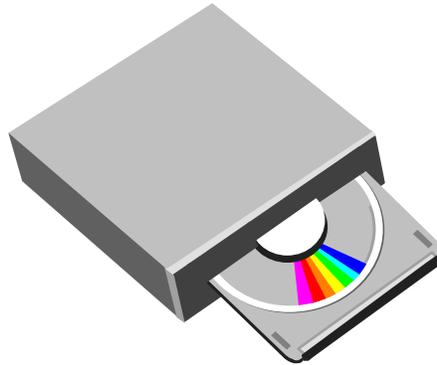


## NAS 2004 MPFS Suggested Road Map for CD-ROM Creation

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## 2004 NAS MPFSDB CD-ROM Road Map

Due Date	Content	Comments
<b>9/15/03</b>	<b>MPFS Data Required by CMS</b>	
<b>9/8/03</b>	Fact Sheet	Consistent for all Carriers, converted to PDF
<b>9/8/03</b>	Par Announcement	Consistent for all Carriers, converted to PDF
<b>9/8/03</b>	Par Agreement	Modified w/ Carrier specific Enrollment information prior to converting to PDF
<b>9/15/03</b>	2003 MPFS Rates	<p>Vary by state/locality Offered in three formats for various provider usage (PDF, HTML and CSV)</p> <p>Change Request 2380 The following two statements must be included on the fee disclosure reports:</p> <p>“All Current Procedural Terminology (CPT) codes and descriptors are copyrighted by the American Medical Association.”</p> <p>“These amounts apply when service is performed in a facility setting.” (This statement should be made applicable to those services subject to a differential based on place of service. It replaces any language referring to “site of service.”)</p>
<b>9/22/03</b>	<b>MPFS Optional Data Added by NAS</b>	
<b>9/22/03</b>	CLIA/PPMP	PDF from CMS' web site, <a href="http://www.noridianmedicare.com/provider/feeschedule/fee/files/2003_clia.pdf">http://www.noridianmedicare.com/provider/feeschedule/fee/files/2003_clia.pdf</a>
<b>9/22/03</b>	MPFSDB Indicator Listing	PDF offered directly beneath MPFS data files
<b>9/22/03</b>	Bundled Codes	Extracted from MPFS Data Base file and converted to PDF
<b>9/22/03</b>	Excluded Codes	Extracted from MPFS Data Base file and converted to PDF
<b>9/22/03</b>	Endoscopy Families	Extracted from MPFS Data Base file and converted to PDF
<b>9/22/03</b>	Noncovered “N” Codes	Extracted from MPFS Data Base file and converted to PDF
<b>9/22/03</b>	Invalid Codes	Extracted from MPFS Data Base file and converted to PDF
<b>9/22/03</b>	Deleted Codes	Extracted from MPFS Data Base file and converted to PDF
<b>9/22/03</b>	Pre/Intra and Post Operative Percentages	Extracted from MPFS Data Base file and converted to PDF
<b>9/22/03</b>	DMERC Jurisdiction List	Source: CMS PM B-03-020, CR 2567, dated February 2003 (Added after the initial mailing)

<b>9/15/03</b>		<b>Additional NAS Initiated Material</b>
All NAS teams were encouraged to use this CD pilot as an opportunity to relay information to the providers that would positively impact their workload based on what was currently seen in each team.		
<b>09/15/03</b>	Basic Billing Information	In the past, NAS produced billing manuals and specialty chapters. These were divided and categorized within the Billing and Claims section of the CD-ROM. Overview topics included the Medicare Program, Appeals, Hearings, Provider Information, Financial, NAS Overview, Claim Submission
<b>09/15/03</b>	1500 Claim form	Includes instructions, PDF sample form and Pop/Up instructions
<b>09/15/03</b>	Appeals check list	NAS' Phone Appeals team created a checklist to assist providers with what should be readily available when they call in for a phone appeal.
<b>09/15/03</b>	Claim address and contact information	Included state specific listing of claim and correspondence submission addresses, phone numbers for beneficiary call center, provider call center, Electronic Data Interchange (EDI) and Enrollment in addition to Home Health, Hospice, Fiscal Intermediary, Social Security Administration, Medicaid, State CLIA agency, DMERCs, RailRoad, United Mine Workers of America, etc.,.
<b>09/15/03</b>	ABN information	Advance Beneficiary Notice Implementation Reminder and sample PDF forms
<b>09/15/03</b>	Web Links	Multiple links from CMS such as Medlearn, Online Carrier Directory, Physician Fee Schedule Look-Up, etc.
<b>09/15/03</b>	CMS content	CMS would be able to include or draw emphasis to areas of educational needs
<b>09/15/03</b>	Medigap Directories	Had previously been included in the hardcopy MPFS
<b>09/15/03</b>	HPSA Listings	MCM 3350.1 At the time you are notified that an area has been classified (or declassified) as a HPSA, inform the applicable physician community of the status of the area, the requirements for eligibility for the incentive payment, and the mechanism for claiming payment." The MCM also mentions maintaining a map.
<b>10/6/03</b>	Bulletins	Bulletins currently include the CPT copyright statement as the footer of cover page. PDF bulletins for past two years were included, however they are not searchable as a collection. External testers requested this feature and prompted an explanation and referral to our web site's Bulletin Board search engine.  All available bulletin PDFs were supplied in advance for CD-ROM design layout and it was relayed an October PDF would also be added.
<b>10/6/03</b>	EDI Publications	HIPAA related information was related.

