

Centers for Medicare & Medicaid Services
Special Open Door Forum:
Medicare Durable Medical Equipment, Prosthetics, Orthotics, and Supplies
Competitive Bidding Program Bidders' Conference - How to Register to Access the
Bidding System

Wednesday, August 19, 2009
2:00 pm-3:00 pm Eastern Time
Conference Call Only

Please join us for the first in a series of eight Special Open Door Forum (ODF) bidders' conferences for the Round 1 Rebid of the Medicare durable medical equipment, prosthetics, orthotics, and supplies (DMEPOS) competitive bidding program. At this Special ODF, we will provide an overview of what to expect during the bidder education period and provide suppliers with a step-by-step explanation of the registration process. In addition, we will identify common registration issues from the original Round 1 of the DMEPOS competitive bidding program and discuss refinements to the bidding system.

Reminder: It's important for suppliers to register early to avoid delays in accessing the online bidding system when bidding opens.

Background:

The Medicare DMEPOS competitive bidding program was established by Congress in the Medicare Prescription Drug, Improvement, and Modernization Act of 2003 and later amended by the Medicare Improvements for Patients and Providers Act of 2008. These statutes require the implementation of a competitive bidding program that replaces Medicare's current fee schedule methodology for determining payment rates for certain DMEPOS items in competitive bidding areas (CBAs). These payment rates for DMEPOS competitively bid items are determined by using bids submitted by DMEPOS suppliers.

On August 3, 2009, the Centers for Medicare & Medicaid Service (CMS) issued the bidding timeline for the Round 1 Rebid of the DMEPOS competitive bidding program and initiated a comprehensive bidder education campaign. CMS' Competitive Bidding Implementation Contractor (CBIC) will be the focal point for bidder education. The CBIC's dedicated website, <http://www.dmecompetitivebid.com>, will include a comprehensive array of important information for suppliers, including bidding rules, user guides, frequently asked questions, policy fact sheets, checklists, and bidding information charts. The CBIC toll-free help desk, 1-877-577-5331, is now open to help bidders with all of their questions and concerns. All suppliers interested in bidding are urged to sign up for E-mail Updates on the home page of the CBIC website.

We look forward to your participation.

Special Open Door Participation Instructions:

Dial: 1-800-837-1935 & Reference Conference ID: 23038688

Note: TTY Communications Relay Services are available for the Hearing Impaired. For TTY services dial 7-1-1 or 1-800-855-2880. A Relay Communications Assistant will help.

An audio recording of this Special Forum will be posted to the Special Open Door Forum website at http://www.cms.hhs.gov/OpenDoorForums/05_ODF_SpecialODF.asp and will be accessible for downloading beginning Thursday, August 27, 2009.

For Open Door Forum schedule updates, E-Mailing list subscriptions, and to view Frequently Asked Questions please visit our website at <http://www.cms.hhs.gov/opendoorforums> .
Thank you for your interest in CMS Open Door Forums.

Audio file for this transcript: <http://media.cms.hhs.gov/audio/DMEPOSCompetBid081909.mp3>

Centers for Medicare & Medicaid Services
Special Open Door Forum:
Medicare Durable Medical Equipment, Prosthetics, Orthotics, and Supplies
(DMEPOS) Competitive Bidding Program Bidder's Conference- How To Register
to Access the Bidding System
Moderator: Natalie Highsmith
August 19, 2009
2:00 pm ET

Operator: Good afternoon, my name is Amy and I will be your conference operator today. At this time I would like to welcome everyone to the Centers for Medicare & Medicaid Services Special Open Door Forum on the Medicare Durable Medical Equipment, Prosthetics, Orthotics, and Supplies Competitive Bidding Program.

All lines have been placed on mute to prevent any background noise. After the speaker's remarks there will be a question and answer session. If you would like to ask a question during this time simply press star and then the number 1 on your telephone keypad.

If you'd like to withdrawal your question press the pound key. Thank-you, Ms. Highsmith, you may begin your conference.

Natalie Highsmith: Thank-you Amy and good day to everyone and thank-you for joining us for this Special Open Door Forum on the Medicare DMEPOS Competitive Bidding Program Bidders' Conference on How to Register to Access the Bidding System.

Today, CMS staff will provide an overview of what to expect during the bidder education period and provide suppliers with a step by step overview of the registration process.

Staff will also identify common registration issues and discuss refinements to the bidding system. I would now - There is an e-mail address for feedback and comments about today's call which is cbic.admin@palmettogba.com.

I will now turn the call over to Ms. Martha Kuespert who is our Senior Technical Advisor. Martha?

Martha Kuespert: Thank-you Natalie. Good afternoon everybody. I'd like to join Natalie in thanking you for participating today in this which is the first in a series of eight bidders' conferences that we will be holding for the DMEPOS Competitive Bidding program in this special open door forum platform.

