

September 1, 2006	8:00am-10:00am	NPI	RHHI	Anthem Health Plans of NH
September 1, 2006	2:00pm-4:00pm	Quality vs. Completeness Controlling Repeat/Elevated Calls	Part A	FCSO
September 1, 2006	8:00am-10:00am	CR Publication 100-09 Medicare Contractor Beneficiary Provider Communication Manual	Part B	BCBSKS
September 1, 2006	9:00am-11:00am	QA Issues FAQ's Customer Service Desk Procedures MCS Screens	Part B	Pinnacle Business Solutions, Inc.
September 1, 2006	8:00am - 10:00am	Global Surgery	Part B	TrailBlazer Health Enterprises-MD
September 1, 2006	8:00am - 10:00am	Website Navigation New Policies/Procedures	Part A	AdminaStar Federal
September 1, 2006	8:00am-9:00am	Ethics and Compliance	Part A	Empire
September 1, 2006	8:00am - 10:00am	Automatic Crossovers	Part B	FCSO
September 1, 2006	8:30am-2:00pm	Seminar for Medicare Providers (Virgin Islands)	Part A	COSVI
September 1, 2006	2:00pm-4:00pm	Bulletin Review	Part A	Palmetto GBA-NC
September 1, 2006	2:00pm-4:00pm	Review August Test October CRs Admin September Test	RHHI	Palmetto GBA
September 1, 2006	8:00am-10:00am	Job Aids FAQs Directing Monitoring Questions	Part B	Empire
September 1, 2006	2:00pm-4:00pm	Review July Test Review of August Advisory CRs Admin August Pre-Test	Part A RHHI	Palmetto-SC-SE/SW
September 1, 2006	9:00am - 11:00am	CMS FAQ	Part B	AdminaStar Federal
September 1, 2006	9:00am-11:00am	Policy Team Training	DME MAC	AdminaStar Federal
September 5, 2006	8:00am – 9:00am	CRs	Part A	BCBSMT
September 5, 2006	8:00am – 9:00am	CR 4403	Part B	BCBSMT
September 6, 2006	8:00am – 9:00am	Provider Customer Service Program	Part A	BCBSMT
September 6, 2006	8:00am – 9:00am	Team Building	Part B	BCBSMT
September 6, 2006	8:00am - 10:00am	JSM CR PAR Reason Code Training	Part A	Pinnacle Business Solutions, Inc.
September 6, 2006	8:00am – 9:00am	Inquiry Analysis	Part B	Highmark
September 7, 2006	2:00pm-4:00pm	COBC Crossover Process in HIMR CLIA	Part B	FCSO-CT
September 7, 2006	1:30pm-4:30pm	September 2006 Medicare Bulletin MCSDT Changes	Part B	CIGNA
September 7, 2006	1:30pm-3:30pm	Privacy Compliance	Part A	UGS

September 7, 2006	9:00am - 11:00am	Medicare Preventive Services Series: Part I Adult Immunizations	Railroad	Palmetto GBA
September 7, 2006	11:30am-1:30pm	Retention Assessment Overview of Mississippi Call Flows	Part B	Cahaba GBA-GA
September 7, 2006	8:00am-10:00am	Billing for screening and diagnostic mammograms OPPS/Non-OPPS Code Editor Interrupted Stay CAH	Part A	TriSpan
September 8, 2006	8:00am-10:00am	Interrupted Stays Reason Codes	RHHI	Anthem Health Plans of NH
September 8, 2006	8:00am - 10:00am	Rural Health Clinic	Part A	TrailBlazer Health Enterprises
September 8, 2006	8:00am - 10:00am	Global Surgery	Part B	TrailBlazer Health Enterprises-MD
September 8, 2006	8:00am-9:00am	Internal Controls	Part A	Empire
September 8, 2006	8:00am-10:00am	MSP	Part B	TrailBlazer Health Enterprises-TX
September 8, 2006	8:00am - 10:00am	Performing Adjustments to Unprocessable Claims	Part B	FCSO
September 8, 2006	2:00pm-4:00pm	FAQ Review Job Aid Review	Part A	Palmetto GBA-NC
September 8, 2006	8:00am - 12:00n	Call Center Issues POE Updates September Medicare Advisory Review	Part B	Palmetto GBA-OH/WV
September 8, 2006	8:00am-12:00n	September Medicare Advisory EDI 101 CR Review PCC	Part B	Palmetto GBA-SC
September 8, 2006	2:00pm-4:00pm	September Advisory CRs	RHHI	Palmetto GBA
September 8, 2006	2:00pm-4:00pm	CMS Job Aids Palmetto GBA FAQs & Job Aids	Part A RHHI	Palmetto-SC-SE/SW
September 8, 2006	9:00am - 11:00am	NPI	Part B	AdminaStar Federal
September 8, 2006	9:00am-11:00am	NPI Implementation Claim Filing Updates	DME MAC	AdminaStar Federal
September 8, 2006	2:00pm-4:00pm	CR Publication 100-09 Medicare Contractor Beneficiary Communication Manual	Part A	BCBSKS
September 11, 2006	8:00am – 9:00am	CSR Credibility	Part A	Highmark
September 11, 2006	8:00am-9:00am	Preventive Services Part I	Part A	Empire
September 12, 2006	8:00am – 9:00am	CRs	Part A	BCBSMT
September 12, 2006	9:00am - 11:00am	Provider News MCS Screens Customer Service Procedures	Part B	Pinnacle Business Solutions, Inc.
September 13, 2006	8:00am – 9:00am	MSP Transition	Part A	BCBSMT
September 13, 2006	8:00am – 9:00am	QCM Mock Call and Scoring	Part B	BCBSMT

