

December 2, 2009

IMPORTANT INFORMATION: YOU STILL HAVE TIME TO COMPLETE THE 2009 Medicare Part C & Part D Community Provider Specialized Training before the December 31, 2009 deadline.

This notice is for practitioners/providers that have not yet taken the Medicare Part C and D Fraud, Waste, and Abuse Training mandated by the Centers for Medicare and Medicaid Services (CMS). Please disregard if you have already taken the training. If you took the training with another health plan sponsor, please see instructions below.

Dear Healthcare Practitioner/Provider:

Presbyterian Health Plan and Presbyterian Insurance Company, Inc. (PHP/PIC) are committed to ensuring that our practitioners/providers are kept apprised of changes that affect the way in which healthcare is administered.

To simplify the training for the many providers who contract with Presbyterian Health Plan (PHP), Presbyterian Insurance Company, Inc (PIC), Lovelace Health Plan (LHP), Lovelace Insurance Company, Inc. (LINC), Blue Cross Blue Shield of New Mexico (BCBSNM) and Blue Cross Blue Shield of Texas (BCBSTX), the health plans have come together to present a single training program for our providers.

All of these health plans have entered into individual contracts with CMS offering the Medicare Advantage-Prescription Drug program (MA-PD). As MA-PD program sponsors, we are responsible for ensuring that all contracted providers are aware of risk areas and/or program requirements regarding potential Fraud, Waste, and Abuse (FWA).

Contracted providers can receive credit for completing this training from any of these plans by checking the plan name(s) on the attestation form at the end of the training course. While we may be competing health plans, we all view FWA as a serious risk and we feel strongly that it is important to present a united front to our providers.

The requirements for Part C & Part D programs are in the following references:

- FR Doc. 07-5946 (72 FR 68700 through 68741)
- 42 CFR § 423.504
- Prescription Drug Benefit Manual Chapter 9: Program to Control Fraud, Waste and Abuse

The training material and the attestation form may be found in the Provider Training tab on the New Mexico Coalition for Healthcare Information Leadership Initiatives (NM CHILI) website, www.NMCHILI.org. The site provides an explanation of the training requirement, a link to the training module, and other reference materials. The training takes approximately 45 minutes to complete.

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Presbyterian serves to improve the health of individuals, families, and communities.

CMS regulations mandate that plan sponsors are required to provide FWA training to their contractors and service partners, and which training is to be completed by December 31, 2009. The plans initially set the deadline for completing the training and submitting the signed attestation by October 31, 2009, so that we would have adequate time to follow up with any providers who failed to meet the requirement.

Please be advised that as **a contracted provider you are required** to meet this training requirement in order to remain in the network. If a pediatrician provides services for a child who qualifies for Medicare benefits (i.e., disabled) then the pediatrician must complete the training. Based on a review of the Part C and Part D regulations it has been determined that all contracted providers must complete this training even if you are not a prescribing provider.

Please note that if you have already completed the training program provided by another plan sponsor, you may obtain credit for meeting this requirement. Access the online attestation form labeled "Providers who have already taken another Plan's Part C and Part D training," fill out the form including the name of the plan sponsor in the box provided and submit the form online.

If you do not have Internet access, a paper version of the training slides and Attestation Form, including instructions for submitting the attestation, may be requested by contacting any of the following individuals:

PHP & PIC: Tim Gonzales, Provider Services Coordinator at (505) 923-8374 or TGonzale@phs.org

BCBSNM: Cathie Rowland-Robert, Senior Network Representative at (505) 816-2132 or

Cathie_Rowland-Robert@bcbsnm.com

BCBSTX: Tracey Hodge, Professional Provider Network Representative at (713) 354-7685 or

Tracey_Hodge@bcbstx.com

LHP & LINC: Lupe Chavez at (505) 727-5524 or Lupe.Chavez@lovelace.com

How to report Fraud, Waste, and Abuse:

Allegations regarding healthcare fraud may be reported to the Special Investigative Unit (SIU) confidential hotline:

- (Local-Albuquerque) (505) 923-5959
- (Statewide, toll-free) 1-800-239-3147

You may also file a suspected Fraud and Abuse report online at:

<http://www.phs.org/PHS/healthplans/info/fraudabuse/Report/index.htm> or contact SIU by e-mail at PHPFrau@phs.org

For any additional assistance or questions, please feel free to contact me using the information listed below. I am available Monday through Friday from 8:00 a.m. to 5:00 p.m. As always, thank you for partnering with us to improve the health of individuals, families, and communities.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark Sanchez". The signature is fluid and cursive, with a large initial "M" and "S".

Mark Sanchez, Training Specialist
Provider Services
(505) 923-8066
msanchez@phs.org