

Ask-the-Contractor Teleconference

November 15, 2011
Beginning at 1:30 pm (ET)
Section 1011 Providers

Join us for our next Ask the Contractor Teleconference (ACT) on Tuesday, November 15th at 1:30pm Eastern Time. HMS will discuss information regarding the Medical and Compliance Review processes and provide some helpful hints on how to respond when additional information is requested.

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 and Compliance Review, Payment Processing, Customer Service, and our Outreach and Education Staff will be available to address your questions live during the question and answer period following the presentation. Please remember that due to HIPAA Privacy regulations, we may not discuss specific information about your payment requests in an open forum.

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

Ask-the-Contractor Teleconference

November 15, 2011 at 1:30pm ET

Agenda

- I. Welcome and Introductions
- II. Presentation of “Medical and Compliance Reviews” PowerPoint
- III. Questions and Answers

Speaker's Highlight Page

- The “Section 1011 Medical and Compliance Reviews” PowerPoint Document can be found on the Section 1011 website at:
<https://www.highmarkmedicare.com/section1011/education/teleconferences.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.com/section1011/faq.html>
- Your assessment of this Ask the Contractor program is very important to us. By completing the brief satisfaction survey at the end of this document, you will help us measure the effectiveness of this program and prepare for future events. Please take a moment at the end of the teleconference to complete the survey and fax your response to **717-635-4205**.

More Section 1011 Information

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.

The website can be found at:

<https://www.highmarkmedicare services.com/section1011/index.html>

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 issues we want to communicate quickly, as well as making you aware when there are general updates or reminders related 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. Here is the URL to join:

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

Call Us

Customer Service is only a phone call away and Section 1011 specialists are waiting to serve you from 8:00 am to 4:30 pm ET on Monday through Friday at **1-866-860-1011**. Customers with hearing impairment can use the TTY device by dialing 1-888-697-7290.



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: **November 15, 2011**

Subject: **Ask-the-Contractor Teleconference: *Medical and Compliance Reviews***

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 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 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:	