Sorry, we've heard a little bit of a ring here. Looks like there are no technical difficulties.

So Cindy Dreher, the Policy and Content Lead at the Competitive Bidding Implementation Contractor, will be going over today's presentation and without further ado I would like to pass it to Cindy.

Cindy Dreher: Thanks Martha and good afternoon to everyone and good morning to those on the West Coast. You can find a list of the topics for this series on our website and that website is dmecompetitivebid.com and you do not need to register in advance for any of these calls.

Prior to each one of the calls we'll send an e-mail notification with the call in number and the reference ID.

So, if you've not already signed up to receive these e-mail updates you need to go to our website and on the homepage at the very top click on e-mail updates.

We're also going to post a handout for each one of these calls on the website in advance of the call so if you don't have today's handout go to the website and

then just click on the homepage under events and it will take you to a link for this presentation today.

As I go through the handout, as annoying as it is, I'm going to say next when you need to go to the next page.

So today we're going to discuss what to expect during the bidder education period and provide instructions on how to register.

At the conclusion of the presentation we'll open up the phone lines to take your questions about registration. If you have questions on other topics we ask that you please hold those for the future conferences that we'll provide.

But if you also have questions that we don't respond to today, you can call us or you can e-mail us and I'll provide that contact information at the end of the presentation.

And an audio cast and a transcript for each one of these calls is also going to be placed on the website.

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As a quick reminder, since early Spring, CMS has been sending a message of what suppliers need to do to prepare for competitive bidding and that is that suppliers need to ensure that their NCS files are current and up-to-date which includes having copies of applicable state licensure on file with the NSC.

In addition, suppliers must be accredited by the September 30 deadline. And if you haven't done this already then you need to do this now.

CMS kicked off the education campaign recently and encourages everyone to take advantage of all the educational opportunities.

CMS will continue to offer bidder support throughout the bidder period but we are going to conclude the intensive part of the bidder education campaign before bidding begins.

Now the CBIC is your main source for bidder education. This is where you'll find the most accurate and the most current information and really should be your only source for bidding information.

You want to make sure that you get the correct answers for your business.

On our website again, which is dmecompetitivebid.com we have all the information that bidders need to register and to bid.

Currently if you go out to the website you're going to find registration education information such as the IACS Reference Guide, a checklist, quick steps, link to MLN articles and maps and there's also many key educational materials for bidding such as the product categories for the HCPCS codes, the CBAs with the zip codes and these are provided in both Excel and PDF formats.

There's a homepage, the zip code lookup tool, maps, bidder information charts, worksheet, RFB forms and instructions, timeline and some fact sheets.

And we'll be placing more information on the website soon such as additional fact sheets, a DBidS tutorial and user guide, a bidding checklist, and many other helpful tools.

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As you probably know, registration opened on Monday for any Medicare enrolled supplier interested in participating in the Round 1 Re-bid. If you registered for Round 1 then you also need to register again for the rebid.

We strongly encourage the authorized officials to register no later than September 14 to ensure the backup authorized officials and end users have time to register before bidding begins.

Backup authorized officials also need to register no later than October 9 and this is so they can assist the authorized officials with approving end users registration requests.

Now registration is going to close on November 4 at 9:00 pm Eastern Time. No authorized officials, backup authorized official, or end user can register after that date.

Now you're still going to be able to go and make changes on your account profile but you will not be able to register or associate any new users with your organization.

We've placed a countdown clock on the homepage of the website to help you remember these important deadlines.

IACS is the online application that the Centers for Medicare & Medicaid Services or CMS uses to register and authorize users to access secure CMS systems such as the DBidS system which is the online bidding application system.

You must first register on IACS before you can enter DBidS and once you have successfully completed registration you'll receive a user ID and a password.

It's very important that you do not share your user ID and your password with anyone. They are for your use only and serve as your electronic signature. This means that you'll be held responsible for the consequences of unauthorized or illegal transactions.

If you share accounts, it may lead to termination of system access privileges or adverse action.

Each person in your organization who will be viewing or entering data into DBidS must register and receive their own user ID and their own password.

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Today, we're going to highlight the most important topics for registration. Now for detailed information on each step you can refer to the IACS reference site which is posted on the website. It will provide step by step instructions with screen shots.

Now while the guide is very detailed, the process really is very simple and it should only take you about ten minutes to complete.

The first topic we're going to discuss is the importance of registering in IACS and what you'll need to do, excuse me, in order to ensure you're ready to register.

Next we're going to define the various user roles and their capabilities in IACS and then we'll move onto how to register the new user.

After new registration, we'll talk about approving and/or rejecting a request from others in your company to access your bid and entering DBidS.

