November 1, 2007	8:00am-10:00am	Post-Payment of Therapy Claims Immunization/Roster Billing Ground Ambulance Services Modified Barium Swallow Studies	Part A	TriSpan	Jennifer Sumrall 601.644.4505
November 1, 2007	1:30pm-3:30pm	Annual Privacy Act HIPPA RHHI/FI Workload Split	RHHI	Cahaba GBA-Des Moines	Janie Weeks 515.471.7309
November 1, 2007	GA-11:30am-1:30pm AL-10:30am-12:30pm	NPI	Part A/B	Cahaba GBA-GA/AL	John Barth 205.220.1622
November 2, 2007	2:00pm-4:00pm	FISS Reason Codes	Part A	FCSO-FL	Cesar Hernandez 904.791.6353
November 2, 2007	8:00am - 10:00am	SharePoint Part A Manual Alerts CMS Standardized Codes	Part A	TrailBlazer Health Enterprises	Lee Condron 903.463.0775
November 2, 2007	8:00am-10:00am (Bohemia, NY) 8:00am-10:00am (PA) 9:00am-11:00am (Syracuse, NY)	Direct Monitoring Tips NCD/LCD Navigation Appeals Review NPI Review	Part B	NGS	Cindy O'Brien 502.423.2198
November 2, 2007	9:00am-11:00am	Appeals Review Direct Monitoring Tips Website Review	Jurisdiction B DME MAC	NGS	Cindy O'Brien 502.423.2198
November 2, 2007	2:30pm-4:30pm (OH) 1:30pm- 3:30pm (WI) 8:00am-9:00am (Syracuse M/F) 8:00am-10:00am (NH)	Direct Monitoring Tips COB-Crossovers Admission Denial Billing And Liability	Part A	NGS	Cindy O'Brien 502.423.2198
November 2, 2007	8:00am-10:00am	MCSDT	Part B	FCSO-FL	Susannah Keener 904.791.0996
November 2, 2007	8:00am - 10:00am	Appeals Review Direct Monitoring Tips Website Review	DME MAC-Jurisdiction A	NHIC	Cindy O'Brien 502.423.2198
November 5, 2007 November 5, 2007	8:00am-9:30am N/A	Appeals C-SNAP	Part A Part B	Highmark WPS	Larinda Power 608.301.2791
November 6, 2007	2:30pm-4:30pm	Webinar	Part A	Riverbend	Debbie Rowe 423.5356235
November 7, 2007	8:00am-9:30am	Reason Codes	Part B	Highmark	Jane Whitman Deitch 717.302.5560
November 7, 2007	1:00pm-3:00pm	PAR JSMs Reason Code	Part A-AR/RI	Pinnacle Business Solutions	Shelley Cunningham 501.210.9212

November 7, 2007	N/A	C-SNAP	Part B	WPS	Larinda Power 608.301.2791
November 8, 2007	8:00am-10:00am	Post-Payment of Therapy Claims Immunization/Roster Billing Ground Ambulance Services Modified Barium Swallow Studies	Part A	TriSpan	Jennifer Sumrall 601.644.4505
November 8, 2007	9:00am-11:00am	Web Navigation	RRB	Palmetto-GA	Sylvia Hammock 706.855.3229
November 8, 2007	GA-11:30am-1:30pm AL-10:30am-12:30pm	NPI PQRI	Part A/B	Cahaba GBA-GA/AL	Joyce Barbell 912.921.3048
November 8, 2007	N/A	C-SNAP	Part B	WPS	Larinda Power 608.301.2791
November 9, 2007	8:00am - 10:00am	Interpretation of FISS Claims Audit Trail	Part A	TrailBlazer Health Enterprises	Lee Condron 903.463.0775
November 9, 2007	9:00am-11:00am	Intranet Review Standard Operating Procedures	Jurisdiction B DME MAC	NGS	Cindy O'Brien 502.423.2198
November 9, 2007	8:00am-10:00am (Bohemia, NY) 8:00am-10:00am (PA) 9:00am-11:00am (Syracuse, NY)	Intranet Review Standard Operating Procedures Chiropractic Policy MSP Review	Part B	NGS	Cindy O'Brien 502.423.2198
November 9, 2007	2:30pm-4:30pm (OH) 1:30pm- 3:30pm (WI) 8:00am-9:00am (Syracuse, NY) 8:00am-10:00am (NH)	Intranet Review Standard Operating Procedures Remittance Statements	Part A	NGS	Cindy O'Brien 502.423.2198
November 9, 2007	8:00am - 10:00am	MCSDT	Part B	FCSO-FL	Susannah Keener 904.791.0996
November 9, 2007	8:45am-10:45am	Customer Service CRs NPI	Part B	Pinnacle Business Solutions	Shelley Cunningham 501.210.9212
November 9, 2007	8:00am - 10:00am	Intranet Review Standard Operating Procedure	DME MAC-Jurisdiction A	NHIC	Cindy O'Brien 502.423.2198
November 9, 2007	N/A	C-SNAP	Part B	WPS	Larinda Power 608.301.2791
November 12, 2007	8:00am-3:30pm	Home Health PPS Case Mix Refinement Hospice Physician Billing Hot Topics	RHHI	Cahaba GBA-Des Moines	Janie Weeks 515.471.7309

