

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-08 Medicare Program Integrity	Centers for Medicare & Medicaid Services (CMS)
Transmittal 835	Date: October 12, 2018.
	Change Request 10963

SUBJECT: One-on-One Education

I. SUMMARY OF CHANGES: The purpose of this Change Request (CR) is to clarify the definition of one-on-one education in chapter 7 of Publication (Pub.) 100-08.

EFFECTIVE DATE: November 13, 2018

**Unless otherwise specified, the effective date is the date of service.*

IMPLEMENTATION DATE: November 13, 2018

Disclaimer for manual changes only: The revision date and transmittal number apply only to red italicized material. Any other material was previously published and remains unchanged. However, if this revision contains a table of contents, you will receive the new/revised information only, and not the entire table of contents.

II. CHANGES IN MANUAL INSTRUCTIONS: (N/A if manual is not updated)

R=REVISED, N=NEW, D=DELETED-Only One Per Row.

R/N/D	CHAPTER / SECTION / SUBSECTION / TITLE
R	7/7.2/7.2.2.18/One-on-One Education

III. FUNDING:

For Medicare Administrative Contractors (MACs):

The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC Statement of Work. The contractor is not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

IV. ATTACHMENTS:

Business Requirements

Manual Instruction

Attachment - Business Requirements

Pub. 100-08	Transmittal: 835	Date: October 12, 2018	Change Request: 10963
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I. GENERAL INFORMATION

A. Background: The CMS is updating the language in chapter 7, section 7.2.2.18 of Pub. 100-08 regarding one-on-one education. The revised language clarifies that education can be conducted based on reviews done by the Medicare Administrative Contractors (MACs), Recovery Audit Contractors (RACs) or Supplemental Medical Review Contractor (SMRCs) and that for the purpose of Targeted Probe and Educate (TPE) and TPE specific reporting letters shall not be considered or reported as one on one education.

B. Policy: There are no regulatory, legislative, or statutory requirements related to this CR.

II. BUSINESS REQUIREMENTS TABLE

"Shall" denotes a mandatory requirement, and "should" denotes an optional requirement.

Number	Requirement	Responsibility								
		A/B MAC			DME MAC	Shared-System Maintainers				Other
		A	B	HHH		FISS	MCS	VMS	CWF	
10963.1	The MAC and the SMRC shall define one-on-one education in accordance with the clarified language in chapter 7 of Pub. 100-08.	X	X	X	X					SMRC
10963.2	Contractors shall be aware that the revised definition includes: One-on-one education places emphasis on reducing the paid claims error rate by notifying, either in writing or orally, the individual billing entities (i.e., providers, suppliers, or ordering clinician) of review findings identified on specific claims or a group of claims reviewed on probe or targeted medical review <i>by the MAC, RAC, or SMRC</i> , or based on billing patterns identified by data analysis (e.g., CBRs, OIG reports, <i>PEPPER/FATHOM reports, RAC findings, CERT</i>	X	X	X	X					SMRC

Number	Requirement	Responsibility								
		A/B MAC			DME MAC	Shared-System Maintainers				Other
		A	B	HHH		FISS	MCS	VMS	CWF	
	<i>improper payment findings</i> . Key: CBRs (Comparative Billing Reports), OIG (Office of Inspector General), CERT (Comprehensive Error Rate Testing).									
10963.3	Contractors shall be aware that the revised definition includes: One-on-one education does not include: Educational articles impacting nationwide issues, Responses to inquiries on claims that were not medically reviewed, General training sessions, Provider Outreach and Education activities, Speaking at society meetings, or Writing articles in society newsletters regarding new or significantly revised Local Coverage Determinations.	X	X	X	X					SMRC
10963.4	Contractors shall be aware that the revised definition includes: <i>For the purpose of Targeted Probe and Educate (TPE) and TPE specific reporting, letters shall not be considered or reported as one on one education. Please see Pub. 100-08, chapter 3, section 3.2.5 for details regarding the definition of TPE one-on-one education.</i>	X	X	X	X					SMRC

III. PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility				
		A/B MAC			DME MAC	CEDI
		A	B	HHH		
	None					

IV. SUPPORTING INFORMATION

Section A: Recommendations and supporting information associated with listed requirements: N/A

"Should" denotes a recommendation.

X-Ref Requirement Number	Recommendations or other supporting information:
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Section B: All other recommendations and supporting information: N/A

V. CONTACTS

Pre-Implementation Contact(s): Heather Wetherson, heather.wetherson@smc.hhs.gov

Post-Implementation Contact(s): Contact your Contracting Officer's Representative (COR).

VI. FUNDING

Section A: For Medicare Administrative Contractors (MACs):

The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC Statement of Work. The contractor is not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

ATTACHMENTS: 0

7.2.2.18 – One-on-One Education

(Rev. 835; Issued: 10-12-18; Effective: 11-13-18; Implementation: 11-13-18)

This applies to MAC and SMRC.

One-on-one education places emphasis on reducing the paid claims error rate by notifying, either in writing or orally, the individual billing entities (i.e., providers, suppliers, or ordering clinician) of review findings identified on specific claims or a group of claims reviewed on probe or targeted medical review *by the MAC, RAC, or SMRC*, or based on billing patterns identified by data analysis (e.g., CBRs, OIG reports, *PEPPER/FATHOM reports, RAC findings, CERT improper payment findings*).

- One-on-one education does not include:
 - Educational articles impacting nationwide issues
 - *Responses to inquiries on claims that were not medically reviewed*
 - General training sessions
 - POE education activities
 - Speaking at society meetings
 - *Writing articles in society newsletters regarding new or significantly revised LCDs.*

Note: For the purpose of Targeted Probe and Educate (TPE) and TPE specific reporting, letters shall not be considered or reported as one on one education. Please see PIM chapter 3, section 3.2.5 for details regarding the definition of TPE one-on-one education.