Soon we'll talk about how to modify or update information such as address, company name, e-mail, and so forth and from there we'll talk about when and how to add NSC numbers, and finally we'll discuss how users can be removed or disassociated so that they cannot access your bid or enter data in DBidS.

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Registration in IACS is important because it will provide additional security to protect your bid data. You must first register in order to receive a user ID and a password and that will allow you access into DBidS so you can submit your bid.

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Before you start the registration process you need to choose one authorized official that's listed on your CMS 855S enrollment form to act as your authorized official for IACS registration.

Now while your company might have many individuals listed as the authorized official on the enrollment form for IACS registration purposes you may only have one authorized official to register. The other authorized officials that are listed on the enrollment form may act as backup authorized officials.

If there's only one authorized official listed on the enrollment form we encourage you to add another one or more to serve as backup authorized officials. Now backup authorized officials have many of the same capabilities in registration and bidding as an authorized official.

So it's important to have a backup to avoid disruptions during the bidding process in case the authorized official leaves your company or is unavailable for any reason.

And if necessary then we can promote the backup authorized official or change that person to the authorized official role for you.

You need to make sure that your information on the enrollment form filed with the NSC is correct and current.

This is very important because the information you'll enter in IACS will be compared to what's on file with the NSC and must match exactly. The information will also be compared to what's on file with the Social Security Administration and must match.

If the information does not match exactly then you're registration cannot be successfully completed.

If you need to make changes with the NSC, then you must complete and mail the change of information form. It's important to remember that the NSC has up to 45 days to update a file. Once the NSC makes the update they'll mail you a letter and then you need to wait about five business days from the date on the letter before trying to register in IACS again.

For bidding purposes, only the NSC will expedite updating authorized official information and that's section C and 15 of the CMS 855S.

You can fax the information to the NSC at 803-382-2407. All fax changes and updates must also be sent in hardcopy with the authorized official's original signature within 30 days or the billing privileges may be subject to deactivation.

As a word of caution, if you wait too long in making these changes on your enrollment form you could be prevented from registering and may not be able to submit a bid.

So you can find change of information assistance and forms on the NSC website or you can call the NSC and I'll also provide this contact information for you at the end of the presentation.

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The authorized official should register one time with one NSC number.

Now the NSC number provided in the IACS registration is going to be automatically populated or filled in on Forms A & B in DBidS for you. This NSC number can be any active number associated with your organization. If you have more than one location, you're going to add the NSC numbers for those other locations later on when you're entering data in Form A in DBidS.

If you're awarded a contract only those locations provided in DBidS will be considered contract suppliers for the product category in the competitive bidding area or the CBA.

So it's important that you include all your locations on Form A and you cannot pick and choose which locations will be included on the bid application for a particular product category if that location currently provides those items.

If you're bidding as part of a network the primary network supplier only needs to register one time with one NSC number and that NSC number should be one of the primary supplier's locations.

It's very important to remember that companies that are commonly-owned or controlled should register one time and submit one application that includes all locations in the CBA.

The regulations do not allow commonly-owned or commonly-controlled companies to bid against themselves.

Commonly-owned companies are companies where a supplier has an ownership interest in total of at least 5% of another supplier and ownership interest is defined by the final rule as the possession of equity in the capital, the stocks, or the profits of another supplier.

Commonly-controlled companies are companies where an owner of one supplier is also an officer, director, or partner of another supplier.

Again, these companies must bid together and therefore must register one time with one NSC number.

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In most cases, suppliers will register with one NSC number. However, there is one rare occasion when some suppliers may add an NSC number in IACS to represent a separate bid. The only time you would do this, add an NSC number in IACS, is if you have multiple locations that furnish different product lines and they do not compete against each other for the same business.

Locations that provide the same items, even if they are in multiple CBAs, must be included on Form A of the bid application. And I'll discuss this scenario in detail a little bit later.

Next page.

Now we're going to discuss the user roles. Each person who registers in IACS is assigned a specific role or responsibility.

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There's three types of user roles that can be assigned when you register in IACS and the role will determine what capabilities or access you'll have to register, edit, and view your information in IACS or to enter approved bid data in DBidS.

The three user roles are authorized official which we'll refer to as the AO, the backup authorized official which will refer to that role as the BAO, and end user which is also known as the EU.

Next page.

The AO must be listed on the CMS 855Ss enrollment form as an authorized official and the AO must complete the initial registration.

The AO is the only person that can update or modify organization information and the AO may approve and/or reject the BAO's or EU's request to enter and

view data in DBidS and this is why we are encouraging AOs to be registered by September 14 so there's time to do this.

And the AO must approve Form A and certify Form B in DBidS. This function can also be performed by the BAOs.

It's important to note that the AO is accountable and responsible for the actions of those he or she approves to submit any bid data. Again, all users which includes the AO, the BAO, or the EU should not disclose or lend user ID and/or passwords to anyone. Those that intend to view or enter bid data for your organization should register and obtain their own user IDs and passwords.

