CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-08 Medicare Program Integrity	Centers for Medicare & Medicaid Services (CMS)
Transmittal 550	Date: October 31, 2014
	Change Request 8964

SUBJECT: One on One Education

I. SUMMARY OF CHANGES: This Change Request (CR) provides a definition for One on One Education and deletes all Program Integrity Management Reports (PIMR) references and sections.

EFFECTIVE DATE: December 2, 2014
Unless otherwise specified, the effective date is the date of service.
IMPLEMENTATION DATE: December 2, 2014
Disclaimer for manual changes only: The revision date and transmittal number apply only to red italicized material. Any other material was previously published and remains unchanged. However, if this revision contains a table of contents, you will receive the new/revised information only, and not the entire table of contents.

II. CHANGES IN MANUAL INSTRUCTIONS: (N/A if manual is not updated)
R=REVISED, N=NEW, D=DELETED-*Only One Per Row.*

R/N/D	CHAPTER / SECTION / SUBSECTION / TITLE
D	7.2.8.12 /Comparison of Old and New PIMR Codes
D	7.2.8.13/ Coding T and F Codes

III. FUNDING:

For Medicare Administrative Contractors (MACs):

The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC statement of Work. The contractor is not obliged to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

IV. ATTACHMENTS:

Business Requirements
Manual Instruction

Attachment - Business Requirements

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I.   GENERAL INFORMATION

A.   Background: Contractors provide one on one education to providers/suppliers.

B.   Policy: This CR provides a definition for one on one education.

II.   BUSINESS REQUIREMENTS TABLE

"Shall" denotes a mandatory requirement, and "should" denotes an optional requirement.

Number	Requirement	Responsibility								
		A/B MAC			D M E MAC	Shared-System Maintainers				Other
		A	B	H H H		F I S S	M C S	V M S	C W F	
8964.1	Contractors shall use this definition when providing and reporting on one on one education.	X	X	X	X					

III.   PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility				
		A/B MAC			D M E MAC	C E D I
		A	B	H H H		
	None					

IV.   SUPPORTING INFORMATION

 Section A: Recommendations and supporting information associated with listed requirements: N/A

"Should" denotes a recommendation.

X-Ref Requirement Number	Recommendations or other supporting information:

Section B: All other recommendations and supporting information: N/A

V. CONTACTS

Pre-Implementation Contact(s): Andrea Glasgow, 410-786-4695 or andrea.glasgow@cms.hhs.gov

Post-Implementation Contact(s): Contact your Contracting Officer's Representative (COR).

VI. FUNDING

Section A: For Medicare Administrative Contractors (MACs):
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ATTACHMENTS: 0

Medicare Program Integrity Manual
Chapter 7 - MR Reports

Table of Contents
(Rev.550, Issued: 10-31-14)

Transmittals for Chapter 7

7.2.2.19-One on One Education
This applies to MAC and SMRC
(Rev. 550, Issued: 10-31-14, Effective" 12-02-14, Implementation: 12-02-14)

One-on-one education places emphasis on reducing the paid claims error rate by notifying, either in writing or orally, the individual billing entities (i.e., providers, suppliers, or ordering clinician) of review findings identified on specific claims or a group of claims reviewed on probe or targeted medical review or billing patterns identified by data analysis (e.g. CBRs, OIG reports, PEPPER/FATHOM, Recovery Auditors, CERT).

- *One-on-one education does not include:*
  - *Educational articles impacting nationwide issues*
  - *Responses to inquiries on claims that were not medically reviewed by MAC MR or SMRC*
  - *General training sessions*
  - *POE education activities*
  - *Speaking at society meetings*
  - *Writing articles in society newsletters regarding new or significantly revised LCDs.*