



## Section 1011 Ask the Contractor Teleconference

Join the Section 1011 Team at Novitas Solutions for our next Section 1011 Ask the Contractor Teleconference (ACT) on Wednesday, March 25, 2015 at 2:00pm Eastern Time. Novitas will discuss information regarding Patient Stabilization. Handouts for the ACT can be found at our website at [www.novitas-solutions.com](http://www.novitas-solutions.com).

To participate in the teleconference, please dial **1-800-882-3610** and enter participant code **4671132** when prompted. No pre-registration is necessary, but we recommend dialing in five minutes prior to the conference. Please keep your telephone on mute until the Question and Answer session. Please do not put your phone on hold during the ACT.

Representatives from Section 1011 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 (claims) in an open forum.

Attendees are strongly encouraged to fill out the satisfaction survey at the end of this handout and fax it to Novitas (717-728-8721, Attention: Judy Andidora) so that we may serve you better and gather ideas for future teleconference topics.



## **Section 1011 ACT Agenda**

**March 25, 2015 at 2:00pm ET**

To join the conference, dial **1-800-882-3610** and enter participant code **4671132**

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- I. Welcome and Introductions
- II. Section 1011 Background
- III. Emergency Medical Treatment and Labor Act (EMTALA)
- IV. Patient Stabilization
- V. Stabilization Scenarios
- VI. Key Points
- VII. Section 1011 Self Service and Support

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## ACT Speaker's Highlight Page

- The "Section 1011 Ask the Contractor Teleconference" PowerPoint Document can be found on the Section 1011 website under Outreach and Education/Teleconferences
- "Questions and Answers" we receive from Section 1011 customers will be updated on the 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:  
<http://www.novitas-solutions.com/webcenter/spaces/Section1011/page/pagebyid?contentId=00003659>
- Help us to help you. 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 attached survey and fax your response to: **717-728-8721, Attention - Judy Andidora.**



## **More Section 1011 Information**

**The Novitas 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 Section 1011 website is organized into knowledge centers for ease of reference.

**The website can be found at:**

[www.novitas-solutions.com](http://www.novitas-solutions.com) and click on the third map for Section 1011.

### **Ask Us a Question Online**

If you cannot find what you are looking for on our website, you may ask a question by using the online form on the "Section 1011 Contact Information" under 'By email' at:

<http://www.novitas-solutions.com/webcenter/spaces/Section1011/page/pagebyid?contentId=00004488>

Since the website is secure, 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 Section 1011 website mailing list?

Subscribing to our List Serv mailing list will allow Novitas 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, Novitas will send a confirmation email asking for you to reply and confirm your subscription. You may easily unsubscribe at any time. Join now at:

<http://www.novitas-solutions.com/webcenter/spaces/Section1011/page/pagebyid?contentId=00008178>

### **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:** March 25, 2015

**Subject:** Ask the Contractor Teleconference: *Patient Stabilization*

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:

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

**Do you have any suggestions for future educational events?**

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**We welcome any additional comments:**

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Please fax your completed survey to: **717-728-8721, Attention: Judy Andidora**

**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>Email Address:</b>	