Next slide.

The BAO has many of the same capabilities as the AO. The BAO must also be listed as an authorized official on the CMS 855S and while there can only be one AO, there can be multiple BAOs for bidding organizations.

The BAO can associate with more than one company or organization as long as those organizations have the same authorized officials.

Now, this will only occur if you have to add an NSC number in IACS to represent another bid application which we'll discuss in just few minutes.

The BAO has the authority to approve or reject an EU's request to access DBidS to enter data and this is why we recommend that the BAOs be registered by October 9.

The BAO can enter bid data in DBidS and the BAO can approve Form A and certify Form B.

Again, it's really important to have at least one BAO registered in IACS to avoid any disruption in the bidding process. The AO's role must be active to prevent

other users from losing access to DBidS so if the AO's unavailable it's important to have a BAO.

Next slide.

The EU has limited capabilities. The EU does not have to be listed on the enrollment form and can be someone who's not an AO or a BAO but someone who the company trusts to conduct business and enter bid information once bidding opens.

The EU cannot approve Form A or certify Form B. This must be done by the AO or the BAO and there can be multiple EU's but only one EU may be in DBidS on the same form such as Form A or Form B at the same time.

For example, if you have one user entering data on the bidding sheet for Form B, you can have another EU entering data on the bidding sheet for another product category at the same time but they can't be doing it on the same form at the same time.

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Now we're going to walk through and highlight some of the most important screens for new registration. And, again, I want you to refer to the IACS Reference Guide for greater detail.

Next page.

As I just discussed the first person who's going to register in IACS must be the authorized official. Additional users, BAOs and EUs cannot be approved until the AO has successfully registered and received his or her user ID and password. So to begin new registration you'll go to the CBIC website and you'll select suppliers and then you'll choose registration.

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Once you click on register you'll be taken to the CMS website. Read the contents of this screen and then simply click on Enter CMS Applications Portal that's at the bottom of the screen.

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Next you're going to click on Account Management that's located in the blue bar at the top of the screen. During Round 1, we had some suppliers who were trying to click on account management in the introduction paragraph so make sure that you click on Account Management that's located up on the blue bar.

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The Account Management screen will appear and now you'll click on New User Registration.

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On this screen you'll see a list of communities for which you may register for the competitive bidding program. Click on DMEPOS Community, not Provider Supplier Community but the DMEPOS Community.

Next page.

Several screens later you're going to select your role and you need to click on the button beside the desired role. For example, if you're registering as the authorized official, use the bottom beside the authorized official description.

Once you select the role click next and this will take you to the terms and conditions for the role you selected.

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Once you accept the terms and conditions you'll be taken to the new user registration screen and this is where you're going to enter the required information such as your name, social security number, date of birth, and e-mail address.

And remember your name, social security number, and date of birth that you enter on this screen must match what's on file with the Social Security Administration. You should register using your legal name that's on your social security card.

It's important too that your e-mail address is working at the time of registration.

As I mentioned earlier, you're going to be sent e-mails containing important information throughout this process.

Next page.

The e-mail verification/ address verification, screen will appear. And while this screen is up you need to do to your e-mail account where you'll receive an e-mail with a verification code. It's very important that you check your e-mail box within 30 minutes of receiving the information on this screen.

If you don't then you're going to have to start over and re-register. So, enter the verification code on the next screen.

Next page.

The new user registration screen will appear again and you'll have more fields to complete. The user information field has been filled in automatically from the information you provided earlier and cannot be changed at this point so you'll complete the required fields in the personal contact information screen.

Information entered previously and the address information on this screen must match with what is on file with the NSC.

Next page.

If you're the AO, you'll be required to complete the organization information section on the new user registration screen. The information entered into these fields must match the information on your CMS 855S enrollment form.

BAOs and EUs cannot provide this information.

If the NSC number you entered has been registered by someone else you'll receive a warning message. Another AO for your company may have already registered in IACS as an AO with that NSC number or if you're not listed as an official on the enrollment form then the system will display a warning message.

You'll have two additional chances to revise your information for validation and if you're not successful then you'll receive an e-mail providing further instructions.

We received several questions this week about the justification for action fields and here, you simply need to enter a quick narrative about why you're providing this information, such as "will enter bid data".

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BAOs and EUs must enter the NSC number to which they want to be associated. It's important they provide the same NSC number that was provided by the AO when registering. If the BAO or the EU receives an error message when he or she enters the NSC number on the screen it may mean that the AO either registered a different NSC number or the AO is not registered yet.

So if you're a BAO or an EU, you need to check with your AO to see if he or she is registered and if so which NSC number was registered.

Next page.