September 13, 2006	8:00am - 10:00am	JSM CR PAR Provider News Training	Part A	Pinnacle Business Solutions, Inc.
September 13, 2006	8:00am – 9:00am	Highmark Medicare Services Website	Part B	Highmark
September 14, 2006	8:00am-12:00pm	DDR 5089 CMS Coaching Video	Part B	HealthNow
September 14, 2006	8:00am-10:00am	CMS Standardized Provider Inquiry Chart Revisions Desk Disclosure Reference Manual Revisions	Part B	WPS
September 14, 2006	1:30pm-4:30pm	September 2006 Medicare Bulletin MCSDT Changes	Part B	CIGNA
September 14, 2006	1:30pm-3:30pm	Disclosure Desk Reference for Providers	Part A	UGS
September 14, 2006	9:00am - 11:00am	Job Aids	Railroad	Palmetto GBA
September 14, 2006	11:30am-1:30pm	QCM	Part B	Cahaba GBA-GA
September 14, 2006	8:00am-10:00am	Billing for Screening and Diagnostic Mammograms OPPS/Non-OPPS Code Editor Interrupted Stay CAH	Part A	TriSpan
September 15, 2006	8:00am-10:00am	NPI	RHHI	Anthem Health Plans of NH
September 15, 2006	2:00pm-4:00pm	Privacy Act	Part A	FCSO
September 15, 2006	8:00am-10:00am	CR Publication 100-09 Medicare Contractor Beneficiary Provider Communication Manual	Part B	BCBSKS
September 15, 2006	8:00am-10:00am	Fee Schedules	Part B	TrailBlazer Health Enterprises-MD
September 15, 2006	8:00am - 10:00am	Transmittals SOP	Part A	AdminaStar Federal
September 15, 2006	8:00am-9:00am	Compliance Medicare News	Part A	Empire
September 15, 2006	8:00am-10:00am	HIGLAS	Part B	TrailBlazer Health Enterprises-TX
September 15, 2006	2:00pm-4:00pm	CR Direct Monitoring	Part A	Palmetto GBA-NC
September 15, 2006	9:00am - 11:00am	CMS FAQs CRs	RHHI	Palmetto GBA
September 15, 2006	8:00am-10:00am	Review Provider Inquiry Workflows and Procedures	Part B	Empire
September 15, 2006	2:00pm-4:00pm	Remote Monitoring Direct Monitoring	Part A RHHI	Palmetto-SC-SE/SW
September 15, 2006	9:00am - 11:00am	PCU Processes	Part B	AdminaStar Federal
September 15, 2006	9:00am-11:00am	QA	DME MAC	AdminaStar Federal
September 18, 2006	8:00am – 9:00am	CMS Job Aids	Part A	Highmark
September 18, 2006	8:00am-9:00am	MSP	Part A	Empire

