Register is the official daily publication for rules, proposed rules, and notices of Federal agencies and organizations, as well as executive orders and other presidential documents.

Workgroup for Electronic Data Interchange (WEDI) Website

<http://www.wedi.org>

The WEDI is dedicated to improving health care through electronic commerce. The WEDI website features a what's new section, upcoming events, and HIPAA information.