<b>Advertisement &amp; Announce Fee Schedule on CD-ROM</b>		
<b>08/4/03</b>	Workshops	NAS did not host workshops between September 2002 and January 2003, however, participants of the following education sessions were informed: <ul style="list-style-type: none"> <li>• North Dakota Medical Group Management Association Fall Meeting - September</li> <li>• Oregon Podiatrists -October</li> <li>• Colorado Provider Communication Group -October</li> <li>• Colorado Electronic Showcase -October</li> <li>• Arizona Mayo Clinic -December</li> <li>• Iowa Billing Representatives -December</li> </ul>
<b>09/29/03</b>	Bulletins	Sept/Oct bulletin should inform when the MPFS will be mailed and the format it will be coming in. If charging for non-providers (i.e., consultants) or providers in need of multiple copies, publish the purchase form at this time.  See Attachment I, Page 12
<b>9/29/03</b>	Medical Associations	Personal Email sent to each Medical Association  See Attachment II, Page 13
<b>10/06/03</b>	Provider Communications Committee (PCOM)	The MPFS CD-ROM was an agenda item for the 9/11/02 and 12/11/02 PCOM meetings. PCOM members were sent the demo CD, cover letter and external testing questionnaire as a courtesy via Fed-Ex 10/17/02.  Attachment III, Page 15
<b>10/06/03</b>	Carrier Advisory Committees (CACs)	All NAS Carrier Advisory Committee (CAC) meetings in October 2002 and February 2003 included the 2003 MPFS and CD-ROM as an agenda item.
<b>10/13/03</b>	Remittance Advice messages	10/14/02 to 11/1/02 Noridian Administrative Services has been approved by CMS to pilot the production of the 2003 Medicare Physician Fee Schedule on a Compact Disc this November. Additional information for this pilot project, including expected delivery date and new telephone number, is also available at <a href="http://www.noridianmedicare.com">www.noridianmedicare.com</a> .  11/2/02 to 12/1/02 Noridian Administrative Services will produce the 2003 Medicare Physician Fee Schedule Disclosure Report on a Compact Disc (CD) to send to providers on November 16, 2002. Information on using the CD will accompany the mailing. Call 1 800 933 0614 with questions.
<b>10/13/03</b>	Remittance Advice Envelope Message Spraying	NEW, EASY TO USE CD-ROM FORMAT Look for your NAS 2003 MPFS Disclosure Report on CD-ROM to be mailed mid-November.

