
Program Memorandum Intermediaries/Carriers

Department of Health &
Human Services (DHHS)
Centers for Medicare &
Medicaid Services (CMS)

Transmittal AB-01-112

Date: AUGUST 15, 2001

CHANGE REQUEST 1804

SUBJECT: Installation of Digital Satellite Dishes at Medicare Contractors

This Program Memorandum (PM) introduces the Centers for Medicare and Medicaid Services' (CMS), Learning Channel. The CMS Learning Channel and other CMS broadcasts will now be available over a private, digital satellite network. This new network will link provider education and customer service staff at intermediaries and carriers with central and regional offices. CMS will supply you with digital satellite dishes, receivers, and activation fees in order to participate in the network. This equipment is similar to equipment sold commercially as **DIRECTV®**.

In developing this PM, you were contacted and asked to identify an installation contact (Attachment 1). These contacts are responsible for coordinating the actual installation of the equipment, including:

- Schedule site surveys and installations. (Buildings over two stories tall may require preliminary site surveys.)
- Provide written authorization to install the systems, including installation of antennas on buildings. (If facilities are rented, written property owner authorizations must be obtained in advance.)
- Provide access to roofs and other areas.

The installations will follow the following timetable:

- With the issuance of this PM, local installers will begin contacting the designated carrier or intermediary installation contacts to schedule site surveys or installations.
- By **September 14, 2001**, all site contacts should have been made and installations or site surveys scheduled.
- All site surveys should be completed **October 15, 2001**.
- All standard installations should be completed **November 14, 2001**.

The local installers will work with your installation contact to identify sites that will require non-standard installations. Central office staff will work with your project officer to ensure a speedy decision on the feasibility of installation. You will not be reimbursed for any non-standard installation that has not been pre-approved by your project officers. Typically, this equipment requires little or no post installation maintenance. CMS will fund maintenance costs through fiscal year (FY) 2002 under its GSA procurement. Minimal maintenance costs can be included in your FY 2003 budgets.

Once your installation has been completed, you must identify a satellite training coordinator and back-up coordinator. Your satellite training coordinator need not be the installation contact. Coordinators will be responsible for submitting questions, comments, or evaluations to CMS and serve as a point of contact for the CMS Learning Channel.

You must also identify contacts within your bulletin and provider web page staffs, who will be notified when new Medicare Learning Network programs are announced. Training coordinators will be notified by e-mail when CMS Learning Channel programming is announced on the CMS Best Practices web page (www.hcfa.gov/other/bestpractices).

Submit your coordinators' names, mail and e-mail addresses, and telephone and fax numbers to your project officer and to yourchannel@cms.hhs.gov within 30 days of this PM. Any modifications to this information must be forwarded to CMS within 30 days.

CMS Learning Channel programming should be integrated into your existing in-house staff training activities. While it may not be feasible for all employees to view the broadcasts at one time, some staff must be made available to telephone, fax, or e-mail comments, or questions during each interactive broadcast.

Benefits to you will include the following:

CMS Learning Channel

- Regular, interactive training broadcasts for provider education and customer service staff.
- Refresher and update information to supplement the existing train-the-trainer program.

Medicare Learning Network

- Opportunity to serve as a Medicare Learning Center for local providers by broadcasting pertinent educational topics.
- Receive CMS transmissions such as town hall meetings, selected CMS-sponsored meetings and conferences, and special purpose training (e.g., last year's outpatient PPS broadcasts).

The effective date for this PM is August 14, 2001.

The implementation dates for this PM are as follows:

- With the issuance of this PM, local installers will begin contacting the designated carrier or intermediary installation contacts to schedule site surveys or installations.
- By **September 14, 2001**, all site contacts should have been made and installations or site surveys scheduled.
- By **October 15, 2001**, all site surveys should be completed.
- All standard installations should be completed by **November 14, 2001**.

No additional funding is available for costs required for implementation.

This PM may be discarded after August 1, 2002.

If you have any questions, contact William McQueeney at (410) 786-6870.

