

The Interactive Guide to the Medicare Learning Network®

Produced by Department of Health and Human Services Centers for Medicare and Medicaid Services.

Welcome

Throughout your business day, can you quickly find and access the most accurate, up-to-date information about the Medicare Program? Do you know how to bill for certain medical services? Or have you wondered why your claims were rejected or why your payments were delayed? Have you heard about the Medicare Learning Network®?

The Medicare Learning Network, commonly referred to as the MLN, is the official source of information for Medicare Fee-For-Service providers. It was created by the Centers for Medicare & Medicaid Services or CMS. In this CD-ROM, you'll learn about the Medicare Learning Network and be introduced to key educational products you can start using today. And, you'll hear how Medicare Learning Network products can answer your Medicare questions and help you reduce your billing errors so you can get paid faster.

Ready to learn more about the Medicare Learning Network?

Introduction

Hello, my name is Valerie Haugen with the Centers for Medicare & Medicaid Services. As the Director of the Medicare Learning Network, I am proud and excited to introduce you to the rich array of educational products and informational resources we have available to help Medicare Fee-For-Service providers in their day-to-day work.

Whether you are a biller, coder, supplier, physician, nurse or other health care professional, Medicare Learning Network products will provide you with critical Medicare Fee-for-Service information that is timely, easy-to-understand and accurate.

The CMS team is committed to making quality Medicare Learning Network educational products and informational resources available to you – and at no cost. I encourage you to explore this CD-ROM and then start using Medicare Learning Network resources today.

Main Menu

From the Main Menu, you can choose what you'd like to learn more about.

The Medicare Learning Network has a wide variety of helpful educational products for Medicare Fee-for-Service Providers. Click on any of them to learn more. Or, you may want to dive right into a topic or resource.

The MLN addresses important issues to help you stay up-to-date on the Medicare Program. This means you can get the answers you need to submit claims correctly the first time.

Click any of the links to begin. You may return to the Main Menu at any time by clicking Main Menu in the top left corner of your screen.

Catalog of Products

Not sure where to begin? Start with the MLN Catalog of Products. From the online Catalog you can download our free educational materials. Or, if you prefer, you can print them out.

Go to the table of contents to review the wide range of available products. You may want to browse the entire catalog. If you want to find something specific, refer to the subject index. Or you can search the provider index for products designed for specific users, such as billers, coders, nurses, etc.

Each product includes a short description and lets you know if it is downloadable or available in hard copy. The suggested audience is indicated as well.

By using the products in the Catalog, you can understand how to submit claims correctly the first time, be reimbursed faster, and spend less time dealing with paperwork and more time on patient care. Click the link to go to the Catalog now.

Links on screen:

[Explore the Catalog of Products](#)

Guides

The Medicare Learning Network has developed a number of comprehensive Guides to help you understand key topics.

An important general guide, *A Resource for Residents, Practicing Physicians, and Other Health Care Professionals*, introduces you to the Medicare Program and provides basic information on topics such as, becoming a Medicare provider or supplier and receiving reimbursement from the Medicare Program.

The Companion Facilitator's Guide contains all the information an instructor needs to train others on this material.

These guides are examples of the many free educational resources created for you and easily accessible from the MLN Catalog of Products. Save yourself time and hassle. Start taking advantage of these official resources today.

Links on screen:

[Medicare Physician Guide: A Resource for Residents, Practicing Physicians, and Other Health Care Professionals](#)

[Companion Facilitator's Guide](#)

Articles

You might already be familiar with MLN Matters Articles. By reading these articles you can stay up-to-date about new and changed Medicare policies and quickly learn how they affect you.

For example, are you aware that there is a filing limit for submitting Medicare Fee-For-Service reimbursement? This MLN Matters Article will tell about it.

Do you know about ICD-10? These new diagnostic codes as well as procedural codes go into effect in October of 2013. If you do not use the correct codes, you will not be reimbursed for services. This MLN Matters Article will help you to prepare.

Have you heard about the improper payment vulnerabilities identified by the RAC, which stands for Recovery Audit Contractor? Interested providers should read this MLN Matters Article to get information on what can be done to avoid those vulnerabilities.

These are just a few of the important issues that MLN Matters Articles address. The site is updated frequently, so please visit it often.

Links on screen:

[MLN Matters Filing Limit Article #MM6960](#)

[MLN Matters ICD-10-CM Article #SE1019](#)

[MLN Matters RAC Article #SE1024](#)

[Go to MLN Matters Articles](#)

Education Tools

Quick Reference charts, bookmarks and other products are educational tools you'll want to keep within easy reach.