<b>Advertisement &amp; Announce Fee Schedule on CD-ROM Continued</b>		
<b>10/27/03</b>	Web site Announcement of MPFS Format and on-line availability	Inform providers of expected delivery mechanism, when MPFSDB will be on the web and when the mailing will occur. Notify providers to contact NAS' office if they are in need of a more usable MPFS format. This was done to decrease emphasis on the complimentary hardcopy availability. Multiple web site postings throughout the process should be pursued.  See Attachment IV, Page 16
<b>11/3/03</b>	ARU Prompt	10/16/02 to 10/31/02 Noridian Administrative Services has requested and has been approved by CMS to pilot the production of the 2003 Medicare Physician Fee Schedule on a Compact Disc this November. For additional information, providers are encouraged to view our Website, <a href="http://www.noridianmedicare.com">www.noridianmedicare.com</a> , and their remittance advices.  11/1/02 to 12/1/02 Noridian Administrative Services has been approved by CMS to produce the 2003 Medicare Physician Fee Schedule on Compact Disc. For those unable to utilize this Compact Disc or for questions on its functionality, a toll-free number has been established for your assistance. Please call 1 800 933 0614. Again that number is 1 800 933 0614. Please stay on the line for Medicare Services.  12/16/02 "Thank you for calling the Medicare Operations Center. The distribution and implementation of the 2003 Medicare Physician Fee Schedule has been delayed. Additional information regarding this delay is available on our website at <a href="http://www.noridianmedicare.com">www.noridianmedicare.com</a> . Upon CMS release of the fee schedule, our office will distribute the fee schedule in an exciting new compact disc format.
<b>11/3/03</b>	Email Listing	Suggest replicating the web site Announcement regarding MPFS CD mailing schedule. Multiple notifications should be pursued.
<b>11/3/03</b>	Call Center Rep prompt at end of call	"I'd like to take a moment to let you know that your Medicare Physician Fee Schedule will mailed on a Compact Disc by NAS between November 11th and the 13th. Do you have access to the additional information regarding this CD our Website? If you have questions, you may also call 1 800 933 0614."

<b>10/20/03 Identify MPFS CD-ROM Recipients</b>		
<b>9/22/03</b>	Identify state and medical associations	MCM 17001.1 D
<b>9/22/03</b>	Identify state and local beneficiary organizations	<p>Not included w/ CR2380</p> <p>MCM-3 17001.1.D</p> <p>D. Disclosure to Medical Societies and Other Parties-Send first class or equivalent (e.g. UPS), free of charge, a complete fee schedule for the entire state (or your service area if it is other than the entire state) to the State medical societies and State beneficiary associations. You may negotiate with them as to the medium in which the information is to be furnished. Send local medical societies and beneficiary organizations a free copy of their respective locality fee schedule. If a fee schedule for your entire service area is requested by a local medical society or beneficiary organization, furnish one free copy. If more than one copy of a complete fee schedule for your service area is requested, charge for extra copies in accordance with the Freedom of Information Act (FOIA) rules. If a provider requests a fee schedule for a locality in which he/she has no office, you may charge them in accordance with FOIA rules.</p>
<b>9/22/03</b>	Identify additional recipients	<p>Optional, proactive approach to automatically research addresses and include CMS, FIs, DMERCs, Medicaid, Congressional offices, Veterans Administration, Hospice, Medicaid, Social Security Administration, etc. in the initial CD-ROM MPFS mailing.</p> <p>NAS published a bulletin article that notified government agencies and associations they were eligible to receive the MPFS at no cost by submitting a written request on their letterhead. They were asked to complete the mailing information on the MPFS Purchase Form included in the same publication, however a check was not required.</p>
<b>9/22/03</b>	Determine the volume of extra CDs to create	<p>Although the vendor selected by NAS' bid chose to supply a quantity of extra CDs at no cost, we requested extra CDs be created and packaged for the Enrollment staff to send to new providers who enrolled during that year. We estimated volume using previous application processing.</p> <p>With the number of changes that occur on a quarterly basis, and with the February 28, 2003, Federal Register change in MPFS rates, NAS recommends not more than a three-month supply of additional CDs be created.</p>
<b>10/20/03</b>	Extract current provider address file from PES	<p>Groups and non-group members w/ claim activity w/in past twelve months. Members of a group are excluded.</p> <p>Extract at least three weeks in advance for vendor and quantity verification</p>