Attachments:**Attachment 1 --- Installation Contacts****Attachment 2 --- Dish Specifications****Attachment 3 --- Standard Installation Specifications**

Attachment 1 --- Installation Contacts

CONTACT	CALL CENTER/ FACILITY	ZIP
Barbara Veno (617) 689-2610 ***Calls routed through ME location to MA Call Center	AHS of Maine Call Center 1515 Hancock Street Quincy, MA 02169-5228	02169
Dianne Kennie (207) 822-7094	AHS of Maine Call Center 2 Gannett Drive South Portland, ME 04169	04169
Sue Schuler (314) 212-1840	Arkansas BCBS 12755 Olive Street Creve Coeur, MO 63146	63146
Margie Slaughter (225) 231-2220	BC/BS of AR LA Call Center 8687 United Plaza Boulevard Baton Rouge, LA 70879	70879
Theresa Milligan (501) 378-2078 or (501) 362-3973	Arkansas BCBS Call Center 601 N. Gaines Street Little Rock, AR 72203	72203
Margie Slaughter (225) 231-2220	BC/BS of AR LA Call Center 8687 United Plaza Boulevard Baton Rouge, LA 70879	70879
Zarek Padilla (505) 872-2576	Medicare Services 6301 Indian School Road NE Suite 990 Albuquerque, NM 87110	87110
Jody Lesch (405) 841-6752	Medicare Services 701 N.W. 63 Oklahoma City, OK 73116	73116
Kathy Shaheen (312) 297-4631	Administar Chicago Call Center 225 N. Michigan Avenue 22nd Floor Chicago, IL 60601	60601
Curtis Nunn (317) 841-4460 (317) 368-9405 (page) Marty Jones (317) 841-4469	Administar Call Center 8115 Knue Road Indianapolis, IN 46250	46250
David Elliott (317) 841-4651 Maureen Meeks (502) 329-8601	Administar Federal/Anthem 9901 Linn Station Road Louisville, KY 40223	40223
Kelly Hussey (603) 695-7385 Richard White (603) 695-7503	Anthem BC of NH Call Center 3000 Goffs Road Manchester, NH 03111	03111
Kathy Gerwin (513) 852-4519	Administar Ohio Call Center 801A West 8th Street Cincinnati, OH 45203	45203

Installation Contacts (Cont.)

CONTACT	CALL CENTER/ FACILITY	ZIP
Leslie Carter (205) 220-2403 Linda Northcutt (205) 220-4835	Cahaba GBA Call Center 450 Riverchase Parkway East Birmingham, AL 35298	35298
Leslie Carter (205) 220-2403 Leigh Forman (912) 921-3087	Cahaba Call Center 12052 Middleground Road Suite A Savannah, GA 31419	31419
Dick Couch (Des Moines) (515) 471-7324	Cahaba Call Center 400 East Court Avenue Des Moines, IA 50309	50309
Dick Couch (Des Moines) (515) 471-7324	Cahaba Call Center 1201 Zenith Drive Sioux City, IA 51103	51103
John Cook (601) 977 5850 (601) 832-0215 (cell)	Cahaba 775 Woodlands Parkway Suite 102 Ridgeland, MS 39157	39157
Carla Cerchione (208) 333-2158	CIGNA Idaho Operations Office 720 Park Boulevard Suite 105 Boise, ID 83712	83712
NC CC--Chris Davis (336) 821-4524	Cigna NC Call Center 4135 Mendenhall Oaks Parkway Highpoint, NC 27265	27265
Diane Putnam-Osoweicki (615) 782-4540	Cigna TN/NC Call Center 2 Vantage Way Nashville, TN 37228 (existing dish)	37228
Gail Round (609) 826-5656	Empire Medicare Services 1333 Brunswick Avenue Lawrenceville, NJ 08648	08648
Katherine Dunphy (212) 476-2210	Empire Medicare Services 800 Second Avenue New York, NY 10017	10017
Irene Collins (631) 244-5269	Empire NY Call Center 25 Orville Drive Bohemia, NY 11716	11716
Palma Nardoza (315) 442-4056	Empire BC/BS Call Center 400 S. Salina Street Syracuse, NY 13202	13202
Matthew Myers (717) 565-3820	Empire NJ Call Center 300 E. Park Drive Harrisburg, PA 17111	17111

Installation Contacts (Cont.)