November 12, 2007	All Day Training (federal hoilday)	Privacy Disclosure QCM Current Issues	Part B	Pinnacle Business Solutions	Shelley Cunningham 501.210.9212
November 12, 2007	8:00am - 12:00pm	Medicare Advisory Re-Openings Job Aids NPI	Part B	Palmetto GBA-OH,WV & SC	Tonja Ramsey 614.473.6559
November 12, 2007	8:00am-9:30am	COPC	Part A	Highmark	
November 12, 2007	N/A	C-SNAP	Part B	WPS	Larinda Power 608.301.2791
November 13, 2007	2:30pm-4:30pm	Preventative Services	Part A	Riverbend	Debbie Rowe 423.5356235
November 13, 2007	8:00am-12:00n	NPI Refresher Building Successful Customer Relationships With Your Callers	Part B	CIGNA-NC	Jeff Livers 336.821.4510
November 13, 2007	2:30pm-4:30pm	Preventative Services	Part A	Riverbend	Debbie Rowe 423.5356235
November 14, 2007	8:00am – 9:30am	COPC	Part B	Highmark	Jane Whitman Deitch 717.302.5560
November 14, 2007	1:00pm-3:00pm	Job Aids JSMs FAQs Provider News	Part A-AR/RI	Pinnacle Business Solutions	Shelley Cunningham 501.210.9212
November 14, 2007	N/A	C-SNAP	Part B	WPS	Larinda Power 608.301.2791
November 15, 2007	8:00am-10:00am	Post-Payment of Therapy Claims Immunization/Roster Billing Ground Ambulance Services Modified Barium Swallow Studies	Part A	TriSpan	Jennifer Sumrall 601.644.4505
November 15, 2007	2:00pm-4:00pm	Appeal Process	Part B	FCSO-CT	Jennifer Barilla 203.634.5442
November 15, 2007	9:00am-11:00am	CRs Temporary QWIs	RRB	Palmetto-GA	Sylvia Hammock 706.855.3229
November 16, 2007	2:00pm-4:00pm	Coding Inpatient Cost Outlier Claims WBT	Part A	FCSO-FL	JoAnne Kacena 904.791.0224
November 16, 2007	8:00am - 10:00am	TrailBlazer Internet Site	Part A	TrailBlazer Health Enterprises	Lee Condron 903.463.0775
November 16, 2007	2:30pm-4:30pm (OH) 1:30pm- 3:30pm (WI) 8:00am-9:00am (Syracuse, NY) 8:00am-10:00am (NH)	CR/JSM Review Overview-Pub.100-04, Ch.6 NPI Review	Part A	NGS	Cindy O'Brien 502.423.2198

November 16, 2007	9:00am-11:00am (Syracuse, NY) 8:00am-10:00am (Bohemia, NY) 8:00am-10:00am (PA)	CR/JSM Job Aids Financials Review MCS-SR Screen	Part B	NGS	Cindy O'Brien 502.423.2198
November 16, 2007	9:00am-11:00am	CR/JSM PIMS Review Policy Review	Jurisdiction B DME MAC	NGS	Cindy O'Brien 502.423.2198
November 16, 2007	8:00am - 10:00am	Medicare Part B Updates	Part B	FCSO-FL	Susannah Keener 904.791.0996
November 16, 2007	8:00am - 10:00am	CR JSM PIMS Policy Review	DME MAC-Jurisdiction A	NHIC	Cindy O'Brien 502.423.2198
November 16, 2007	8:00am - 12:00pm	Monitoring Results CD ROM 2008 NPI Updates PQRI Updates	Part B	HealthNow	Nivia Gutierrez 607.766.6519
November 16, 2007	N/A	C-SNAP	Part B	WPS	Larinda Power 608.301.2791
November 16, 2007 November 19, 2007	8:00am - 12:00pm 8:00am-9:30am	Calibration Job Aids MLN Articles	Part A Part A	Triple S Highmark	
November 20, 2007	2:30pm-4:30pm	Calls & QCM	Part A	Riverbend	Debbie Rowe 423.5356235
November 21, 2007	8:00am – 9:30am	Quality Fued	Part B	Highmark	Jane Whitman Deitch 717.302.5560
November 21, 2007	1:00pm-3:00pm	Reason Codes JSMs	Part A-AR/RI	Pinnacle Business Solutions	Shelley Cunningham 501.210.9212
November 23, 2007	8:00am - 10:00am	Hot Issues of the Month	Part A	TrailBlazer Health Enterprises	Lee Condron 903.463.0775
November 26, 2007	8:00am-9:30am	Skilled nursing Facility Consolidated Billing	Part A	Highmark	
November 27, 2007	2:30pm-4:30pm	CRs	Part A	Riverbend	Debbie Rowe 423.5356235
November 28, 2007	8:00am-9:30am	NPI Financial Review	Part B	Highmark	Jane Whitman Deitch 717.302.5560
November 28, 2007	1:00pm-3:00pm	PAR JSMs CRs	Part A-AR/RI	Pinnacle Business Solutions	Shelley Cunningham 501.210.9212