The Quick Reference chart, *The ABCs of Providing the Initial Preventive Physical Examination*, explains the procedures and codes you'll use when filing for reimbursement of the "Welcome to Medicare" physical exam. This tool and others are both available in hard copy and downloadable from our website.

This is the *CMS Website Wheel*, available through the Product Ordering System. It is one of our most popular tools. Turn the wheel to view URLs for over 30 official CMS Medicare-related websites. Keep the wheel handy to immediately find the URL you need. These and other educational tools can help answer your Medicare questions.

Links on screen:

[Download the Quick Reference Chart](#)

[Go to the Medicare Learning Network to order products.](#)

Booklets

Looking for information that will help reduce your business transaction errors?

MLN booklets cover topics such as preventive services, rural provider billing information and the Medicare claims review program. To quickly learn more, access these resources from the Booklets page of the MLN Catalog of Products. Take a moment to do that now, or return to the Main Menu to learn more about other helpful resources.

Links on screen:

[Explore the Catalog of Products](#)

Brochures

More than a dozen brochures offer information of interest to Medicare FFS providers. If you'd like to know more about a specific preventive service, please review one of our many brochures .

Other brochures cover issues such as the Medicare Part A and Part B administrative appeals process and the overpayment process for Medicare Part B providers.

All of our brochures are available from the MLN Catalog of Products. We hope you'll take advantage of these helpful resources.

Links on screen:

[Explore the Catalog of Products](#)

Fact Sheets

Our Fact Sheets provide general information, outline responsibilities and clarify the policies and procedures of the Medicare Program.

If you need a refresher on how to complete paper claim forms used to bill for Part A and Part B services, check out *Form CMS 1500 At A Glance* and *Implementation of the UB-04*.

There is a specific fact sheet for maintaining and protecting your Medicare enrollment information — whether you are a Medicare Fee-For-Service physician or non-physician practitioner.

Are you a rural health care provider? If so, you'll want our series of fact sheets that are downloadable or available on a single CD-ROM. They can help provide a better understanding of the often-complex aspects of the Medicare Program.

These are just a few of the informative fact sheets available from the MLN.

Links on screen:

[Form CMS – 1500 At A Glance](#)

[Implementation of the UB-04](#)

[Medicare Fee-for-Service \(FFS\) Physicians and Non-Physician Practitioners: Protecting Your Privacy – Protecting Your Medicare Enrollment Record](#)

[A CD-ROM series of Rural Health Fact Sheets is available through the Product Ordering Page](#)

[More Fact Sheets are accessible from the Catalog of Products](#)

Web-Based Training

The Medicare Learning Network offers a series of Web-Based Training courses.

To access a course, first go to the MLN. Scroll down to Web Based Training Modules and click the link.

Find your course in the listing on the left. Stars indicate that continuing education credits are available.

To take a course, first click on it and a new window will pop up. You'll be able to read more about the course, including the suggested audience, learning objectives, credits available and more. To take the course, you'll need to either login, or easily register as a new user.

For the purpose of this example, let's log in as a return user. After successfully logging in, you'll arrive at a Welcome page. Next click Web-Based Training Courses. Find your course again and this time scroll down, select your credit option, and then choose Take Course. The left side of your screen is a guide to the course content.

By clicking on Introduction, you can begin. Courses may include knowledge assessments where you can test what you have learned.

Using MLN resources like these can help you avoid billing errors so you get reimbursed more quickly. Go to the MLN Catalog of Products to find one that is right for you.

Links on screen:

[Find courses in the Catalog of Products](#)

Medicare Basics

If you are looking for general information about Medicare, let me direct you to a few relevant Medicare Learning Network resources.

This guide *A Resource for Residents, Practicing Physicians, and Other Health Care Professionals* provides basic information on becoming a Medicare provider or supplier, receiving reimbursement from the Medicare Program, understanding Medicare payment policies and more. You can access this guide through the online Catalog. To order a hard copy or a CD-ROM, go to the MLN and scroll down to the product ordering system.

We also have facilitator resources for this material, including the *Companion Facilitators' Guide, Professional Training Facilitator Kit and Video*.

Perhaps you're interested in learning about Medicare via a web-based training course. The *World of Medicare* online course will help you understand the fundamentals. You can access the 60-minute course from the MLN at any time.