Now registration is complete. It's just that simple. Once your registration's complete you'll receive a confirmation e-mail.

If you're an AO, the e-mail will tell you that you'll receive two letters by US mail. The first letter will contain your user ID and the second letter will contain your initial temporary password.

The letters will be sent to the mailing address that's listed on file with the NSC.

You should receive the letters within ten business days of completing registration. This is a CMS process to ensure the security of your registration.

After you've successfully registered as an AO, then you'll be responsible for approving or rejecting access requests from BAO's and EU's.

If you're a BAO or an EU, then you'll receive two e-mails after your AO has approved your access request. The first e-mail will contain a user ID and then the second e-mail will contain your initial temporary password.

Once you have your user ID and initial password, you'll need to change your password as well as answer some authentication questions when you sign into IACS for the first time.

Remember, you cannot access DBidS until bidding opens. If you need help on changing that password then please refer to the IACS Reference Guide that's on the website.

Next page.

If you're not able to successfully register in IACS it may be that the information you are entering is not correct. The first thing to do is remember that the information you enter must match what's on the CMS 855S Form on file with the NSC and it must match with what's on file with the Social Security Administration.

So you need to make sure that you key the information correctly and that you registered with your legal name that's on your social security card. The social security number should be entered without dashes. The phone number must have ten digits. You need to review the last name for formatting problems to make sure there are no unnecessary hyphens or extra spaces. For your date of birth, make sure you're using the eight digit date of birth with slashes. For example, it would be 11/11/1965.

The month and the date must be two digits. If the month and date is a single digit such as in January, you would add a leading zero so you'd enter 01. Also make sure there are no extra spaces or slashes in the formatting.

After you've corrected any formatting problems then you can go ahead and try to re-register immediately. If you're still not clear on why your registration attempt fails, then call our competitive bidding customer service center or you can call the NSC or the Social Security Administration to verify the information on file.

Next page.

As the AO or the BAO you might receive requests from other individuals in your organization to approve access to view or enter bid data in DBidS. So if you wish for anyone in your company or organization to have these capabilities, remember, they must also register in IACS as either a BAO or EU and also it's important to remember that sharing of user IDs and passwords is not permitted.

Next slide.

An AO may approve or reject a BAO's or an EU's request. However, a BAO may only approve or reject an end user or EU's request for access.

Once the BAO or EU completes the request an e-mail notification is immediately sent to the AO or the BAO letting them know that they have a request waiting for their approval.

And if no action is taken within four days, a reminder e-mail is sent to the AO or the BAO.

If the approver does not take action within the specified time then the request is cancelled and the BAO or the EU is going to have to re-register.

Next page.

There may be times when your profile or your organization's profile will need to be updated because something's changed such as the NSC number, e-mail address, business name, or telephone number. Remember I said after registration closes you'll still be able to go in and make these changes and modify your profile.

But that would be the only thing that you'll be able to do once registration closes.

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Only the AO can make changes to your organizations profile. So if you're a BAO or an end user, an EU, then you're only allowed to view this information.

Any user, an AO, a BAO or an EU can update their own profile or their current information.

Now, I want to point out that if any information regarding your organization is changed please make sure that you also update this information with NSC. This is extremely important because not doing so could delay or prevent your participation in the competitive bidding program.

So if the users name, date of birth, social security number, or NSC - anything is changed, that information will be revalidated with the NSC and the Social Security Administration.

You can find additional instructions on how to update and modify your organization or your contact information under reference guide and you can also find information on changing the bidding information with the NSC on the NSC website.

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As we discussed earlier in the presentation, most suppliers will never have to complete this section. However, it would be necessary if you need to add one or more NSC numbers to represent noncompeting business organizations for the same CBA.

Next page.

There's only one situation in which some suppliers would add NSC numbers in IACS and this is when a supplier has two or more locations that furnish different product lines and do not compete against one another for the same customers such as a pharmacy or a DME company.

So let me give you an example, you have four locations in Kansas City. Three of them provide oxygen and one of them is a pharmacy and provides enteral nutrition.

The pharmacy is not licensed to provide oxygen and then those three oxygen locations are not licensed to provide enteral nutrition but you as the owner want to bid to provide oxygen and enteral nutrition in Kansas City.

So in this case what you'll need to do is register with one NSC number representing the big application that you'll submit for oxygen and then you'll need to add an NSC number for the enteral nutrition bid application that you plan to submit.

The authorized official, again, is going to register one time in IACS with two NSC numbers. Essentially what you're doing is creating two bid applications. In this scenario, if you registered only one NSC number, then your pharmacy location will be required to bid on oxygen and the DME location will be required to bid on enteral.

So this is the process you need to take if this is applicable to your situation. This is the only time that you would ever add an additional NSC number in IACS.

In most cases you're going to register with one NSC number.