<b>8/25/03</b>	<b>Packaging</b>	
<b>8/25/03</b>	<b>Inserted Information</b>	Attachment VI, Page 19
<b>8/25/03</b>	Intro statement/ What's included on CD	NAS used this to relay the required and optional MPFS data included on the CD-ROM.
<b>8/25/03</b>	CD tips for use	A quick listing of what to do if the CD does not automatically launch, installing a web browser, viewing PDF files, printing, etc.
<b>8/25/03</b>	Options if not working	If you do not have the equipment to run this CD or connect to our web site, <a href="http://www.noridianmedicare.com">www.noridianmedicare.com</a> , please call the NAS Provider Call Center at (877) 908-8431, option 1. Iowa Providers should call (866) 502-9057.
<b>8/25/03</b>	End User Licensure Agreement for AMA	Attachment V, Page 18 Change Request 2583
<b>8/25/03</b>	<b>Jacket for CD</b>	Attachment VII, Page 20
<b>8/25/03</b>	End User Licensure Agreement for AMA	Change Request 2583
<b>8/25/03</b>	Include required logos	Carrier and CMS
<b>8/25/03</b>	Mandated CMS message "Read Immediately..."	Change Request 2380  Annotate the envelope containing the fee disclosure material with the following message "Open Immediately. Package Contains 2003 Medicare Payment Information from the Centers for Medicare & Medicaid Services."
<b>8/25/03</b>	<b>Label Display on CD</b>	Appearance of the physical CD
<b>09/1/03</b>	<b>Bid Process</b>	
<b>08/25/03</b>	Label Extract for quantity	Extract provider address file to get a count or volume of CDs needed based on the number of active providers for bid process.
<b>09/1/03</b>	Seek at least 3 bids	Required three weeks prior to selecting a vendor
<b>09/29/03</b>	Select Vendor based on Bid Process	Bid to Include: <ul style="list-style-type: none"> <li>• Print letter/inserted page</li> <li>• Print packaging material</li> <li>• Replicating CD</li> <li>• Stuff CD and insert letter into packaging material</li> <li>• Mailing/postage</li> </ul> The above is what NAS did for 2003, for 2004 NAS may insert and mail ourselves.

<b>9/29/03 Technical Information</b>		
<b>9/29/03</b>	Site map	This tool allows a user to see an outline of the contents on the CD-ROM, and to click on the desired topic to be brought to that section on the CD-ROM.
<b>9/29/03</b>	PDF download instructions	Although Acrobat Reader can be installed from the web at no charge, this is a user-friendly approach to walk the user through the process to download Acrobat Reader. This tool is within the CD-ROM.
<b>9/29/03</b>	Help	Acronyms, Installing Acrobat Reader, Find A Topic (Search), Close a PDF, Site Map, CMS link for FAQs
<b>9/29/03</b>	Point and click End User Licensure Agreement for AMA	CMS Requirement per CR 2583  Attachment V, Page 20
<b>9/15/03 Design of CD</b>		
<b>9/15/03</b>	Load 2002 MPFS data	The purpose for loading 2002 MPFS data is for internal and external testers to view, search and test the functionality of the CD while also providing feedback on the navigation ease.
<b>9/15/03</b>	Load additional NAS supplied content	Must be completed by 10/6/03
<b>9/15/03</b>	Limit initial categories for ease in navigation	Disclosures Report, Billing & Claims, Contact, Help, Bulletins  NAS did not have a section devoted to bulletins. This has been suggested and may be in our design for 2004. It is suggested for other Carriers.
<b>9/15/03</b>	Map each item add into one of these categories	Due to comments received on the initial CD-ROM, NAS added state specific links within the Disclosure Report section of the CD 'home' page. A future enhancement would be to place the bulletins as their own category.
<b>9/15/03</b>	Parallel look of NAS web site	With ultimate goal of having web usage increased, we designed our CD to look and function like our website.
<b>9/22/03</b>	Both Windows and MAC compatible	Of the 40,000 + recipients of our initial CD-ROM, only 27 MAC users contacted our office. We burned later CDs on discs that were both MAC and Windows PC compatible.
<b>10/6/03</b>	Modify based on internal testing feedback	Make any required changes based on internal testing feedback received during the week of 9/29-10/3
<b>10/20/03</b>	Modify based on external testing feedback	Make any required changes based on external testing feedback received during the week of 10/6-10/10
<b>10/20/03</b>	Download EDS MPFS Rates	Support staff works with the claims processing system and supplies the required fields that should appear in the downloaded MPFS electronic file.
<b>10/27/03</b>	Load 2003 MPFS Data	Use the MPFS electronic file for the 2003 MPFS and convert to CSV, TEXT and PDF. Once these files are available, eliminate the 2002 files and replace w/ 2003 information.