If you have any questions about how to find or take a course, you can go to the Main Menu of this CD-ROM and click Web-Based Training.

The Medicare Learning Network resources can help you begin to understand the basics of Medicare. We urge you to take advantage of these free resources today.

Links on screen:

[Explore the Catalog of Products](#)

Enrolling

After you've enrolled as a Medicare Fee-For-Service provider and are eligible to submit claims, you may have questions about the procedures you need to follow in order to maintain your enrollment and/or report back changes. This MLN fact sheet can help.

We also encourage you to read *MLN Matters Article # 6842*. It covers establishing and maintaining updated records in the Medicare Provider Enrollment Claim & Ownership System (PECOS). You'll need to be enrolled to receive incentive payments from Medicare. Go to the Understanding Payments topic from the Main Menu to learn more.

These are just a few examples of the valuable resources available to you. Please visit the Medicare Learning Network to learn more.

Links on screen:

[Go to the Enrollment Fact Sheet](#)

[Read MLN Matters Article #MM6842](#)

[Visit the Medicare Learning Network](#)

Understanding Coverage

Medicare covers many services. Do you have a clear understanding of which ones are covered-- before you provide the services and submit claims?

If not, the Medicare Coverage Database can assist you. The MLN fact sheet "How to Use the Medicare Coverage Database" explains the database and teaches you how to use key features.

Additional Medicare Learning Network resources include: *The Guide to Medicare Preventive Services for Physicians, Providers, Suppliers, and Other Health Care Professionals* and brochures such as *Diabetes-Related Services, Bone Mass Measurements, and Cancer Screenings*.

We have a multitude of products to answer your coverage questions. Explore the Medicare Learning Network to learn more.

Links on screen:

[How to Use the Medicare Coverage Database](#)

[Guide to Medicare Preventive Services](#)

Submitting Claims

Claims submission can be a complex process and it's common to have questions.

Are these the correct codes? Have I filled in the required information? When are these claims due?

Because understanding claims submission is pivotal to receiving reimbursement, CMS developed a number of easy-to-understand, timely and official products to help you.

The *Medicare Learning Network Suite of Products and Resources for Billing and Coding Professionals* contains dozens of products to help reimbursement specialists submit claims correctly the first time.

Get the current procedural terminology codes, medical record documentation and classification of diseases with MLN's *Evaluation & Management Guide*.

For information on how to accurately file Medicare Part A and Part B claims, turn to MLN Web-Based Training courses, *CMS Form 1500* and *Uniform Billing (UB-04)*.

An important policy you should be aware of is the filing limit for submitting claims for Medicare Fee-For-Service reimbursement. This policy is applicable to all Medicare claims beginning on or after January 1, 2010. To learn more about the filing limit policy, please listen to our podcast.

These are just some examples of claims submission policies you need to be aware of.

Regular use of the Medicare Learning Network will keep you up to date on relevant issues like these and many others.

Links on screen:

[Access the Suite of Products for Billing and Coding Professionals](#)

[Listen to the Podcast](#)

Understanding Payment

Medicare uses various fee schedules and systems to pay doctors or other providers/suppliers. Understanding these can be challenging.

Medicare Learning Network products and resources translate complicated information into easy-to-understand language.

Whether you need information about payment rates, prospective payment systems, special incentives, claims determination or Medicare overpayment, MLN's full range of fact sheets, guides and other resources are just a click away.

We don't want you to struggle with billing errors, payment errors or payment delays. Click the link on your screen to go straight to the Medicare Learning Network.

Links on screen:

[Go to the Medicare Learning Network](#)

Providing Preventive Services

Do you have questions about Preventive Services – what’s covered and/or how much Medicare will pay? As you know, Preventive Services are procedures to help keep patients healthier. The MLN has a variety of products to educate you about this topic.

For questions about a specific service, one of our many brochures might have the answers you need. We have brochures on adult immunizations, diabetes-related services and glaucoma screening, to name just a few.

For a more complete understanding of Preventive Services, go to *The Guide to Medicare Preventive Services for Physicians, Providers, Suppliers, and Other Health Care Professionals*. You can download this Guide directly from the MLN Catalog of Products.

Or, review our “Quick Reference Information Charts on Medicare Preventive Services.”

The Medicare Learning Network is committed to providing accurate, easy-to-understand, official information about Preventive Services. These are just a few of the resources available. Explore the MLN to stay up-to-date on this critical topic.

