

August 1, 2007	8:00am-9:30am	POE Top 10 Reason for Rejections	Part B	Highmark	Jane Whitman Deitch 717.302.5560
August 2, 2007	11:30am-1:30pm	Clerical Reopenings	Part B	Cahaba GBA-GA	Joyce Barbell 912.921.3048
August 2, 2007	10:30am-12:30pm	Clerical Reopenings	Part A/B	Cahaba GBA-AL	John Barth 205.220.1622
August 2, 2007	10:00am-12:00pm	Internet Tools for CSRs	Part A	COSVI	Maria Lanzot 787.758.9733 ext 2543
August 3, 2007	2:30pm-4:30pm (OH) 1:30pm- 3:30pm (WI) 8:00am-9:00am (NY) 8:00am-10:00am (NH)	IVR Review PIMS (OH, NH) MLN (NY) HICNS (NY) Issues per call (NY) Direct Monitoring (NY)	Part A	NGS	Cindy O'Brien 502.423.2198
August 3, 2007	9:00am-11:00am (IN) 8:00am-10:00am (NY)	MLN Review CR JSM MSP (NY only)	Part B	NGS	Cindy O'Brien 502.423.2198
August 3, 2007	9:00am-11:00am	MLN Review VANS Screen Review	Jurisdiction B DME MAC	NGS	Cindy O'Brien 502.423.2198
August 3, 2007	8:00am - 10:00am	MLN Matters Review VANS Screen review	DME MAC-Jurisdiction A	NHIC	
August 3, 2007	2:00pm-4:00pm	CRs Hot Topics FAQs	RHHI/ Part A	Palmetto GBA	Ed Stepro 803.763.5562
August 3, 2007	8:00am-4:30pm	PCC POE Medicare Advisory PRRS CR Reviews Claims Processing Updates	Part B	Palmetto GBA-SC	Tonja Ramsey 614.473.6559
August 3, 2007	8:00am-4:30pm	Direct Monitoring Advisory Review Back to the Basics NPI	Part B	Palmetto GBA-Ohio/West Virginia	Tonja Ramsey 614.473.6559
August 3, 2007	8:45am-10:45am	Provider News CRs JSMs FAQs NPI	Part B (Louisiana, Arkansas, Missouri, Oklah oma, New Mexico and Rhode Island)	Pinnacle Business Solutions, Inc.	Shelley Cunningham 501.210.9212
August 3, 2007	8:00am-10:00am	IVR Training (new features and enhancements to the Florida Part B call center )	Part A	FCSO-FL	Cesar Hernandez 904.791.6353

August 3, 2007	8:00am-10:00am	IVR Training (new features and enhancements to the Florida Part B call center )	Part B	FCSO-FL	Susannah Keener 904.791.0996
August 3, 2007	8:00am - 10:00am	ESRD	Part A	TrailBlazer Health Enterprises	Lee Condron 903.463.0775
August 3, 2007	2:00pm-4:00pm CST 1:00pm-3:00pm MT 12:00pm-2:00pm PST	Soft Skills	Part A	Noridian Administrative Services	Sonja Nyhof 701.282.1573
August 3, 2007	8:00am-10:00am	Publication 100-09 CRs Medicare Contractor Beneficiary and Provider Communication Manuals	Part B	Wheatlands (BCBSKS)	Susannah Schmitz 785.291.4080
August 6, 2007	8:00am-9:00am	CMS Medicare Fraud and Abuse Web Based Training	Part A	Highmark	Teresa Strittmatter 717.302.5943
August 8, 2007	8:00am - 10:00am	CR JSMs PAR	Part A-AR/RI	Pinnacle Business Solutions, Inc.	Shelley Cunningham 501.210.9212
August 8, 2007	8:00am – 9:30am	Reason Codes CCC Issues	Part B	Highmark	Jane Whitman Deitch 717.302.5560
August 9, 2007	1:30pm-3:30pm	Review Current Issue of Newline IOM QCM	RHHI	Cahaba GBA-Des Moines	
August 9, 2007	2:00pm-4:00pm	Reason Codes	Part B	FCSO-CT	Jennifer Barilla 203.634.5442
August 9, 2007	11:30am-1:30pm	Enterprise Call Center Handling Difficult Callers	Part B	Cahaba GBA-GA	Joyce Barbell 912.921.3048
August 9, 2007	10:30am-12:30pm	Enterprise Call Center Handling Difficult Callers	Part A/B	Cahaba GBA-AL	John Barth 205.220.1622
August 9, 2007	10:00am-12:00pm	Internet Tools for CSRs	Part A	COSVI	Maria Lanzot 787.758.9733 ext 2543
August 10, 2007	8:00am-12:00n	Adjustments Adjustments Edits Adjustments Suspense	Part A	Triple-S	Magdy Melendez 787.749.4077
August 10, 2007	2:30pm-4:30pm (OH) 1:30pm- 3:30pm (WI) 8:00am-9:00am (NY) 8:00am-10:00am (NH)	System Manual Review POE Mock (NY) MLN (NH,OH,WI) HICNs (NH,OH,WI) Issues per Call (NH,OH,WI) Direct Monitoring (NH,OH,WI)	Part A	NGS	Cindy O'Brien 502.423.2198