9/29/03	<b>Testing CD-ROM Prior to Mailing</b>	
9/22/03	<b>Internal Testing</b>	Allow one week, complete 10/10/03
9/22/03	Identify various users for testing	Staff that supplied optional NAS information and/or those identified as thorough in other projects were asked to devote time to test the functionality of the CD.
9/22/03	Establish feedback due date	Due as soon as available but within one week to allow modifications prior to external testing.
9/22/03	Establish questions to ensure various sections are reviewed	Questions were created to ensure all PDFs opened, all web links worked, punctuation/grammar was appropriate, content was accurate, appearance was consistent, etc.  See Attachment VIII, Page 21
10/6/03	Filter suggestions to CD designer	Ongoing as each tester completes their review
10/6/03	<b>External Testing</b>	External testing to take one week to accommodate any suggested changes prior to the release of the master CD to the vendor for replication.
10/6/03	Identify providers to test with	Prepare labels, create letter and survey
10/6/03	Verify external tester can support the time commitment	Contact anticipated external testers to verify they will be available to set aside time as soon as the demo CD is received in their office.
10/6/03	Inform external testers of Carrier expectations	Explain that the expectation for external testing is that they would view each section of the CD to test the functionality of the CD, even if they normally would not have viewed certain areas.
10/6/03	Establish feedback mechanism	A brief questionnaire will be developed to ensure specific areas are being viewed and tested. By having external testers search for a specific CPT allowable, locate the bulletins, find a contact number for the Carrier, etc, the functionality and ease in navigation will be tested consistently.
10/6/03	Develop questionnaire for external testers to be mailed with demo CD	Questions were created to ensure all PDFs opened, all web links worked, punctuation/grammar was appropriate, content was accurate, appearance was consistent, etc.  See Attachment IX, Page 24
10/13/03	Notify external testers when the demo CD has been sent	Carrier staff will contact the external tester once the CD is mailed to set up a meeting to go capture the answers to the questionnaire that accompanied the demo CD and take that time to relay any suggestions or comments the external tester would like taken into consideration.
10/13/03	Filter feedback to CD designer	Have a designated member review the comments that are coming in and consolidate any duplication of feedback that is received. Make any necessary decisions on what should be further relayed for consideration by the CD designer. Prioritize the urgency of suggested changes, enhancements, additions, etc.
11/3/03	<b>Verification of final changes</b>	The layout and content on the CD is maintained at an Internal web site that continues to be used for internal and CMS testing and verification. Once the 2003 MPFS rates are loaded, replacing the 2002 MPFS rates, each state's file format needs to be fully tested for accuracy and functionality.

<b>10/06/03 Coordinate with Call Centers and Provider Enrollment</b>		
<b>10-06-03</b>	Create method to track types of calls	A data base is a great solution for gathering data, and gives the ability to report with detail on that data later. Information such as why providers need a hard copy, if their CD didn't work and when the CD will be mailed?
<b>10/06/03</b>	Establish Reason codes for tracking and reporting if DB is not used.	Because every call received in the call center must be tracked, develop reason codes to track the MPFS related inquiry regardless if a DB is used or not. Minimal Reason codes should be: 1 Request complimentary hard copy* 2 Request CD 3 Requesting multiple copies of either 4 When will it be mailed
<p>Carriers may be reluctant of the requirement to create a data base for reporting because of the additional time this will take from call center staff. The inquiry should already be tracked in the Carrier's claims processing system and the duplication of efforts is a foreseeable concern. However, CMS may not be able to obtain detailed information on why hard copy MPFS are being requested, or multiple CDs, per decision impact, or who has already received a complimentary hardcopy MPFS and who has not if a database isn't established. Addresses and provider numbers were captured in the NAS CD-ROM Inquiry database for mailing and tracking purposes.</p> <p>See Attachment X, Page 28</p>		
<b>9/22/03 Charging for CDs and Hard copies</b>		
<b>09/1/03</b>	Establish cost	NAS used prior costs for layout, print and postage of a single MPFS hardcopy to determine a fair and reasonable charge for hardcopies. NAS was required to produce 1% hardcopy quantity for each of our contracted states.  *NAS suggests elimination of complimentary hard copy MPFS material.
<b>09/22/03</b>	Create tracking mechanism	An Access Data Base was used to track the purchased MPFS in addition to complimentary copies requested by providers unable to use the CD and/or associations.  See Attachment XI, Page 29
<b>09/22/03</b>	Publish purchase form/process	Should be published September/October 2003 so those purchasing in advance can receive the MPFS as soon as providers and associations receive their copy. Initially mailing the MPFS w/ the bulk of a Carrier's recipients is a cost savings in postage.  See Attachment XII, Page 30

