

Ask-the-Contractor Teleconference

April 20, 2011
Beginning at 2:00 pm (ET)
Section 1011 Providers

Join us for our next Ask the Contractor Teleconference (ACT) on Wednesday, April 20th at 2:00pm Eastern Time. HMS will discuss information regarding the Dispute Resolution Request process and provide some helpful hints on how to complete the necessary form and what attachments are needed for a successful dispute.

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, Customer Service, Payment Processing, Provider Enrollment, and our Outreach and Education Staff will be available to address your questions and concerns during the question and answer period following the presentation.

Attendees are encouraged to fill out the satisfaction survey and fax it to HMS so that we may serve you better and gather ideas for future teleconference topics.

Ask-the-Contractor Teleconference

April 20, 2011 at 2pm ET

Agenda

- I. Welcome and Introductions

- II. Dispute Resolution Request Process Presentation

- III. Review of the Dispute Resolution Request Checklist

- IV. Questions and Answers

Speaker's Highlight Page

- The Dispute Resolution Request Reference Document can be found on the Section 1011 website at:
<https://www.highmarkmedicare services.com/section1011/education/resources/index.html>
- The Dispute Resolution Request Checklist can be found on the Section 1011 website at:
<https://www.highmarkmedicare services.com/section1011/education/resources/index.html>
- “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. A listing of “Questions and Answers” can be found on the website at:
<https://www.highmarkmedicare services.com/section1011/faq.html>

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
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: April 20, 2011

Subject: Ask-the-Contractor Teleconference - Dispute Resolution Request Process

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?

Please provide any additional comments.

Please return this completed form to the speaker(s) by faxing it to: **717-635-4205, attn: Judy Andidora.**

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

Your Name:	Office Name:
Section 1011 PIN:	Phone # :
E-mail Address:	