September 19, 2006	8:00am – 9:00am	CR	Part A	BCBSMT
September 19, 2006	8:00am – 9:00am	CMS Job Aids Website	Part B	BCBSMT
September 19, 2006	9:00am - 11:00am	Transmittals MCS Screens JSMs FAQs QA Issues	Part B	Pinnacle Business Solutions, Inc.
September 20, 2006	8:00am – 9:00am	Disclosure Desk Reference for Providers	Part A	BCBSMT
September 20, 2006	8:00am – 9:00am	Carrier's Website on Ask A Question and Search Our Knowledge Base	Part B	BCBSMT
September 20, 2006	8:00am - 10:00am	JSM CR PAR Reason Code Training	Part A	Pinnacle Business Solutions, Inc.
September 20, 2006	8:00am – 9:00am	Researching Reference Materials	Part B	Highmark
September 21, 2006	2:00pm-4:00pm	Correct Coding Initiative PCM Process for CT	Part B	FCSO-CT
September 21, 2006	8:00am-10:00am	Part I-Review of CMS 2592-Report	Part B	WPS
September 21, 2006	1:30pm-4:30pm	Disclosure Desk Reference	Part B	CIGNA
September 21, 2006	1:30pm-3:30pm	CRs JSMs	Part A	UGS
September 21, 2006	9:00am - 11:00am	Web Navigation PALM Medicare Part B Coverage TBT,v6	Railroad	Palmetto GBA
September 21, 2006	11:30am-1:30pm	Immunization	Part B	Cahaba GBA-GA
September 21, 2006	8:00am-10:00am	Billing for screening and diagnostic mammograms OPPS/Non-OPPS Code Editor Interrupted Stay CAH	Part A	TriSpan
September 22, 2006	8:00am-10:00am	NPI	RHHI	Anthem Health Plans of NH
September 22, 2006	2:00pm-4:00pm	NPI Overview/Update	Part A	FCSO
September 22, 2006	8:00am - 10:00am	System Navigation	Part B	TrailBlazer Health Enterprises-MD
September 22, 2006	8:00am-9:00am	Operational Updates	Part A	Empire
September 22, 2006	8:00am-10:00am	1500 Claim Form Researching TBINFOPK	Part B	TrailBlazer Health Enterprises-TX
September 22, 2006	8:00am-10:00am	September Top Five Errors	Part B	FCSO
September 22, 2006	2:00pm-4:00pm	Medicare Jeopardy	Part A	Palmetto GBA-NC
September 22, 2006	8:00am - 12:00n	Job Aids PRRS CMS Website Navigation New Reporting for Inquiry Calls Direct Monitoring Report September Post Assessment	Part B	Palmetto GBA-OH/WV
September 22, 2006	8:00am - 1200n	PCC Update PRRS Claim Processing IOM 100-4	Part B	Palmetto GBA-SC

September 22, 2006	8:00am - 12:00n	Job Aids PRRS CMS Website Navigation Soft Skills Direct Monitoring Report August Post Assessment	Part B	Palmetto GBA-OH/WV
September 22, 2006	9:00am - 11:00am	Create Q&As for Prov Satisfaction Script Data Base CRs	RHHI	Palmetto GBA
September 22, 2006	8:00am-10:00am	DDR Review Process for Identifying Appeals Cases within NCPI	Part B	Empire
September 22, 2006	2:00pm-4:00pm	CRs Transmittals	Part A RHHI	Palmetto-SC-SE/SW
September 22, 2006	9:00am - 11:00am	Team Meeting	Part B	AdminaStar Federal
September 22, 2006	9:00am-11:00am	DME CMN DIFs	DME MAC	AdminaStar Federal
September 25, 2006	8:00am – 9:00am	CMS MLN Articles	Part A	Highmark
September 25, 2006	8:00am-9:00am	MSP Overview	Part A	Empire
September 26, 2006	8:00am – 9:00am	CR	Part A	BCBSMT
September 26, 2006	8:00am – 9:00am	CR 4300	Part B	BCBSMT
September 26, 2006	9:00am - 11:00am	Transmittals MCS Screens Claims Issues FAQs Customer Service Procedures	Part B	Pinnacle Business Solutions, Inc.
September 27, 2006	8:00am – 9:00am	Data Center Transition	Part A	BCBSMT
September 27, 2006	8:00am – 9:00am	CR 5047	Part B	BCBSMT
September 27, 2006	8:00am - 10:00am	October Release	Part A	Pinnacle Business Solutions, Inc.
September 27, 2006	8:00am – 9:00am	MCS October Release	Part B	Highmark
September 28, 2006	8:00am-10:00am	Part II-Review of CMS 2592- Report	Part B	WPS
September 28, 2006	1:30pm-4:30pm	Disclosure Desk Reference Manual	Part B	CIGNA
September 28, 2006	1:30pm-3:30pm	Locating and Search FAQs on CMs and UGS Websites	Part A	UGS
September 28, 2006	9:00am - 11:00am	CR CMS Calls Claim Filing Changes	Railroad	Palmetto GBA
September 28, 2006	11:30am-1:30pm	Direct Monitoring Report	Part B	Cahaba GBA-GA
September 28, 2006	8:00am-10:00am	Billing for screening and diagnostic mammograms OPPS/Non-OPPS Code Editor Interrupted Stay CAH	Part A	TriSpan
September 29, 2006	2:00pm-4:00pm	October 2006 Release Training	Part A	FCSO
September 29, 2006	8:00am-9:00am	Bulletin Quiz	Part A	Empire
September 29, 2006	8:00am-10:00am	October Quartely Release Disclosure Desk Reference	Part B	TrailBlazer Health Enterprises-TX