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There may be occasions when an individual registered needs to be removed from IACS so it's very important that the authorized official notify us when users registered in IACS leave the organization.

If you don't do this then the user will continue to have access to confidential bid data.

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AOs may remove themselves if they are the only member of the organization registered in IACS. That means there's no BAO or an EU associated to that authorized officials organization.

If an AO leaves the company and there is a BAO then the AO or the BAO must contact the customer service center for assistance to promote the BAO into the AO role.

BAOs and EUs may remove themselves but no user may remove another user in IACS. This can only be done by a contacting our customer service center for assistance.

Next slide.

On this slide you'll see some important resources to assist you with the registration and the bidding process, so please contact our customer service center at 1-877-577-5331 if you have any questions. We're open from 9:00 am to 9:00 pm Eastern time Monday through Friday throughout registration and bidding.

There are also numerous resources, as I mentioned earlier, on the website to help you with the registration process and that website address, again, is dmecompetitivebid.com.

If you need to verify information on your enrollment form or if you need assistance please call the NSC at 1-866-238-9652. You'll also find information on the NSC website on how to change information or update your enrollment form and their website is palmettogba.com/NSC. And remember, you must submit the change of information form by mail to the NSC. It cannot be done by phone, fax, or e-mail except for bidding purposes only as I mentioned earlier. The NSC will expedite authorized official changes and you can fax those changes to the NSC at 803-382-2407.

And the CMS website which is cms.hhs.gov/dmeposcompetitivebid also includes important information about the competitive bidding program.

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So to quickly recap today's call, things to take home and remember, all users must register to access DBidS or the bidding system. This is your AO, BAO, and EUs. Registration will close on November 4 and we encourage AOs to be registered by September 14 and BAOs by October 9.

You're going to register one time with one NSC number and it's very important that you have at least one backup authorized official registered in IACS and if you need any help please refer to the reference guide on the website or the FAQs on the website and the other tools that are out there or give us a call.

And finally, an important thing to remember is that registration really is easy and it's very quick.

And on the screen on this page you'll also see our e-mail address so if you have any feedback or comments about this forum then please e-mail us at this address.

And now we will open the phone lines to take your questions.

Natalie Highsmith: Okay Amy, if you can just remind everyone on how to enter the queue to ask a question and everyone please remember when it is your turn to restate your name, which state you're calling from, and what provider or organization you are representing today.

And also, if we could please keep our comments and questions to the topic at hand for today and if we could keep or limit them to about two minutes each so we can move through more questions quickly please.

Amy?

Operator: At this time I'd like to remind everyone in order to ask a question press star and then the number 1 on your telephone keypad.

We'll pause for a moment to compile the Q&A roster.

Your first question comes from the line of (Khristine Christian) from Ohio.

Your line is open.

(Khristine Christian): Hi, I actually had a question that was more finance related and I'm guessing at this point in time we should just hold off until one of the other calls for that? Since you're preferring only calls right now regarding the registration process, is that so?

Cindy Dreher: That's right Khristine and if you go out to the website and look at the request for bids (RFB) there's a lot of information there about how to submit your financial documents.

Khristine Christian: Okay. Thank-you so much for your help and an excellent conference call.

Cindy Dreher: Thank-you Khristine.

Operator: Your next question comes from the line of Dana Dakard from Florida.

Your line is open.

Dana Dakard: Hi, we had a question about the actual 855S with expediting sections other than 6 and 15, for example, the section that has to do with surety bonds and the accreditation status.

Cindy Dreher: Dana you can only expedite those two sections for the authorized official.
If you need to change or update information about anything else you need to follow the usual NSC procedures.

Dana Dakard: Okay, real fine. Thank-you.

Cindy Dreher: Thank-you Dana.

Operator: Your next question comes from the line of Alex Bennewith from Virginia.

Your line is open.

Alex Bennewith: Yes, thank-you. I'm with the American Association for Home Care.

Cindy, I had a quick question for you on behalf of our members, I know that you mentioned you must register one NSC number for all locations that are commonly-owned and/or controlled. But could you clarify that for me when it comes to the fact that two suppliers cannot be located in a single location?

Could you just clarify that for me?

Cindy Dreher: I'm not sure what you mean by two suppliers can't be in the same location.

Alex Bennewith: Well, I mean, what are the requirements for NSC numbers regarding - is it still just a requirement that they must register one NSC number and even if some of the companies are in the same location that they're commonly-owned.

I just need a little bit of clarification there.

Cindy Dreher: Again, the NSC regulations require that each location have its own NSC or enrollment number. So, if you have a commonly-owned situation and that means that there are multiple locations, each one with their own NSC number,

then you're going to register one time, and pick one of those NSC numbers to register with as long as that's an active NSC enrollment number.

Alex Bennewith: Okay, thank-you.