August 10, 2007	9:00am-11:00am (IN) 8:00am-10:00am (NY)	IVR Review General Reminders No Training (NY)	Part B	NGS	Cindy O'Brien 502.423.2198
August 10, 2007	9:00am-11:00am	IVR	Jurisdiction B DME MAC	NGS	Cindy O'Brien 502.423.2198
August 10, 2007	8:00am - 10:00am	IVR Review	DME MAC-Jurisdiction A	NHIC	
August 10, 2007	2:00pm-4:00pm	CR Hot Topics FAQs	RHHI/ Part A	Palmetto GBA	Ed Stepro 803.763.5562
August 10, 2007	8:00am - 10:00am	How to add a comment to a CCN	Part B	FCSO-FL	Susannah Keener 904.791.0996
August 10, 2007	3:00pm-5:00pm	Customer Skills Refreshers	Part B Pre-MAC J3 Part B MAC CAP	Noridian Administrative Services	Deb Bejarno 515.974.3612
August 10, 2007	2:00pm-4:00pm CST 1:00pm-3:00pm MT 12:00pm-2:00pm PST	SNF	Part A	Noridian Administrative Services	
August 10, 2007	2:00pm-4:00pm	FISS Reason Codes 1000-19999, 30000-39999	Part A	FCSO-FL	JoAnne Kacena 904.791.0224
August 10, 2007	2:00pm-4:00pm	CR Publication 100-9 Medicare Contractor Beneficiary and Provider Communication Manual	Part A	Wheatlands (BCBSKS)	Susannah Schmitz 785.291.4080
August 13, 2007	8:00am-9:00am	Quality	Part A	Highmark	Teresa Strittmatter 717.302.5943
August 15, 2007	8:00am - 10:00am	JSM CRs PAR	Part A-AR/RI	Pinnacle Business Solutions, Inc.	Shelley Cunningham 501.210.9212
August 15, 2007	8:00am – 9:30am	MLN Articles MLN Products	Part B	Highmark	Jane Whitman Deitch 717.302.5560
August 16, 2007	2:00pm-4:00pm	Ambulance	Part B	TrailBlazer Health Enterprises-TX	Gary Warczak 903.463.0645
August 16, 2007	9:00am-11:00am	Web Navigation	RRB	Palmetto-GA	Sylvia Hammock 706.855.3229
August 16, 2007	11:30am-1:30pm	Provider Enrollment	Part B	Cahaba GBA-GA	Joyce Barbell 912.921.3048
August 16, 2007	10:30am-12:30pm	Provider Enrollment	Part A/B	Cahaba GBA-AL	John Barth 205.220.1622