September 29, 2006	8:00am - 10:00am	October 1st 2006 Quarterly Update	Part B	FCSO
September 29, 2006	8:00am-10:00am	Quarterly Release Training	Part B	Empire
September 29, 2006	9:00am-11:00am	NPI Medical Policy	DME MAC	AdminaStar Federal

**Blue - Training
more than 4
hours**

**Red-Closed for
the
day/week/month**

Noridian Services Part A
Will not be doing staff
training for the month of
September.

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Contractors

Training

August Post Assessment	Palmetto GBA-OH/WV Part B
Automatic Crossovers	FCSO Part B
Billing	TriSpan Part A
Bulletins/Newsletters	CIGNA Part B Empire Part A Palmetto-NC Part A
CAH	TriSpan Part A
Call Center Issues/ Workload	Palmetto GBA-OH/WV Part B
Claims	AdminaStar Federal DME MAC FCSO Part B Palmetto GBA-SC Part B Pinnacle Business Solutions, Inc Part B
CMN	AdminaStar Federal DME MAC
CMS Coaching Video	HealthNow Part B
CMS Standardized Provider Inquiry Chart Revisions	WPS Part B
Compliance	AdminaStar Federal Part A
Controlling Repeat/Elevated Calls	FCSO Part A
Correct Coding Initiative	FCSO-CT Part B
Coverage TBT,v6	Palmetto GBA Railroad
CRs	BCBSKS Part A BCBSKS Part B BCBSMT Part A BCBSMT Part A BCBSMT Part A Cahaba GBA RHHI Palmetto GBA -NC Part A Palmetto GBA Railroad Palmetto GBA RHHI Palmetto GBA-SC Part B Palmetto-SC-SE/SW Part A/RHHI Pinnacle Business Solutions, Inc. Part A UGS Part A

Contractors	Training
Create Q&A for Prov Satisfaction Script Data Base	Palmetto GBA RHHI
Customer Service Desk	Pinnacle Business Solutions, Inc. Part B
Customer Service Procedures	Pinnacle Business Solutions, Inc. Part B
Data Center Transition	BCBSMT Part A
DIFs	AdminaStar Federal DME MAC
Direct/Remote Call Monitoring	Cahaba GBA-GA Part B Palmetto GBA-NC Part A Palmetto GBA-OH/WV Part B Palmetto-SC-SE/SW Part A/RHHI
Disclosure Desk Reference	BCBSMT Part A CIGNA Part B TrailBlazer Health Enterprises-TX Part B UGS Part A Empire Part B HealthNow Part B
DME	AdminaStar Federal DME MAC
EDI	Palmetto GBA-SC Part B
Editor	TriSpan
Ethics and Compliance	Empire Part A
FAQs	Palmetto-NC Part A Palmetto-SC-SE/SW Part A/RHHI Pinnacle Business Solutions, Inc. Part B UGS Part A
Fee Schedule	TrailBlazer Health Enterprises-MD Part B
Forms	TrailBlazer Health Enterprises-TX Part B
Global Surgery	TrailBlazer Health Enterprises-MD Part B
HIGLAS	TrailBlazer Health Enterprises-TX Part B