Cindy Dreher: Thank-you.

Operator: Your next question comes from the line of Maria Worrell from Kansas.

Your line is open.

Maria Worrell: Yes, I had a question about modifying our information. If we have to change our address after we register with our 855S Form we can also do that through the registration process to update that information?

Cindy Dreher: If you need to update your address with the NSC you'll need to follow the usual NSC process and that's why I said earlier that that could take as much as 45 days. So you need to go ahead and start that process so it is complete so that you won't have any problems when you go in and try to register.

Because remember, that address is going to hit up against the NSC data and it must match.

Maria Worrell: So we won't be moving our location until after we need to register probably.

Cindy Dreher: Yes, if the location of that address is still active and current then that's what you should use.

Maria Worrell: Okay. Thank-you.

Cindy Dreher: Thank-you.

Operator: Your next question comes from the line of Rob Brant from Florida.

Your line is open.

Rob Brant: Hi, thank-you. I had a question regarding doing work with nursing in the competitive bidding area and I'm not sure maybe you can direct me to a place on the website but if you're just doing business in a competitive bidding area, say enteral feed or oxygen would you need to register to bid and would you need to be a bid winner?

Cindy Dreher: Yes, you would. The only exception - I mean even a nursing home that provides enteral nutrition to its own patients or own resident's needs to bid and register too.

Rob Brant: You know where I might be able to find the chapter verse on that?

Cindy Dreher: It's in the final rule. Any Medicare enrolled supplier who provides bid items needs to register, submit a bid, and be awarded a contract.

Yes. Now the specialty supplier is for nursing homes or SNF and NF as we refer to them only. But again, the specialty supplier must also register and submit a bid.

Rob Brant: Okay. The ones taking care of the nursing homes and SNFs would they also be required to service the entire CBA?

Cindy Dreher: If they bid as a specialty supplier they'd be required to only serve their residents. If they don't bid as a specialty supplier then they would be required to serve the entire CBA.

Rob Brant: Okay, thank-you.

Cindy Dreher: Thank-you.

Operator: Your next question comes from the line of Jane Hardman from Tennessee.

Your line is open.

Jane Hardman: Hello and thank-you for a good conference call. My question has to do with the difference between the BAO and the end user. What abilities does the BAO have that the end user doesn't, except that the BAO can discontinue the end users right to the program?

Cindy Dreher: Now the BAO does most of the same functions as the authorized official or the AO so they have a lot more capabilities. They can approve Form A, they can certify the bid, they can approve the end users access to submit bid data or enter bid data.

The EU is very restricted in their capabilities. They can only enter bid data into DBidS.

Now, your last comment, the BAO cannot remove an end user. Nobody can remove another user. You can remove yourself but you cannot remove another user from access.

And Jane if you'll go out to the reference guide there's a lot of information out there that explains the different roles for the BAO, the AO, and the EU.

Jane Hardman: Okay, thank-you very much.

Cindy Dreher: I know that gets confusing. I sound like I'm singing a song, Old McDonald or something but the BAO, the EU, and the AO roles are clearly defined in that user reference guide.

Jane Hardman: Thank-you very much.

Operator: Your next question comes from the line of Amy Caruso from Ohio.

Your line is open.

Amy Caruso: Hi, thank-you. I actually had two questions. On the 855S I'm listed as a delegate official and yet is it possible for me to be an authorized official when doing this? I mean, does it have to match exactly and the other question was when doing the registration there's a section that asks about justification for action, I was wondering what that was?

Cindy Dreher: Okay. I'll answer the second part first. The justification action field is just - we just want you to enter information in narrative form in that little box that tells why you're completing that particular section.

So if you're a new registration you just need to enter something in there like will submit to enter bid data in DBidS. That's all you need to do.

Amy Caruso: Okay.

Cindy Dreher: If you're in a section where you're modifying the information later on, you might want to put in that justification box something like updating our address. So that's how it's required in the justification for action boxes.

Now you said you're listed as a delegated official on the NSC form?

Amy Caruso: Right, the first delegated official signature as well.

Cindy Dreher: Delegated official is not an authorized official.

So if you want to be an authorized official or a backup authorized official for these purposes you need to be added onto the 855S Form for that purpose.

Amy Caruso: Okay, now in - I'm looking at the form now like the Section 15 and there's a first authorized official, a second, can there actually be a third because there isn't showing that there can be a third authorized official.

Cindy Dreher: Yes, with the NSC there can be multiple authorized officials. Now, for IACS registration purposes we only allow one authorized official but there can be multiple ones on the NSC enrollment form.

Amy Caruso: Okay, so I just have to like get a second part that would say that I could be like a third authorized official?

Cindy Dreher: Yes. You just need to contact the NSC or go to their website and they'll provide information on how you do that.