<b>09/22/03</b>	Charge for extra CDs?	<p>NAS charges \$7.50 for CD-ROMS and \$15.00 for hardcopy MPFS to nonproviders, consultants, or providers in need of multiple copies. One complimentary copy is available to providers who are unable to use either the CD-ROM and/or website. Provider numbers for complimentary requests are tracked in a database.</p> <p>When the MPFS was re-released for 2004, NAS supplied complimentary copies to those who had either purchased or previously received a complimentary hardcopy at no additional expense or request to the MPFS recipient.</p>
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<b>11/3/03</b>	<b>CD-ROM Mailed</b>	
<b>10/20/03</b>	Supply label file(s)	<p>Emailed to Vendor who then combined the 4 provider extract files with the additional recipient file into one file that sorted in reverse zip-code order. This sort order allowed for HI and AK to be at the top of the mailing list and sent out in the first day's mailing shipment.</p> <p>We supplied the labels in a comma separated value (CSV) file format.</p>
<b>10/20/03</b>	Supply package design	Attachment VII, Page 20
<b>10/20/03</b>	Supply inserted letter design	Attachment VI, Page 19
<b>11/3/03</b>	<p>Confirm Mailing Requirements:</p> <ul style="list-style-type: none"> <li>• Deadline for completion</li> <li>• First Class/Priority Mail</li> </ul>	<p>Change Request 2380</p> <p>Mail participation enrollment/fee disclosure packages via first class or equivalent delivery service, and schedule the release of this material so that providers receive it no later than November 14, 2003, but do not mail it before November 10, 2002.</p>
<b>11/3/03</b>	Supply master CD-ROM	Send Via FedEx to vendor
<b>11/17/03</b>	Load to web site	<p>NAS requested and was approved to place MPFS data on web site prior to completion of the physical MPFS mailing.</p> <p>CR 2380</p> <p>In addition to sending disclosure reports in the participation enrollment package, you may, at your discretion, and within the constraints of your authorized budget, load the fees on your Internet Web site or electronic bulletin board if you have either. (Note: The fee should not be loaded on the web site prior to the release of the hardcopy material). If you choose to use code descriptors on your web site or electronic bulletin board you must use the short descriptors contained in the HCPCS file and the Physician Fee Schedule Database. If you find descriptor discrepancies between these two files, use the HCPCS file short descriptor. The CMS has signed an agreement with the American Medical Association regarding use of CPT on Medicare contractor web sites, bulletin boards, and other electronic communications.</p>

<b>11/24/03</b>	Carrier Receipt of extra CDs	Once the selected vendor has completed the production and mailing by the predetermined CMS deadline, the extras will be shipped to a designated Carrier contact for future use and to accommodate additional requests that are received after the initial mailing.
<b>11/24/03</b>	Provider Enrollment Delivery	Because Carrier's Provider Enrollment team supplies a copy of the MPFS to newly enrolled providers, the Carrier contact that is receiving the extra CDs should coordinate supplying Enrollment with an appropriate inventory.

## **Attachment I - Bulletin Article Delivery Mechanism Announcement for 2003 MPFS**

**This applies to the following states: Alaska, Arizona, Colorado, Hawaii, Iowa, Nevada, North Dakota, Oregon, South Dakota, Washington and Wyoming.**

Each November, Noridian sends a Medicare Physician Fee Schedule (MPFS), also known as a Disclosure Report, to the Medicare Part B provider community. The fee schedule will contain pricing for procedures as well as other information physicians will need for billing Medicare in the calendar year 2003. This year, Noridian requested from CMS and was approved to produce the MPFS on CD rather than hardcopy. More information on this pilot project has been included on page 3 of this bulletin.

If your facility is in need of more than one copy, you are required to either replicate the CD that is mailed to your office, download a copy from the Publication section of our Website: [www.noridianmedicare.com](http://www.noridianmedicare.com), or purchase a copy using the Medicare Physician Fee Schedule Request Form on page 7 of this bulletin.

