

# Ask-the-Contractor Teleconference

**December 8, 2010**  
**Beginning at 1:00 pm (EST)**  
**Section 1011 Providers**

Join us for our first Ask the Contractor Teleconference (ACT). HMS will discuss information that all new Section 1011 providers should know, and highlight differences existing providers may notice as a result of the recent transition to Highmark Medicare Services (HMS) as the Section 1011 contractor. The conference will allow you to interact directly with representatives from various Section 1011 departments within HMS.

To participate in the teleconference, please dial **1-888-276-8689** and enter participant code **1920282** when prompted. If the call has reached attendee capacity, you will hear the message, "conference is full".

Representatives from Medical Review, Payment Disputes, EDI Services, Customer Service, Payment Processing, Provider Enrollment, and our Outreach and Education Staff will be available to address your questions and concerns.



# Ask-the-Contractor Teleconference

## Agenda

**Date: December 8, 2010**

**Time: 1:00 pm, ET**

- I. Welcome and Introductions
- II. New Provider Education PowerPoint Presentation
- III. Noteworthy Information
  - a) Remittance Advice Availability
  - b) RACF IDs for DDE
  - c) Submitter/Receiver IDs for EDI transactions
  - d) Provider Enrollment Packages
- IV. Customer Contact Center
- V. Questions and Answers

## Speaker's Highlight Page

- The [New Provider Education PowerPoint](#) can be found in the Outreach and Education Web Center.
- EDI User Guide can be found at:  
<https://www.highmarkmedicare.com/section1011/ediguide/index.html>
- The [Customer Contact Center](#) information is in the Customer Service Web Center.
- [Questions and Answers](#) we receive from Section 1011 customers will be updated on the HMS Section 1011 website as a result of this Ask the Contractor session and other interactions we have with our customers.

## More Section 1011 Information

**Customer Service** is only a phone call away and specialists are waiting to serve you from 8:00 am to 4:30 pm ET on Monday through Friday at **1-866-860-1011**.

[The HMS Section 1011 website](#) has detailed information on the Section 1011 program and all of its facets, as well as educational resources to improve your knowledge. It is available any time you need an answer. The HMS site is organized into knowledge centers for ease of reference.

### HMS Section 1011 Website Information Centers

Section 1011 Program	Enrollment Center	Dispute Resolution Center
Electronic Billing (EDI)	Customer Service	
Outreach and Education	Payment Requests	

### Ask Us a Question

If you cannot find what you are looking for on our website, you may ask a question by using the [online form](#). Since the website is secured, your question will be confidential.

### Join our Mailing List

In these hectic times, it's tough to keep on top of all the changes taking place. Why not take advantage of subscribing to our website mailing list?

Subscribing to our List Serv mailing list will allow Highmark Medicare Services to send email messages about things we want to communicate in a hurry, system outages, or general updates to Section 1011.

When you join, HMS will send a confirmation email asking for you to reply and confirm your subscription. You may easily unsubscribe at any time.

<https://www.highmarkmedicare.com/section1011/email.html>



## Educational Event Satisfaction Survey

Your assessment of this Ask the Contractor program is very important to us. By completing this satisfaction survey, you will help us measure the effectiveness of this program and prepare for future events. Thank you for your cooperation.

**Date:**                **December 8, 2010**

**Subject:**            **Ask-the-Contractor Teleconference**

Using the rating system of **(1) Poor, (2) Fair, (3) Good, (4) Very Good, (5) Excellent**, please circle the number that best expresses your rating of each of the following:

- |   |   |   |   |   |   |
|---|---|---|---|---|---|
| 1. This educational event was informative.                          | 1 | 2 | 3 | 4 | 5 |
| 2. The handout materials were easy to access and beneficial.        | 1 | 2 | 3 | 4 | 5 |
| 3. The Speaker was knowledgeable of the subject matter.             | 1 | 2 | 3 | 4 | 5 |
| 4. The Speaker(s) provided clear and complete answers to questions? | 1 | 2 | 3 | 4 | 5 |
| 5. Overall, how would you rate this educational event?              | 1 | 2 | 3 | 4 | 5 |

Suggestions for future educational events?

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Please provide any additional comments.

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Please return this completed form to the speaker(s) by faxing it to: **717-302-3645**.

**So we may better understand your comments, please complete the following section:**

<b>Your Name:</b>	<b>Office Name:</b>
<b>Section 1011 PIN:</b>	<b>Phone #</b>
<b>E-mail Address:</b>	