November 29, 2007	8:00am-10:00am	Post-Payment of Therapy Claims Immunization/Roster Billing Ground Ambulance Services Modified Barium Swallow Studies	Part A	TriSpan	Jennifer Sumrall 601.644.4505
November 29, 2007	2:00pm-4:00pm	NPI	Part B	FCSO-CT	Jennifer Barilla 203.634.5442
November 30, 2007	2:00pm-4:00pm	FISS Reason Codes	Part A	FCSO-FL	JoAnne Kacena 904.791.0224
November 30, 2007	2:30pm-4:30pm (OH) 1:30pm- 3:30pm (WI) 8:00am-9:00am (Syracuse, NY) 8:00am-10:00am (NH)	General Reminders Standard Operating Procedures	Part A	NGS	Cindy O'Brien 502.423.2198
November 30, 2007	9:00am-11:00am (Syracuse,NY) 8:00am-10:00am (PA) 8:00am-10:00am (Bohemia, NY)	General Reminders Standard Operating Procedures HIMR Research	Part B	NGS	Cindy O'Brien 502.423.2198
November 30, 2007	9:00am-11:00am	General Reminders Standard Operating Procedures	Jurisdiction B DME MAC	NGS	Cindy O'Brien 502.423.2198
November 30, 2007	8:00am-10:00am	November Top Five Errors	Part B	FCSO-FL	Susannah Keener 904.791.0996
November 30, 2007	8:45am-10:45am	Provider News CRs Job Aids JSM	Part B	Pinnacle Business Solutions	Shelley Cunningham 501.210.9212
November 30, 2007	8:00am - 10:00am	General Reminders Standard Operating Procedures	DME MAC-Jurisdiction A	NHIC	Cindy O'Brien 502.423.2198

Palmetto GBA-OH/WV/SC Advisory

FCSO-CT Part B Appeals Highmark Part A NGS DME MAC Jurisdiction B

> NGS Part B (Syracuse, NY,(Bohemia, NY,PA)

> > Palmetto GBA-OH/WV/SC

Billing Cahaba GBA-Des Moines RHHI

NGS Part A (OH,NH,WI,Syracuse,

NY) Highmark Part A

CIGNA-NC Part B

WPS Part B

Building Successful Customer

ASC

Relationships with Callers

C-SNAP

Calibration Triple S Part A

NGS Part A (OH,NH,WI,Syracuse, COB

NY)

Codes TrailBlazer Health Enterprises Part A

Coding FCSO-FL Part A

COPC Highmark Part A Highmark Part B

Cost Outlier FCSO-FL Part A

CRs NGS DME MAC Jurisdiction B NGS Part A (OH,NH,WI,Syracuse,

NY)

NGS Part B (Syracuse, NY,(Bohemia,

NY,PA)

Palmetto GBA-GA RRB

Pinnacle Business Solutions, Inc. Part

A-AR/RI

Pinnacle Business Solutions, Inc. Part

Riverbend Part A

Pinnacle Business Solutions, Inc. Part **Customer Relations** В

Direct/Remote Monitoring & HealthNow Part B

Tips NGS DME MAC Jurisdiction B NGS Part A (OH,NH,WI,Syracuse, NY)

