
Program Memorandum Intermediaries/Carriers

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

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CHANGE REQUEST 2075

SUBJECT: Provider Education Training Activities to Implement Updates to the Ambulance Fee Schedule

This Program Memorandum (PM) notifies Medicare fiscal intermediaries (FIs) and carriers of training activities to support implementation of updates to the ambulance fee schedule. The final rule for the ambulance fee schedule was published in the **Federal Register** on Wednesday, February 27, 2002.

Training Manual

The train-the-trainer manual on the ambulance fee schedule has been revised to include updates to this new fee schedule. The revised manual can be found at www.hcfa.gov/medlearn/refamb.htm. Download the manual and begin taking steps to schedule training of ambulance suppliers and providers on the new updates to the fee schedule. One hardcopy of the training manual will be available to FIs and carriers by request at cbarton@cms.hhs.gov. You will be responsible for providing hard copies of the manual to ambulance suppliers and providers who request it.

Questions and Answers

Questions regarding education activities for the implementation of the updates to the ambulance fee schedule can be emailed to cbarton@cms.hhs.gov. Include the subject line, "Ambulance Fee Schedule Education Activities." Check www.hcfa.gov/medlearn/refamb.htm for frequently asked questions regarding the ambulance fee schedule.

Satellite/Television Broadcast

CMS will be having a satellite/digital television broadcast to provide information on important aspects of implementing the new updates. This broadcast will serve to assist contractors, suppliers, and providers with a more complete understanding of changes to the current payment system. Check the CMS Web site at www.hcfa.gov/medlearn/broadcst.htm for information on the broadcast.

Provider Training

Training of suppliers/providers should include but not be limited to:

- Providing face-to-face training where needed;
- Supplying copies of the training manual;
- Scheduling conference call meetings to discuss changes and concerns;
- Posting a link to the revised manual on your Web site;

- Notifying them through Web site, bulletins and listservs of training materials and other relevant information available;
- ? Informing them of the satellite broadcast; and
- ? Discussing updates at the quarterly PET meeting.

Use training activities that will allow your suppliers and providers to adequately prepare for implementation on April 1, 2002. Post the link to the revised manual to your local Web site no later than March 19, 2002. Encourage suppliers and providers to subscribe to the CMS ambulance listserv at www.hcfa.gov/medlearn/listserv.htm to obtain the latest information on the ambulance fee schedule. Also check this Web site for links to the final regulation for ambulance as well as links to program memoranda which will provide you with additional instructions for implementing any changes.

To further prepare suppliers and providers for implementation, provide information to your customer service representatives who deal with providers directly. Monitor the progress of your providers as they prepare for implementation, and address problems that may occur during the process. Report any significant problems to your regional office contact.

Partnership Activities

Work cooperatively with your Provider Education and Training Advisory Group and relevant State associations to coordinate training. In particular, ensure that your provider relations' staff, advisory committee staff, and State and local Medicaid organizations are aware of events as they unfold.

The *effective date* for this PM is March 15, 2002.

The *implementation date* for this PM is March 15, 2002.

These instructions should be implemented within your current operating budget.

This PM may be discarded after April 1, 2003.

If you have any questions, contact Cheryl Barton at (410) 786-1114.