

Program Memorandum Intermediaries/Carriers

Department of Health and
Human Services (DHHS)
HEALTH CARE FINANCING
ADMINISTRATION (HCFA)

Transmittal AB-00-133

Date: DECEMBER 28, 2000

CHANGE REQUEST 1428

SUBJECT: Coordination With Provider Education Program Safeguard Contractor

In March 2000 HCFA awarded a program safeguard contractor (PSC) provider education task order to Aspen Systems Corporation. This Program Memorandum (PM) informs you of the potential interaction you may have with Aspen, directly or through HCFA, and the processes you shall follow to ensure timely and efficient coordination. **There are no system changes included in this PM.**

Background

HCFA views provider education as an integral component of its overall strategy for stopping fraud and abuse in the Medicare program and reducing claims payment error rate. The provider education activities being performed by current intermediaries and carriers have had a positive impact on stopping fraud and abuse and reducing our fee-for-service payment error rate. Provider education is critical to meeting HCFA's commitment to paying claims right the first time.

The provider education PSC is currently performing a national needs assessment of Medicare Integrity Program educational needs of providers nationwide. Following this national baseline assessment, Aspen will develop a plan that details the MIP education and outreach program that builds on the work that HCFA and its intermediaries and carriers have previously completed in the area of provider education. The ultimate goal of this plan is to increase the number of claims submitted and paid correctly the first time.

Interview Process

Over the next few months, Aspen Systems Corporation will be contacting all Medicare intermediaries and carriers to request an interview with the head of the medical review unit, the director of provider education and/or other individual designated by the contractor as the person most knowledgeable about the contractor's provider education efforts. The purpose of these interviews is for Aspen to gain knowledge and understanding of current provider education efforts being conducted by Medicare contractors and what experiences individual contractors may have in this area. The interviews are being conducted for information gathering purposes only. The information provided by contractors will not be used in contractor evaluations or to precipitate investigations into specific contractors or contractor behavior. At the time of this initial contact, Aspen will request to speak with the Claims Director and the Provider Relations/Network Management Director at that time or to set up an appointment for another call at a later time. The interviews will be about 60 minutes in length, and will be conducted from December 26, 2000 to February 15, 2001. Aspen will use the information gained during these conversations to develop a national provider education strategy that builds upon the current work of HCFA contractors.

When contacted by Aspen, contractors shall take all necessary steps to ensure that appointments are scheduled and conducted in a timely manner. Aspen will provide the contractor with a list of questions in advance to facilitate a more efficient conversation and decrease the length of time needed for the interview.

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The *effective date* for this Program Memorandum (PM) is December 26, 2000.

The *implementation date* for this PM is December 26, 2000.

These instructions should be implemented within your current operating budget.

This PM may be discarded after December 26, 2001.

If you have any questions, contact Brenda Thew at (410) 786-4889.