

Swing Bed PPS HOTLINES

CMS has established a support network to assist swing bed providers, fiscal intermediaries, state agency automation coordinators and state resident assessment instrument (RAI) coordinators during the transition to the prospective payment system (SNF PPS).

As shown below, the Help Desks are identified by the type of assistance they provide.

- Dialer/Password Technical Help Desk: For questions regarding setup of your AT&T Global dialer, network access to the SB-MDS database, and help in resetting dialer password.
 - - Dialer/Password: 1-800-905-2069
- Quality Improvement and Evaluation System (QTSO) Help Desk: For questions about setting up or entering data into your RAVEN-SB software; resetting your password for the data submission system; creating export files; uploading SB-MDS data, and finding, viewing or printing validation reports. You can also access a web site that contains current information on software, transmission and SB-MDS issues.
 - - RAVEN-SB and transmission Problems: 1-800-339-9313
 - Email: swing_help@ifmc.org
 - Fax: 1-888-477-7871
 - Web Site: www.qtso.com
- Ongoing Technical Training: Once you have successfully set up your RAVEN-SB and transmission software, your state agency SB-MDS automation coordinator will be available to assist you with questions/problems you experience such as making corrections, and understanding your validation reports. A list a state automation coordinators in under development. For now, please check with your State RAI coordinator (see below) to get a contact name.
- Clinical Help: Your state RAI coordinator will help you with questions related to the SB-MDS coding requirements.
- Billing & Reimbursement: Click [here](#) to locate a contact at your Fiscal Intermediary's Provider Relations Department. Your FI will be able to help you with questions related to billing and reimbursement.