Contractors	Training
Immunization	Cahaba GBA -GA Part B Palmetto GBA Railroad
Implementation	AdminaStar Federal DME MAC
Internal Controls	Empire Part A
Interrupted Stays	Anthem Health Plans of NH RHHI TriSpan Part A
IOM	Palmetto GBA-SC Part B
Job Aids	BCBSMT Part A Empire Part B Highmark Part A Palmetto GBA OH/WV Part B Palmetto GBA Railroad Palmetto GBA-NC Part A Palmetto-SC-SE/SW Part A/RHHI
JSM	Pinnacle Business Solutions, Inc. Part A Pinnacle Business Solutions, Inc. Part B UGS Part A
Manuals	BCBSKS Part A BCBSKS Part B WPS Part B
MCSDT	CIGNA Part B
MCS Screen	Pinnacle Business Solutions, Inc. Part B
Medical Policy	AdminaStar Federal DME MAC
Medicare Advisory	Palmetto GBA-OH/WV Part B Palmetto GBA-SC Part B Palmetto GBA RHHI
Medicare Contractor Beneficiary	BCBSKS Part A BCBSKS Part B
Medicare Jeopardy	Palmetto-NC Part A
MLN Matters Articles	Highmark Part A
MSP	BCBSMT Part A Empire Part A TrailBlazer Health Enterprises-TX Part B
New Policies/Procedures	AdminaStar Federal Part A

Contractors

Training

New Reporting for Inquiry Calls	Palmetto GBA-OH/WV Part B
NPI	AdminaStar Federal DME MAC AdminaStar Federal Part B Anthem Health Plans of NH RHHI FCSO Part A
October Release	FCSO Part A Highmark Part B Pinnacle Business Solutions, Inc. Part A
Operational Updates	Empire Part A
OPPS	TriSpan Part A
Overview of Mississippi Call Flow	Cahaba GBA-GA Part B
PALM Medicare Part B	Palmetto GBA Railroad
PAR	Pinnacle Business Solutions, Inc. Part A
PCC	Palmetto GBA-SC Part B
PCM Process for CT	FCSO-CT Part B
PCU	AdminaStar Federal Part B
POE	Palmetto GBA-OH/WV Part B
Preventive Services	Empire Part A
Privacy Act	FCSO Part A
Provider Inquiry Workflows and Procedures	Empire Part B Pinnacle Business Solutions, Inc. Part B
PRRS	Palmetto GBA-OH/WV Part B Palmetto GBA-SC Part B
Publications	BCBSKS Part A BCBSKS Part B
QA	AdminaStar Federal DME MAC Pinnacle Business Solutions, Inc. Part B

Contractors	Training
QCM	BCBSMT Part B Cahaba GBA-GA Part B
Quality vs. Completeness	FCSO Part A
Quarterly Updates	Empire Part B FCSO Part B TrailBlazer Health Enterprises-TX Part B
Reason Codes	Anthem Health Plans of NH RHHI
Research	Highmark Part B
Retention	Cahaba GBA-GA Part B
Review of CMS Reports	WPS Part B
Review Process for Identifying Appeals Cases within NCPI	Empire Part B
Rural Health Clinic	TrailBlazer Health Enterprises Part A
Seminar for Medicare Providers September Post Assessment	COSVI Part A Palmetto GBA-OH/WV Part B
Soft Skills	Palmetto GBA-OH/WV Part B
SOP	AdminaStar Federal Part A
System Navigation	TrailBlazer Health Enterprises-Mad Part B
TBINFOPK	TrailBlazer Health Enterprises-TX Part B
Team Training/Meeting/Building	AdminaStar Federal Part B
Top Five Errors for September	FCSO Part B
Transmittals	AdminaStar Federal Part A Palmetto-SC-SE/SW Part A/RHHI Pinnacle Business Solutions, Inc. Part B Pinnacle Business Solutions, Inc. Part B
Web Navigation	AdminaStar Federal Part A Palmetto GBA Railroad

Contractors

Training

Website

Palmetto GBA-OH/WV Part B

BCBSMT Part B

Highmark Part B