CONTACT	CALL CENTER/ FACILITY	ZIP
Lanny Felder (904) 363-4311	FCSO Call Center 321 Research Parkway Meriden, CT 06454	06454
Bob Hamilton (904) 905-6407 Carol Pack Meyer (904) 791-6941	FCSO Call Center 532 Riverside Avenue Jacksonville, FL 32231	32231
Sean Martinez (646) 458-6622 Caroline Yap (458) 458-6628	GHI Call Center 25 Broadway New York, NY 10004	10004
Dennis Gardner (717) 763-3589	Highmark BCBS Call Center PA Blue Shield Building 1800 Center Street Camp Hill, PA 17089	17089
Joseph Imgrund (570) 321-5132 Tim McNett (570) 321-5132	HGSA 175 Pine Street Williamsport PA 17701	17701
Tom Butchko (570) 819-8373	BC of NE PA Call Center 70 N. Main Street Wilkes Barre, PA 18711	18711
Bob Fitzgerald (607) 766-6466	Health Now Call Center 33 Lewis Road Binghamton, NY 13905	13905
Donna Cupina (570) 735-9501	Healthnow New York, Inc. 60 E. Main Street Nanticoke, PA 18634	18634
Jimmy Cheney (601) 664-4229 Mary Leonberger (601) 664-4336 Stephanie Ross (601) 664-4395	BC/BS of GA Call Center 2357 Warm Springs Road Columbus, GA 31908 (ref BCBS of MS)	31908
Jimmy Cheney (601) 664-4229 Mary Leonberger (601) 664-4336 Stephanie Ross (601) 664-4395	BC/BS of MS Medicare 1064 Flynt Drive Jackson, MS 39208 (2nd MS site)	39208
Jimmy Cheney (601) 664-4229 Mary Leonberger (601) 664-4336 Stephanie Ross (601) 664-4395	BC/BS of MS Call Center 3545 Lakeland Drive Jackson, MS 39208 (ref BCBS GA & 2nd MS site)	39208
Diane Pierce (402) 351-6944	Mutual of Omaha Call Center Mutual of Omaha Plaza Building 2, 33rd and Dodge Omaha, NE 68175	68175
Jason Osbon (614) 277-6716 Kathy Kardules (614) 277-6693 Dianne Wagner (614) 277-6420 Juan Lumpkin (614) 277-6415	Nationwide Call Center 3400 South Park Place Suite F Grove City, OH 43123	43123

Installation Contacts (Cont.)

CONTACT	CALL CENTER/ FACILITY	ZIP
<p>Call Dennis Bump first Dennis Bump (530) 896-7013 or (530) 634-7413 (530) 518-2959 (cell) (800) 960-3293 (page) LA--Joy Ohta (213) 742-2567 Lou Arias (213) 741-7412</p>	<p>NHIC 1055 W 7 Los Angeles, CA 90017</p>	<p>90017</p>
<p>Call Dennis Bump first Dennis Bump (530) 896-7013 or (530) 634-7413 (530) 518-2959 (cell) (800) 960-3293 (page) Chico Don Woodcox (530) 898-1006</p>	<p>NHIC 422 Otterson Drive Chico, CA 95926</p>	<p>95926</p>
<p>Call Dennis Bump first Dennis Bump (530) 896-7013 or (530) 634-7413 (530) 518-2959 (cell) (800) 960-3293 (page) CA Call Center--Margie Gersten (530) 634-7400</p>	<p>NHIC CA Call Center 620 J Street Marysville, CA 99501</p>	<p>99501</p>
<p>Call Dennis Bump first Dennis Bump (530) 896-7013 or (530) 634-7413 (530) 518-2959 (cell) (800) 960-3293 (page) MA Call Center--Josie Mazza (781) 741-3154</p>	<p>NHIC MA Call Center 75 William Terry Way Hingham, MA 02043</p>	<p>02043</p>
<p>Call Dennis Bump first Dennis Bump (530) 896-7013 or (530) 634-7413 (530) 518-2959 (cell) (800) 960-3293 (page) Linda Breton (ME Call Center) (207) 294-6106</p>	<p>NHIC ME Call Center 43 Landry Street Biddeford, ME 04005</p>	<p>04005</p>
<p>Danny Master (701) 282-1466 Doug Stack (701) 282-1954 Brian Mischke (701) 282-1466 Tom Duran (701) 282-1269</p>	<p>Noridian Main Call Center 4510 13th Avenue SW Fargo, ND 58121</p>	<p>58121</p>
<p>Bob Hanson & Bill Curtis (423) 755-5614</p>	<p>Riverbend NJ 20 Commerce Drive Cranford, NJ 07016</p>	<p>07016</p>
<p>Bob Hanson & Bill Curtis (423) 755-5614</p>	<p>Riverbend Call Center 730 Chestnut Street Chattanooga, TN 37402</p>	<p>37402</p>

