

Provider Contact Centers Training Topics

September-05

<i>Topic</i>	<i>Program</i>	<i>Contractor</i>	<i>Contact Information</i>
Ambulance	Part A	Riverbend GBA	Debbie Rowe (423) 755-6235
	Part A	Noridian Administrative Services	Laurie Severtson 701.277.2091
Anesthesia	Part B	TrailBlazer	Stacia Jones 804-327-2261
Appeals	Part B	CIGNA	Jeff Livers 336.821.451
APPL screens	DMERC	AdminaStar Federal	Aimee Yarwood 317-841-4558
ASF Website	Part A	AdminaStar Federal	Aimee Yarwood 317-841-4558
Broadcast of Revisions	Part B	TrailBlazer	Gary Warczak 903.463.0645
Bulletin Quiz	Part A	Empire	Claudia D'Eredtia 315.442.483
Call flow	DMERC	AdminaStar Federal	Aimee Yarwood 317-841-4558
CCI	Part B	BCBSMT	Duane Ingle 406.444.8358
CERT	Part B	Noridian Administrative Services	Deb Bejarno 515.974.3612
	Part B	Cahaba GBA	Chris Loftin 601.977.5577
Closing and commenting CCN's	Part B	FSCO	Bryan Thompson 904.791.0920
CMS Website	Part B	Cahaba GBA	Chris Loftin 601.977.5577
Compliance	Part A	AdminaStar Federal	Aimee Yarwood 317-841-4558
CR 3924	Part B	BCBSMT	Duane Ingle 406.444.8358
CR 3929	Part B	BCBSMT	Duane Ingle 406.444.8358
CRs/Bulletins/Medlearn Matters	Part A	Palmetto GBA	Marjorie Webber 727.773.9225 ext. 15360
	Part A	Cahaba GBA	Lisa Carley 515-471-7227
	Part A	Anthem Health Plans of NH	Terri Pomerleau 603.472.7610

	Part A	Empire	Claudia D'Eredtia 315.442.483
	Part B	Cahaba GBA	Adrian Hamilton 912-921-3045
	Part B	Arkansas BCBS	Barry Perry 225.231.2211
	Part B	Cahaba GBA	Chris Loftin 601.977.5577
	Part B	CIGNA	Jeff Livers 336.821.451
	Part B	FSCO	Susannah Keener 904.791.0996
	Part B	CIGNA	Jan Patterson 615.782.4521
	Part B	Cahaba GBA	Lisa Carley 515-471-7227
	Part B	TrailBlazer	Stacia Jones 804-327-2261
	Part B	Highmark Medicare Services	Helaine Krebs (717) 302-4020
CWF	Part A	Cahaba GBA	Lisa Carley 515-471-7227
Daily Proficiency Questions	Part B	BCBSMT	Duane Ingle 406.444.8358
Disclosure Reference	DMERC	AdminaStar Federal	Aimee Yarwood 317-841-4558
	Part A	Cahaba GBA	Lisa Carley 515-471-7227
	Part A	Veritus	Teresa Strittmatter 717.302.5943
	Part B	AdminaStar Federal	Aimee Yarwood 317-841-4558
Diversity	Part A	AdminaStar Federal	Aimee Yarwood 317-841-4558
DRG Payment	Part A	Riverbend GBA	Debbie Rowe (423) 755-6235
	Part A	BCBS Georgia	Elisa D. Exum (706) 571-5529
EDI	Part A	Palmetto GBA	Marjorie Webber 727.773.9225 ext. 15360
EMC Claims	Part B	TrailBlazer	Stacia Jones 804-327-2261
ESRD	Part A	TrailBlazer	Angela Wilhite 469.372.7966
	Part A	TrailBlazer	Lee Condron 903-463-0775

