







<b>Topics</b>	<b>Contractors</b>
4th Quarter 2005 Update	FCSO FL
Ambulance	Riverbend Noridian Pt A
Appeals Training	CIGNA, Highpoint
APPL screens	ASF, DMERC
ASF Website	ASF, Pt A
BBS	Palmetto-Gulf Coast RHHI
BPRs	Anthem NH
Bulletin \ Newsletters	Empire Pt A Anthem NH Cahaba- De Moines Cahaba, MS CIGNA, Highpoint
Call flow	ASF, DMERC
CERT	Cahaba, MS Noridian
CCI	BCBSMT
Closing and commenting CCN's	FCSO FL
CMS Updates	CIGNA
CMS Website Navigation Refresher	Noridian Cahaba, MS
Compliance	ASF, Pt A
CRs (Change Requests)	BCBSMT Cahaba, GA Pt B Anthem NH Cahaba, GA Pt B Cahaba, MS BCBS AK (RI Part A/B) Cahaba - De Moines BCBS AK (Louisiana)
CWF Discrepancies	Cahaba-De Moines
Daily Proficiency Questions	BCBSMT
Diversity	ASF, Pt A
DRG	Riverbend
EDI Issues	Palmetto-Gulf Coast RHHI
Expedited Review	Empire Pt A ASF, Pt A
External Affairs	ASF, DMERC
Fraud Training	BCBSMT

Global Surgery	BCBSMT
GP Net	Palmetto-Gulf Coast RHHI
Handling Difficult Callers Handling Irate Callers	Cahaba, GA Pt B ASF, Pt B
Home Health	Palmetto-Gulf Coast RHHI Cahaba, MS
Hospice	Palmetto-Gulf Coast RHHI Cahaba, MS
How to use websites	Anthem NH
HPSA	CIGNA, Highpoint
IOM	Veritus
IP Rehab	BCBSAK Pt A
IR Screen	Cahaba, MS
IVR Training	Highmark
Job Aids Training	Highmark Cahaba, GA Pt B
Lab Paneling	TrailBlazer TX Pt B
Loading calls	ASF, DMERC
Logging calls	Empire Pt A CIGNA
Maryland Waiver	Veritus
MCS	ASF, Pt B Cigna B Highpoint CIGNA
MedLearn Matters Training	Highmark Cahaba, GA Pt B
Miscellaneous Categories	BCBSMT
MSP	Noridian, Pt A BCBSAK (Louisiana) TrailBlazer TX Part B Empire Pt A
Modifiers	BCBSMT
Multiple Surgery Pricing	TrailBlazer TX Pt B
NPI	Cahaba, GA Pt B
Occupational/ Physical/ Speech Therapy	Riverbend
Oct Newsline October Provider Newsletter	Cahaba - De Moines Cahaba, MS Empire Pt A BCBSAK (Louisiana)
October Quarterly Release	FCSO FL
Operational Updates	Empire Pt A

OPPS	Riverbend
Overpayment Reporting	Cahaba- Des Moines
PARTS Database	Empire Pt A
Post-Test	Anthem NH
PPS Payment	Riverbend
PSA	CIGNA, Highpoint
Pre-test	Anthem NH
Privacy Act/Disclosure Reference	ASF, Pt B ASF, DMERC Veritus TrailBlazer TX Pt B Cahaba- De Moines
QCM	Cahaba, MS BCBSMT BCBSMT ASF, Pt B ASF, Pt A ASF, DMERC TrailBlazer TX Pt A TrailBlazer TX Pt A Trailblazer A TrailBlazer TX Pt A BCBS AK (RI Part A/B) BCBS AK (RI Part A/B) CIGNA Cahaba - De Moines BCBSAK (Louisiana)
Refresher Training	ASF, DMERC
Reimbursement Issues	Palmetto-Gulf Coast RHHI
Reporting Fraud	Cahaba - De Moines
Research Skills	Empire Pt A
Retention Assessment	Cahaba, GA Pt B
RUGS Training	Riverbend
Rural Health Providers	Anthem NH
RX Drug Benefit	Cahaba, GA Pt B
Septembers Top Five Errors	FCSO FL
Skilled Nursing Facility	BCBSAK Pt A Noridian, Pt A Noridian, Pt A Riverbend
Soft Skills Training	ASF, DMERC CIGNA
Team Building	ASF, DMERC
Timely Filing Guidelines	Cahaba-De Moines
Transmittals SOP	ASF, Pt A
Website notices	Empire Pt A