NGS Part B (Syracuse, NY,(Bohemia, NY,PA) Pinnacle Business Solutions, Inc. Part Disclosure Pinnacle Business Solutions, Inc. Part FAQ A-AR/RI Financial Review Highmark Part B NGS Part B (Syracuse, NY,(Bohemia, NY,PA) **FISS** FCSO-FL Part A TrailBlazer Health Enterprises Part A General Reminders NGS DME MAC Jurisdiction B NGS Part A (OH,NH,WI,Syracuse, NY) NGS Part B (Syracuse, NY,(Bohemia, NY,PA) HIPAA Cahaba GBA-Des Moines RHHI **HMO** Palmetto GBA-OH/WV/SC Hot Topics Cahaba GBA-Des Moines RHHI TrailBlazer Health Enterprises Part A NGS DME MAC Jurisdiction B Intranet NGS Part A (OH,NH,WI,Syracuse, NGS Part B (Syracuse, NY,(Bohemia, NY,PA) Job Aids Highmark Part A NGS Part B (Syracuse, NY,(Bohemia, NY,PA) Palmetto GBA-OH/WV/SC Pinnacle Business Solutions, Inc. Part A-AR/RI Pinnacle Business Solutions, Inc. Part В **JSM** NGS DME MAC Jurisdiction B NGS Part A (OH,NH,WI,Syracuse, NY) NGS Part B (Syracuse, NY,(Bohemia, NY,PA) Pinnacle Business Solutions, Inc. Part A-AR/RI Pinnacle Business Solutions, Inc. Part NGS Part B (Syracuse, NY,(Bohemia, LCD/NCD NY,PA)

NGS Part A (OH,NH,WI,Syracuse, Liability NY) Manuals TrailBlazer Health Enterprises Part A NGS Part B (Syracuse, NY,(Bohemia, MCS-SR Screen NY,PA) **MCSDT** FCSO-FL Part B Medicare Part B FCSO-FL Part B **MLN Matters Articles** Highmark Part A NGS Part B (Syracuse, NY,(Bohemia, MSP NY,PA) Navigation Palmetto-GA RRB NPI Cahaba GBA-GA/AL Part A/B CIGNA-NC Part B FCSO-CT Part B HealthNow Part B Highmark Part B NGS Part A (OH,NH,WI,Syracuse, NY) NGS Part B (Syracuse, NY,(Bohemia, NY,PA) Palmetto GBA-OH/WV/SC Pinnacle Business Solutions, Inc. Part Pinnacle Business Solutions, Inc. Part PAR A-AR/RI **PIMS** NGS DME MAC Jurisdiction B NGS DME MAC Jurisdiction B Policy NGS Part B (Syracuse, NY,(Bohemia, NY,PA) Cahaba GBA-Des Moines RHHI Privacy Act Pinnacle Business Solutions, Inc. Part Cahaba GBA-GA/AL Part A/B **PQRI** HealthNow Part B Preventative Services Riverbend Part A Pinnacle Business Solutions, Inc. Part **Provider News** A-AR/RI Pinnacle Business Solutions, Inc. Part NGS Part A (OH,NH,WI,Syracuse, Pub.100-04, Chapter 6

NY)

QCM

Pinnacle Business Solutions, Inc. Part B Riverbend Part A

QWI

Palmetto GBA-GA RRB

Reason Codes

Highmark Part B
Pinnacle Business Solutions, Inc. Part
A-AR/RI

Remittance

NGS Part A (OH,NH,WI,Syracuse, NY)

Re-Opening

Palmetto GBA-OH/WV/SC

Standard Operating Procedures NGS Part A (OH,NH,WI,Syracuse, NY) NGS Part B (Syracuse, NY,(Bohemia, NY,PA)

Therapy

NGS DME MAC Jurisdiction B

Triple S Part A

Top Five Errors

NGS DME MAC Jurisdiction B

Web Based Training/ Internet Review/Websites/Web Research

NGS DME MAC Jurisdiction B

Webinar

Riverbend Part A

Workload Split

Cahaba GBA-Des Moines RHHI

Contractors that did not submit:

BCBS-GA not closing for training.
Email received by Tina Moss

Chisholm-not closing for training
Email Received by Nancy Schlegel
CIGNA-TN- not closing for training
GHI
COSVI

Mutual-not a participating contractor

NHIC -not a participating contractor

Palmetto GC office is closed. All training information will be from the SC office as it pertains to RHHI.

WPS' Provider Customer Service Contact Center will remain open during the training sessions scheduled for the month of November. These sessions will take place in smaller groups and the trainings will be staggered to allow us to remain fully operational. Training Dates are 11/5/07, 11/7/07, 11/8/07, 11/9/07, 11/12/07, 11/14/07 & 11/16/07. The topics for the training sessions schedule in November are as follows: C-SNAP Larinda Power 608.301.2791

NGS Part B Provider Training Closure –

ASF (IN) Indianapolis, IN Fridays 9:00 -11:00 AM EDT

Empire (NY) Bohemia, NY Fridays 8:00 – 10:00 AM EDT

(PA) Harrisburg, PA Fridays 8:00 – 10:00 AM EDT

NGS Part A Provider Training Closure –

(OH) Cincinnati, OH Fridays 2:30 -4:30 PM EDT (WI) Milwaukee, WI Thursdays 1:30 – 3:30 PM CST

(NH) Manchester, NH Fridays 8:00 – 10:00 AM EDT (NY) Syracuse, NY Mon/Fri 8:00 – 9:00 AM EDT

TrailBlazers MD/TX Part B