Expedited Review	Part A	Empire	Claudia D'Eredtia 315.442.483
Expedited Review of CR	Part A	AdminaStar Federal	Aimee Yarwood 317-841-4558
External Affairs	DMERC	AdminaStar Federal	Aimee Yarwood 317-841-4558
Fraud Training	Part B	BCBSMT	Duane Ingle 406.444.8358
Global Surgery	Part B	BCBSMT	Duane Ingle 406.444.8358
Handling Difficult Callers	Part B	Cahaba GBA	Adrian Hamilton 912-921-3045
Handling Irate Callers	Part B	AdminaStar Federal	Aimee Yarwood 317-841-4558
Home Health	Part A	Palmetto GBA	Marjorie Webber 727.773.9225 ext. 15360
	Part B	Cahaba GBA	Chris Loftin 601.977.5577
Home Health Episodes	Part B	CIGNA	Jan Patterson 615.782.4521
Hospice	Part A	Palmetto GBA	Marjorie Webber 727.773.9225 ext. 15360
	Part B	Cahaba GBA	Chris Loftin 601.977.5577
How to use websites	Part A	Anthem Health Plans of NH	Terri Pomerleau 603.472.7610
HPSA/PSA	Part B	CIGNA	Jeff Livers 336.821.451
Inpatient	Part A	TrailBlazer	Angela Wilhite 469.372.7966
IOM	Part B	Highmark Medicare Services	Helaine Krebs (717) 302-4020
	Part A	Veritus	Teresa Strittmatter 717.302.5943
IP Rehab	Part A	Arkansas BCBS	Shelley Cunningham 501.210.9212
IR Screen	Part B	Cahaba GBA	Chris Loftin 601.977.5577
IVR	Part B	Highmark Medicare Services	Helaine Krebs (717) 302-4020
Job Aids	Part A	Empire	Claudia D'Eredtia 315.442.483
	Part B	Cahaba GBA	Adrian Hamilton 912-921-3045

	Part B	TrailBlazer	Stacia Jones 804-327-2261
	Part B	Highmark Medicare Services	Helaine Krebs (717) 302-4020
Lab Paneling	Part B	TrailBlazer	Gary Warczak 903.463.0645
Level 2/PRRS escalations	Part A	TrailBlazer	Lee Condron 903-463-0775
Level 2/PRRS resolutions	Part A	TrailBlazer	Angela Wilhite 469.372.7966
Logging Calls	DMERC	AdminaStar Federal	Aimee Yarwood 317-841-4558
	Part A	Empire	Claudia D'Eredtia 315.442.483
	Part B	CIGNA	Jan Patterson 615.782.4521
Maryland Waiver	Part A	Veritus	Teresa Strittmatter 717.302.5943
MCS	Part B	CIGNA	Jeff Livers 336.821.451
	Part B	AdminaStar Federal	Aimee Yarwood 317-841-4558
	Part B	CIGNA	Jeff Livers 336.821.451
	Part B	CIGNA	Jan Patterson 615.782.4521
Medicare Basics	Part A	TrailBlazer	Angela Wilhite 469.372.7966
	Part A	TrailBlazer	Lee Condron 903-463-0775
Miscellaneous	Part B	BCBSMT	Duane Ingle 406.444.8358
Modifiers	Part B	BCBSMT	Duane Ingle 406.444.8358
MSP	Part A	Empire	Claudia D'Eredtia 315.442.483
	Part A	Noridian Administrative Services	Laurie Severtson 701.277.2091
	Part B	TrailBlazer	Stacia Jones 804-327-2261
	Part B	TrailBlazer	Gary Warczak 903.463.0645
	Part B	Arkansas BCBS	Barry Perry 225.231.2211
Multiple Surgery Pricing	Part B	TrailBlazer	Gary Warczak 903.463.0645