August 17, 2007	2:30pm-4:30pm (OH) 1:30pm- 3:30pm (WI) 8:00am-9:00am (NY) 8:00am-10:00am (NH)	CRs JSMs POE Mock (NY)	Part A	NGS	Cindy O'Brien 502.423.2198
August 17, 2007	9:00am-11:00am (IN) 8:00am-10:00am (NY)	Claims Research No Training (NY)	Part B	NGS	Cindy O'Brien 502.423.2198
August 17, 2007	9:00am-11:00am	CR JSM	Jurisdiction B DME MAC	NGS	Cindy O'Brien 502.423.2198
August 17, 2007	8:00am - 10:00am	CR JSM	DME MAC-Jurisdiction A	NHIC	
August 17, 2007	2:00pm-4:00pm	CR Hot Topics FAQs	RHHI/ Part A	Palmetto GBA	Ed Stepro 803.763.5562
August 17, 2007	8:00am-4:30pm	PCC POE Medicare Review Back to Basics	Part B	Palmetto GBA-SC	Tonja Ramsey 614.473.6559
August 17, 2007	8:00am-4:30pm	PRRS Job Aids Back to the Basics POE	Part B	Palmetto GBA-Ohio/West Virginia	Tonja Ramsey 614.473.6559
August 17, 2007	8:45am-10:45am	Customer Service MCSDT PQRI NPI	Part B (Louisiana, Arkansas, Missouri, Oklah oma, New Mexico and Rhode Island)	Pinnacle Business Solutions, Inc.	Shelley Cunningham 501.210.9212
August 17, 2007	8:00am - 10:00am	ESRD	Part A	TrailBlazer Health Enterprises	Lee Condron 903.463.0775
August 17, 2007	3:00pm-5:00pm	Surgery and Global Bundling	Part B Pre-MAC J3 Part B MAC CAP	Noridian Administrative Services	Deb Bejarno 515.974.3612
August 17, 2007	2:00pm-4:00pm	Skilled Nursing Facility Consolidated Billing WBT	Part A	FCSO-FL	JoAnne Kacena 904.791.0224
August 17, 2007	8:00am-10:00am	Publication 100-09 CRs Medicare Contractor Beneficiary and Provider Communication Manuals	Part B	Wheatlands (BCBSKS)	Susannah Schmitz 785.291.4080
August 20, 2007	8:00am-9:00am	Job Aids MLN Articles	Part A	Highmark	Teresa Strittmatter 717.302.5943
August 22, 2007	8:00am - 10:00am	JSM CRs PAR	Part A-AR/RI	Pinnacle Business Solutions, Inc.	Shelley Cunningham 501.210.9212

August 22, 2007	8:00am – 9:30am	FAQs CCC Issues	Part B	Highmark	Jane Whitman Deitch 717.302.5560
August 23, 2007	2:00pm-4:00pm	Overpayments FCNs	Part B	TrailBlazer Health Enterprises-TX	Gary Warczak 903.463.0645
August 23, 2007	2:00pm-4:00pm	Correct Coding	Part B	FCSO-CT	Jennifer Barilla 203.634.5442
August 23, 2007	9:00am-11:00am	CRs QWIs	RRB	Palmetto-GA	Sylvia Hammock 706.855.3229
August 23, 2007	11:30am-1:30pm	QCM	Part B	Cahaba GBA-GA	Joyce Barbell 912.921.3048
August 23, 2007	10:30am-12:30pm	QCM	Part A/B	Cahaba GBA-AL	John Barth 205.220.1622
August 24, 2007	2:30pm-4:30pm (OH) 1:30pm- 3:30pm (WI) 8:00am-9:00am (NY) 8:00am-10:00am (NH)	OMNIP	Part A	NGS	Cindy O'Brien 502.423.2198
August 24, 2007	9:00am-11:00am (IN) 8:00am-10:00am (NY)	MSP No Training (NY)	Part B	NGS	Cindy O'Brien 502.423.2198
August 24, 2007	9:00am-11:00am	General Reminders	Jurisdiction B DME MAC	NGS	Cindy O'Brien 502.423.2198
August 24, 2007	8:00am - 10:00am	General Reminders	DME MAC-Jurisdiction A	NHIC	
August 24, 2007	2:00pm-4:00pm	CR Hot Topics FAQs	RHHI & SC/NC Part A	Palmetto GBA	Ed Stepro 803.763.5562
August 24, 2007	8:45am-10:45am	QA FAQs	Part B (Louisiana, Arkansas, Missouri, Oklah oma, New Mexico and Rhode Island)	Pinnacle Business Solutions, Inc.	Shelley Cunningham 501.210.9212
August 24, 2007	8:00am - 10:00am	Medicare B Updates	Part B	FCSO-FL	Susannah Keener 904.791.0996
August 24, 2007	8:00am - 10:00am	QCM	Part A	TrailBlazer Health Enterprises	Lee Condron 903.463.0775
August 24, 2007	3:00pm-5:00pm	MSP	Part B Pre-MAC J3 Part B MAC CAP	Noridian Administrative Services	Deb Bejarno 515.974.3612
August 24, 2007	2:00pm-4:00pm CST 1:00pm-3:00pm MT 12:00pm-2:00pm PST	Injections Self Administered Drug Flu Roster Billing	Part A	Noridian Administrative Services	Sonja Nyhof 701.282.1573