Amy Caruso: Okay, thank-you very much.

Operator: Your next question comes from the line of Luis Sologuren from Florida.

Your line is open.

Luis Sologuren: Yes, how are you doing? I have a question on your - it was your screenshot 22 e-mail address verification.

When we're in registering and I understand that I will be e-mailed fairly quick so I just have to go into my inbox and get the number without having to back out of the website and then get back in again?

Cindy Dreher: That's right.

Luis Sologuren: Okay. That's it. Thank-you very much.

Cindy Dreher: Thank-you Luis.

Operator: Your next question comes from the line of Erica Sanchez from Texas.
Your line is open.

Erica Sanchez: Thanks. I was wondering will the bidding only be on durable medical or will it be on orthotics and prosthetics?

Cindy Dreher: Orthotics and prosthetics are not included in this bidding round. If you go out to the website Erica you can click on the product categories and it will give you everything that's included in this bidding round and the HCPCS codes. But P&O is not included in this bidding round.

Erica Sanchez: Okay so it will only be on durable medical?

Cindy Dreher: Yes. There - again, if you go out to the website you'll see there's nine product categories that are listed.

Erica Sanchez: Okay. Thank-you very much.

Operator: Your next question comes from the line of (Kimberlie Rogers-Bowers) from Pennsylvania.
Your line is open.

Kimberlie Rogers-Bowers: Hi Cindy.

Cindy Dreher: Hey Kimberlie.

Kimberlie Rogers-Bowers: How are you doing? Great call.

Cindy Dreher: Great, thanks.

Kimberlie Rogers-Bowers: Great call, thank-you. Just one question in reference to when

you were talking about NSC numbers and including them to register. I'm just curious about networks. I thought networks had to actually apply and obtain their own supplier ID number?

Cindy Dreher: No.

Kimberlie Rogers-Bowers: They don't?

Cindy Dreher: No, they don't.

Kimberlie Rogers-Bowers: Okay so then they - if there is a network then they just use one of the suppliers NSC numbers?

Cindy Dreher: The primary supplier will use one of his or her NSC numbers.

Kimberlie Rogers-Bowers: Okay, just curious about that. Thank-you.

Cindy Dreher: You're welcome.

Operator: Your next question comes from the line of Cindy Dodd from Georgia.
Your line is open.

Cindy Dodd: Hi, thank-you. My question is this. Can we use a common e-mail in the authorized user and the BAO and EU all use a common e-mail address to confirm and verify?

Cindy Dreher: No, you have to have separate e-mail addresses.

Cindy Dodd: Okay, that answers my question. Thank-you.

Cindy Dreher: Thank-you.

Operator: Your next question comes from the line of Mary Healy from New York.

Your line is open.

Mary Healy: Good afternoon. My question is on the EU is there a deadline for having them signed up also?

Cindy Dreher: No. They just have to be registered by the close of registration which is November 4.

Mary Healy: Okay. Thank-you so much.

Cindy Dreher: You're welcome.

Natalie Highsmith: Okay, Amy we have time for one final question.

Operator: Your next question comes from the line of Teri Jameson from Arizona.
Your line is open.

Teri Jameson Hi, this is Teri. Thank-you for letting me scrape by one more question.

Cindy Dreher: (Unintelligible).

Teri Jameson: My question is about multiple companies and multiple locations within each company and I understand you said when we register on IACS we register one time only. So we just pick one of those companies and what I'm concerned about is later in the bidding process when we list all of the (PTAN)'s that we want to include, some of those (PTAN)'s will not have the same legal name and federal tax ID number. Is that going to be a problem?

Cindy Dreher: No, that's fine because when you go into DBidS you'll enter location specific information so if you have a different tax ID number there's a space in there to put that in there for that location.

Teri Jameson Excellent.

Cindy Dreher: So you'll be fine.

Teri Jameson: Okay, thank-you very much.

Natalie Highsmith: Okay, we have reached our 3:00 hour here on the East Coast and I will turn the call over to Martha Kuespert for closing remarks.

Martha Kuespert: Hi, thank-you everybody so much for joining us on this first series conference for the Round 1 Rebid. We really appreciate your participation. I'd just like to draw your attention to the last slide in the presentation which is feedback and comments. We want to make sure that these calls are useful to you so please send your feedback and comments, what did we do well in this call? What other features would you like in future calls so that we can continue to make these calls useful?

And also wanted to note to everybody that the next call will be coming up soon. The schedule for the call is listed on the CBIC website and we will be getting out another announcement for the next call very soon.

Thank-you.

Natalie Highsmith: Okay Amy can you tell us how many people joined us on the call today?

Operator: At the beginning of the call you had 742 participants join.

Natalie Highsmith: Okay wonderful. Thank-you everyone.

Operator: This concludes today's conference call. You may now disconnect.

END