NAS and CMS Website Navigation Refresher.	Part B	Noridian Administrative Services	Deb Bejarno 515.974.3612
NAS Medicare Part B News Issue 222.	Part B	Noridian Administrative Services	Deb Bejarno 515.974.3612
NPI	Part B	Cahaba GBA	Adrian Hamilton 912-921-3045
Occupational/ Physical/ Speech Therapy	Part A	Riverbend GBA	Debbie Rowe (423) 755-6235
Operational Updates	Part A	Empire	Claudia D'Eredtia 315.442.483
OPPS Payment	Part A	Riverbend GBA	Debbie Rowe (423) 755-6235
Outpatient	Part A	TrailBlazer	Angela Wilhite 469.372.7966
	Part A	TrailBlazer	Lee Condron 903-463-0775
Overpayment Reporting	Part A	Cahaba GBA	Lisa Carley 515-471-7227
PARTS Database	Part A	Empire	Claudia D'Eredtia 315.442.483
PPS Payment	Part A	Riverbend GBA	Debbie Rowe (423) 755-6235
Post-Test	Part A	Anthem Health Plans of NH	Terri Pomerleau 603.472.7610
Pre-test & Post-test/Open Discussion	Part A	TrailBlazer	Lee Condron 903-463-0775
Pre-test, BPRs	Part A	Anthem Health Plans of NH	Terri Pomerleau 603.472.7610
Privacy Act	Part B	TrailBlazer	Gary Warczak 903.463.0645
Provider Newsletters	Part A	Cahaba GBA	Lisa Carley 515-471-7227
	Part A	Arkansas BCBS	Shelley Cunningham 501.210.9212
	Part B	FSCO	Susannah Keener 904.791.0996
	Part B	Cahaba GBA	Lisa Carley 515-471-7227
	Part B	Cahaba GBA	Chris Loftin 601.977.5577
	Part B	Arkansas BCBS	Barry Perry 225.231.2211
Provider Reporting of Fraud	Part A	Cahaba GBA	Lisa Carley 515-471-7227
	Part B	Cahaba GBA	Lisa Carley 515-471-7227

Psychiatric Reduction	Part B	TrailBlazer	Stacia Jones 804-327-2261
QCM	Part A	TrailBlazer	Angela Wilhite 469.372.7966
	Part A	TrailBlazer	Lee Condron 903-463-0775
	Part A	Arkansas BCBS	Shelley Cunningham 501.210.9212
	Part A	Cahaba GBA	Lisa Carley 515-471-7227
	Part B	Cahaba GBA	Chris Loftin 601.977.5577
	Part B	BCBSMT	Duane Ingle 406.444.8358
	Part B	CIGNA	Jan Patterson 615.782.4521
	Part B	FSCO	Susannah Keener 904.791.0996
QCM changes	Part A	BCBS Georgia	Elisa D. Exum (706) 571-5529
QCM Mock Call	Part B	BCBSMT	Duane Ingle 406.444.8358
QCM Scorecard	DMERC	AdminaStar Federal	Aimee Yarwood 317-841-4558
	Part A	AdminaStar Federal	Aimee Yarwood 317-841-4558
	Part B	AdminaStar Federal	Aimee Yarwood 317-841-4558
QCM: Changes Self Assesment Process	Part B	Cahaba GBA	Lisa Carley 515-471-7227
Reimbursement Issues	Part A	Palmetto GBA	Marjorie Webber 727.773.9225 ext. 15360
Reopenings	Part B	TrailBlazer	Stacia Jones 804-327-2261
Research Skills	Part A	Empire	Claudia D'Eredtia 315.442.483
Retention Assessment	Part B	Cahaba GBA	Adrian Hamilton 912-921-3045
Rural Health	Part A	Anthem Health Plans of NH	Terri Pomerleau 603.472.7610
RX Drug Benefit	Part B	Cahaba GBA	Adrian Hamilton 912-921-3045
SNF	Part A	Noridian Administrative Services	Laurie Severtson 701.277.2091

	Part A	Arkansas BCBS	Shelley Cunningham 501.210.9212
SNF Consolidated Billing	Part A	Noridian Administrative Services	Laurie Severtson 701.277.2091
SNF/ RUGS	Part A	Riverbend GBA	Debbie Rowe (423) 755-6235
Soft Skills	DMERC	AdminaStar Federal	Aimee Yarwood 317-841-4558
	Part B	CIGNA	Jan Patterson 615.782.4521
Team Building	DMERC	AdminaStar Federal	Aimee Yarwood 317-841-4558
Timely Filing Guidelines	Part A	Cahaba GBA	Lisa Carley 515-471-7227
Transmittals SOP	Part A	AdminaStar Federal	Aimee Yarwood 317-841-4558
Website Notices	Part A	Empire	Claudia D'Eredtia 315.442.483
Weekly Broadcast Revisions	Part B	TrailBlazer	Stacia Jones 804-327-2261