August 24, 2007	2:00pm-4:00pm	Resource Utilization Group	Part A	FCSO-FL	JoAnne Kacena 904.791.0224
August 24, 2007	2:00pm-4:00pm	CR Publication 100-9 Medicare Contractor Beneficiary Provider Communication Manual	Part A	Wheatlands (BCBSKS)	Susannah Schmitz 785.291.4080
August 27, 2007	8:00am-9:00am	Blood Billing	Part A	Highmark	Teresa Strittmatter 717.302.5943
August 29, 2007	8:00am - 10:00am	JSM CRs PAR	Part A-AR/RI	Pinnacle Business Solutions, Inc.	Shelley Cunningham 501.210.9212
August 29, 2007	8:45am-10:45am	Current Issues FAQs CRs	Part B (Louisiana, Arkansas, Missouri, Oklah oma, New Mexico and Rhode Island)	Pinnacle Business Solutions, Inc.	Shelley Cunningham 501.210.9212
August 29, 2007	8:00am-9:30am	Hot Topics	Part B	Highmark	Jane Whitman Deitch 717.302.5560
August 30, 2007	2:00pm-4:00pm	HIGLAS	Part B	TrailBlazer Health Enterprises-TX	Gary Warczak 903.463.0645
August 31, 2007	8:00am-12:00n	Monthly Direct Monitoring	Part A	Triple-S	Magdy Melendez 787.749.4077
August 31, 2007	8:00am-10:00am	August Top Five Errors Common Claims Denials	Part B	FCSO-FL	Susannah Keener 904.791.0996
August 31, 2007	ALL DAY	Dark Day-Special Permission from CMS .	Part A	Riverbend	Debbie Rowe 423.5356235

Shelley  
Cunningham  
501.210.9212

Adjustments	Triple-S Part A
Advisories	Palmetto GBA-OH/WV Part B
Ambulance	TrailBlazer Health Enterprises-TX Part B
Back to the Basics	Palmetto GBA-OH/WV Part B Palmetto GBA-SC Part B
Billing	FCSO-FL Part A Highmark Part A Noridian Administrative Services Part A
Bundling	Noridian Administrative Services Part B
CCC Issues	Highmark Part B
CCN	FCSO-FL Part B
Claims	FCSO-FL Part B NGS Part B Palmetto-SC Part B
Correct Coding	FCSO-CT Part B
CRs	NGS DME MAC Jurisdiction B NGS Part B NHIC DME MAC Jurisdiction A Palmetto GBA RHHI/Part A Palmetto GBA-SC Part B Palmetto-GA RRB Pinnacle Business Solutions, Inc. Part B Pinnacle Business Solutions, Inc. Part A-AR/RI-AR/RI Wheatlands (BCBSKS) Part A Wheatlands (BCBSKS) Part B
Current Issues	Pinnacle Business Solutions, Inc. Part B
Customer Service Essentials/Procedures	Pinnacle Business Solutions, Inc. Part B
Customer Skills	Noridian Administrative Services Part B J3 Part B MAC CAP
Direct/Remote Monitoring	NGS Part A Palmetto GBA-OH/WV Part B Triple-S Part A
Enterprise Call Center	Cahaba GBA-AL Part A/B Cahaba GBA-GA Part B