Links on screen:

[Go to the Guide](#)

[Access Preventive Services MLN Products](#)

[Visit the Medicare Learning Network](#)

Understanding HIPAA

The privacy of patient health information remains an important topic. Do you know the requirements of the Health Insurance Portability and Accountability Act of 1996 or HIPAA? Our Fact Sheet “Medical Privacy of Protected Health Information” is a resource about the HIPAA Privacy Rule. It’s suggested for all Medicare Providers as a great way to stay current.

We also offer a Web-Based Training course, “HIPAA EDI” Standards, on the electronic transaction standards you need to know. This one-hour course is suggested for medical administrative staff, non-physician practitioners and physicians. To take the course, go to the MLN, scroll down to Web-Based Training Modules and follow the instructions.

If you have any questions about how to find or take a course, please return to the Main Menu and select Web-Based Training.

Links on screen:

[Medical Privacy of Protected Health Information](#)

[Go to the Medicare Learning Network](#)

Health Information Technology

From the upgrade to ICD-10 to exchange of information through Electronic Health Record (EHR) technology, the nation's health care system is undergoing transformation.

Under the Health Information Technology for Economic and Clinical Act, or the "HI-TECH Act," CMS will provide incentive payments to eligible health care professionals and hospitals as they adopt, implement, upgrade or demonstrate meaningful use of certified EHR technology. The Medicare EHR Incentive Program starts in 2011 and continues through 2016.

Visit the CMS website and MLN web pages for more information about this program.

Links on screen:

[Learn more about the Medicare EHR Incentive Program](#)

[Read the EHR Incentive Program Tip Sheet](#)

Product Ordering System

CMS offers materials in print and electronic formats absolutely free through the Product Ordering System. By completing certain Web-Based Training courses, you can even earn Continuing Education Units or CEUs.

Ordering a product is quick and easy. First go to the Medicare Learning Network web page at <http://www.cms.gov/mlngeninfo>.

Then scroll down to the Product Ordering Page.

Search by topic and keyword to find the products that are right for you. Or, browse the comprehensive list. Let's say that you are interested in learning more about CMS websites related to Medicare. The CMS Website Wheel is an informational resource you would definitely want to order.

Once you have selected your product, a new window will appear on your screen.

To order a product, you'll need to login or register. Once you log in, you'll be taken to a Welcome screen.

From here, click the Request A Product tab in the middle of your screen. Then search by topic or key word again or just scroll down to find your product.

Add the product to your cart and check out. You'll be able to verify your address before completing your order.

When you see the order confirmation screen, you will know that the product is on the way.

Guided Pathways

MLN Guided Pathways are helpful booklets that can guide you to the MLN and other CMS resources that are right for you. The booklets are organized by topic, such as "Navigating the CMS Website."

There is a Basic Curriculum for all health care professionals, suppliers and providers, and two Intermediate Curricula – one that covers Part A and one for Part B.

The MLN has more information about Guided Pathways available online. Just click the link on your screen.

Links on screen:

[Go to Guided Pathways](#)

Conclusion

Thank You. As you've learned, the Medicare Learning Network has a variety of official, accurate, easy-to-use educational products and informational resources to help you stay up-to-date and well informed about the Medicare Program. All MLN products are absolutely free and are available to you 24 hours a day/7 days a week. This means you can access them whenever your schedule permits. Thank you, and my best wishes for a successful learning experience!

Disclaimer

The Interactive Guide to the Medicare Learning Network CD-ROM Disclaimer Information.

The Medicare Learning Network® (MLN), a registered trademark of CMS, is the brand name for official CMS educational products and information for Medicare Fee-For-Service providers. For additional information, visit MLN's web page at <http://www.cms.gov/MLN/GenInfo> on the CMS website. Additional disclaimers may apply and will be supplied by DPIPD staff and/or the Project Officer.

This CD-ROM was prepared as a tool to assist providers and is not intended to grant rights or impose obligations. Although every reasonable effort has been made to assure the accuracy of the information within the CD-ROM, the ultimate responsibility for the correct submission of claims and response to any remittance advice lies with the provider of services. The Centers for Medicare & Medicare Services (CMS) employees, agents, and staff make no representation, warranty, or guarantee that this compilation of Medicare information is error-free and will bear no responsibility or liability for the results or consequences of the use of this CD-ROM. This CD-ROM is a general summary that explains

certain aspects of the Medicare Program, but is not a legal document. The official Medicare Program provisions are contained in the relevant laws, regulations, and rulings.

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