Installation Contacts (Cont.)

CONTACT	CALL CENTER/ FACILITY	ZIP
Mike Goodspeed (469) 372-1538	Trailblazers Health Enterprises Executive Plaza 11350 McCormick Road 2nd Floor Hunt Valley, MD 21031	21031
Mike Goodspeed (469) 372-1538	Trailblazers Health Enterprises 3101 S. Woodland Drive Denison, TX 75020	75020
Mike Goodspeed (469) 372-1538	Trailblazer Health Enterprises Executive Center 3 8330 LBJ Freeway Dallas, TX 75243	75243
Valerie Rogers (804) 327-2033	Trailblazer VA Call Center 300 Arboretum Place 4th Floor Richmond, VA 23261	23261
Frank Abrahamian (805) 367-1037 Tom Lodzinski (414) 226-2608	UGS CA Call Center 192 Camino Ruiz Bennett Center Camarillo, CA 93012	93012
Dave Gillock (313) 962-6666 Asenath Gregory (313) 962-6208	UGS - MI Provider Call Center 660 Plaza Drive Detroit, MI 48226	48226
David Ellison (540) 767-7016	UGS VA Call Center 213 South Jefferson Street Suite 1100 Roanoke, VA 24011	24011
Tom Lodzinski (414) 226-2608	UGS Call Center 401 W. Michigan Milwaukee, WI 53203-2804	53203
Gina Jenkins (706) 855-3371	UHC GA Call Center Augusta Corporate Center Building 200, 4th Floor Augusta, GA 30999	30999
Glenn Richards (312) 228-6244	WPS Chicago 111 E. Wacker Drive Suite 950 Chicago, IL 60601	60601
Brian Corder (618) 998-5188	WPS IL Call Center 912 N Pentecost Drive Marion, IL 62959	62959
Lynn Lovett (608) 221-7020 Mary Strobe (608) 221-6898	WPS - MI Provider Call Center 660 Plaza Drive Detroit, MI 48226	48226

Installation Contacts (Cont.)