ESRD	TrailBlazer Health Enterprises Part A
FAQs	Palmetto GBA RHHI/Part A Pinnacle Business Solutions, Inc. Part B TrailBlazer Health Enterprises Part A
FCN	TrailBlazer Health Enterprises-TX Part B
FISS	FCSO-FL Part A
Fraud/Abuse	Highmark Part A
Handling Difficult Callers	Cahaba GBA-AL Part A/B Cahaba GBA-GA Part B
HICNS	NGS Part A
HIGLAS	TrailBlazer Health Enterprises-TX Part B
Hot Topics	Highmark Part B Palmetto GBA RHHI/Part A
IOM	Cahaba GBA-Des Moines RHHI
Injections	Noridian Administrative Services Part A
Internet Tools/Research Tips/ Review	COSVI Part A
Issues per call	NGS Part A
IVR	FCSO-FL Part B NGS Part A
Job Aids	Highmark Part A Palmetto GBA-Ohio/West Virginia Part B
JSM	NGS DME MAC Jurisdiction B NGS Part B NHIC DME MAC Jurisdiction A Pinnacle Business Solutions, Inc. Part B Pinnacle Business Solutions, Inc. Part A-AR/RI
Manuals/ Reference Guides	NGS Part A Wheatlands (BCBSKS) Part A Wheatlands (BCBSKS) Part B
MCSDT	Pinnacle Business Solutions, Inc. Part B

Medicare Part B	FCSO-FL Part B
Medicare Review	Palmetto GBA-SC Part B
MLN Matters Articles	Highmark Part A Highmark Part B NGS DME MAC Jurisdiction B NGS Part A NGS Part B NHIC DME MAC Jurisdiction A
MLN Products	Highmark Part B
MSP	NGS Part B Noridian Administrative Services Part B
Navigation	Palmetto-GA RRB
Newsline	Cahaba GBA-Des Moines RHHI
NPI	Palmetto GBA-OH/WV Part B Pinnacle Business Solutions, Inc. Part B
OMNIP	NGS Part A
Overpayments	TrailBlazer Health Enterprises-TX Part B
PAR	Pinnacle Business Solutions, Inc. Part A-AR/RI
PCC	Palmetto-SC Part B
PIMS	NGS Part A
POE	Highmark Part B NGS Part A Palmetto GBA-OH/WV Part B Palmetto-SC Part B
Provider Enrollment	Cahaba GBA-AL Part A/B Cahaba GBA-GA Part B
PQRI	Pinnacle Business Solutions, Inc. Part B
Provider News	Pinnacle Business Solutions, Inc. Part B
PRRS	Palmetto GBA -Ohio/West Virginia Part B Palmetto-SC Part B
Publication 100-09	Wheatlands (BCBSKS) Part A Wheatlands (BCBSKS) Part B

QA	Pinnacle Business Solutions, Inc. Part B
QCM	Cahaba GBA-Des Moines RHHI Cahaba-AL Part A/B Cahaba-GA Part B TrailBlazer Health Enterprises Part A
Quality	Highmark Part A
QWI	Palmetto-GA RRB
Reason Codes	FCSO-CT Part B FCSO-FL Part A Highmark Part B
Rejections	Highmark Part B
Reopenings	Cahaba-AL Part A/B Cahaba-GA Part B
Resource Utilization Group	FCSO-FL Part A
Self Administered Drug	Noridian Administrative Services Part A
SNF	Noridian Administrative Services Part A
Soft Skills	Noridian Administrative Services Part A
Stress Management	Riverbend GBA Part A
Top Five Errors	FCSO-FL Part B
VANS Screen	NGS DME MAC Jurisdiction B NHIC DME MAC Jurisdiction A
Web Based Training/ Internet Review/Website	FCSO-FL Part A

Contractors that did not submit:

BCBS-GA not closing for training.  
Email received by Tina Moss

Chisholm-not closing for training  
Email Received by Nancy Schlegel

CIGNA -NC will not be closed for training in August. The Training Department is involved in a Training Project to improve our existing program so we may better serve our Customers.

CIGNA- TN/ID will not be closed for training in August. The Training Department is involved in a Training Project to improve our existing program so we may better serve our Customers.

Empire Harrisburg Part B- have not received any communication as 8/1/2007.

GHI Part B-have not received any communication as 8/1/2007.

TrailBlazer MD-have not received any communication as 8/1/2007.

NHIC -not a participating contractor

Mutual-not a participating contractor

WPS' Provider Customer Service Contact Center will remain open during the training sessions scheduled for the month of August. These sessions will take place in smaller groups and the trainings will be staggered to allow us to remain fully operational. The topics for the training sessions schedule in August are as follows:  
CLIA/POS Training  
Hot Topics - Customer Service Refresher Training

Palmetto GC office is closed.  
All training information will be  
from the SC office as it  
pertains to RHHI.