CONTACT	CALL CENTER/ FACILITY	ZIP
Rick Jobin (952)885-2921	WPS MN Call Center 8120 Penn Avenue, South Suite 200 Bloomington, MN 55431	55431
Lynn Lovett (608) 221-7020 Mary Strobe (608) 221-6898	WPS WI Call Center 1601 Engel Street Madison, WI 53713	53713
Phil Hummell (602) 864-5401	BC/BS of AZ Call Center 2331 W. Royal Palm Road Suite 115 Phoenix, AZ 85021	85021
Linda Brown (785) 291-8735	BCBS of KS Training Center 1234 SW Polk Street Topeka, KS 66629	66629
Linda Brown (785) 291-8735	BCBS of KS 138 N. Santa Fe Salina, KS 67401	67401
Don Doyle (410) 561-4036	CareFirst Call Center 1946 Greenspring Drive Timonium, MD 21093	21093
Susan Schuler (314) 212-1840 (primary) Gail Hoffman (314) 212-1821 (backup) Joe Miskovic (314) 212-1924 (backup)	Missouri Medicare Services 12755 Olive Street Road Creve Coeur, MO 63141	63141
Anita Elvbakken (406) 447-8719 Brigid Harlan (406) 791-4097	BCBS of Montana Call Center (A) 3360 10th Avenue South Great Falls, MT 59403	59403
Anita Elvbakken (406) 447-8719	BCBS of Montana Call Center (B) 340 N. Last Chance Gulch Helena, MT 59604	59604
Paul Boone (919) 765-1875 Nancy Hoover (919) 765-1374 Chip Stroup (919) 765-1913	BCBS of NC Call Center 800 South Duke Street Durham, NC 27702	27702
Jane Lamp (402) 398-3709 Cathy Bojanski (402) 390-1807	BCBS of NE Call Center 2120 S. 72 Street Suite 500 Omaha, NE 68124	68124
Steve Berry (918) 592-9306 Becky Jones (918) 560-2104 Linda Warford (918) 560-2182	Group Health Service Call Center 1215 S. Boulder Tulsa, OK 74119	74119

Installation Contacts (Cont.)

CONTACT	CALL CENTER/ FACILITY	ZIP
Nancy Thibodeaux (503) 225-5451	Medicare Northwest Call Center 1600 SW 4 th Avenue Suite 400 Portland, OR 97207	97207
Maria Melendez (787) 749-4077 Javier Santiago (787) 749-4019 Olga Torrens (787) 749-4088 Hilda Irizarry (787) 749-4949, x4742	Triple S Call Center Avenue Franklin Roosevelt #1441 San Juan, PR 00921	00921
Beverly Caballero (787) 772-4103 Maria Lanzot (787) 758-9733, x2543	COSVI Call Center Americo Miranda Avenue #400 San Juan, PR 00936-3428	00936
Bob Hockenhull (401) 459-1504	BC/BS RI Call Center 86 Weybosset Street Providence, RI 02903	02903
Tom Kobliski (803) 735-1034, x31442 Laurin Bogger (803) 763-5730 Tina Hooker (803) 735-1034, x32222	Palmetto GBA Call Center 17 Technology Circle Columbia, SC 29203	29203
David Foster (801) 333-5493 (801) 319-6925 (cell)	Regence BC of Utah Call Center 2890 E. Cottonwood Parkway Salt Lake City, UT 84121	84121
Brent Symes (425) 670-5177	Premera Blue Cross Call Center 7001 220th Street, SW Mountlake Terrace, WA 98043	98043
David Hartman (307) 432-2762 Pat Kaiser (307) 432-2851	BCBS of WY Call Center 4000 House Avenue Cheyenne, WY 82003	82003

Attachment 3 --- Standard Installation Specifications

Any additional work or costs beyond the standard installation must receive prior approval from your CMS project officer.

Commercial Standard Installation

Includes the following:

- * Mount dish on an outside wall of the building with appropriate hardware, up to two stories high and within 150 foot cable length of TV.
- * Provide up to 150 feet of RG-6 cable.
- * Provide the hardware necessary to mount and ground the satellite antenna.
- * Route all cables to up one TV either through an exterior wall (frame or one layer of masonry).
- * Connect the receiver to an existing telephone jack with the supplied telephone wire if available within 15 feet of TV.
- * Verify signal strength and test system.
- * Explain and approve all work with the on-site customer prior to beginning installation.

Not included in standard installation (not an all-inclusive list):

- * Stereo hook up with patch cords;
- * Cable burial;
- * Extra TV hook up;
- * Extra TV hook up to additional receiver;
- * Off air antenna hook up;
- * Wall finishing;
- * Telephone jack installation;
- * Ground pole installation;
- * Chimney mount;
- * Plenum cable;
- * Building over two stories tall by quote;

Attachment 3 (Cont.)

2

- * Wait time over 15 minutes for building manager;
- * Drawn diagrams for building manager; and
- * Wait time over 15 minutes for roof access.