**Note:** Do **not** complete the attached form if you are a provider who has not yet received your fee schedule after the November 16<sup>th</sup> mailing. Contact Noridian's Provider Enrollment department to determine that Noridian has your correct address on file. All fee schedules that are returned due to undeliverable addresses are tracked by Provider Enrollment for the purpose of obtaining the correct provider mailing information.

If you are not a Medicare provider and you currently receive "Medicare B News" by paying a subscription fee, please be aware that the MPFS is not included with your bulletin subscription fee. Noridian encourages you to download a copy from our web site, [www.noridianmedicare.com](http://www.noridianmedicare.com) or purchase the number of copies your office will need using the form mentioned above.

**Note:** When using the adjacent form to order additional fee schedules, please ensure you have listed a complete mailing address, contact name and telephone number. You must also indicate which state fee schedule you are requesting. A check made out to "NAS LLC" must be enclosed with the completed Medicare Physician Fee Schedule Request Form.

For the states of Washington and Oregon, there are two separate MPFSs for your state. You must indicate which locality you wish to receive. Locality information is as follows:

- Oregon Locality 01: Washington, Clackamas and Multnomah County
- Oregon Locality 99: Remainder of Oregon
- Washington Locality 02: King County, Washington
- Washington Locality 99: Remainder of Washington

**Societies and organizations including medical associations, congressional offices, Medicaid, CMS, Quality Improvement Organizations, etc. can receive one complimentary copy of the MPFS. However, a written request on your organization's letterhead accompanying the completed request form is required along with a notation as to your office preference: CD or hardcopy MPFS.**

## **Attachment II - Medical Association Announcement**

### 2003 Medicare Physician Fee Schedule Update and Participation Enrollment Process

Dear Bob,

This email is to inform you that CMS has released guidance to Medicare contractors on the 2003 Medicare Physician Fee Schedule (MPFS) per CMS Change Request 2486, Transmittal AB-02-181. The finalized MPFS regulation was published on December 31, 2002 with a March 1, 2003 effective date.

Accordingly, Noridian Administrative Services (NAS) has begun mailing CDs containing the 2003 MPFS, Medicare participation enrollment process and relevant information to physicians, suppliers and other Part B providers. A CD is also being sent to you.

CMS has asked NAS to make you aware of current developments related to the 2003 MPFS via Attachment 2 to CR 2486. I am including this CMS document as an attachment to this email for your convenience. This attachment is important because it contains details including CMS instructions regarding claims payment, participation enrollment periods and the use of 2003 HCPCS codes.

NAS would appreciate any assistance you could be in providing this information to your members. Please feel free to publish the information contained in Attachment 2 or other detail from CR 2486(Attachments 1, 2 or 3, FAQ's etc.) in communications you have with your membership. Noridian has Attachment 2 information on our Web site, [www.noridianmedicare.com](http://www.noridianmedicare.com), and will be including it in our publication for Part B providers, Medicare B News. However, we realize that not all providers access these NAS resources and feel that any information coming through Medical Associations/Societies would be vital.

Thanks in advance for your help and cooperation. If I can be of assistance, please contact me.

Paul Orth  
Noridian Administrative Services  
*Director of External Relations*  
701-282-1362  
[Paul.Orth@Noridian.com](mailto:Paul.Orth@Noridian.com)

## **CY 2003 Physician Fee Schedule Implementation**

The Physician Fee Schedule (PFS) regulation was published on or about December 31, 2002, with a March 1, 2003, effective date. Unfortunately, under current law, the 2003 fee schedule includes a negative update. This negative update reflects a defect in the statutory formula for computing the sustainable growth rate, which has been affected by unanticipated changes in economic conditions. Regrettably, the Centers for Medicare & Medicaid Services does not have the legal authority to correct this flaw. The Administration has worked with Congress throughout 2002 to correct the provision of law, which results in the reduction in physician payments. The Administration will continue to work with Congress to make changes that could have a positive impact on physician payments in the coming

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14 of

years. Given this commitment, we hope that physicians/practitioners will choose to participate in the Medicare program in 2003, and into the future.

Since the publication of the final regulation was delayed past November 1, 2002, implementation plans for the CY 2003 PFS have been modified. Specifically:

- The participation enrollment period will commence on January 9, 2003, and run through February 28, 2003. The material will be released by the Part B carriers on or about January 2, 2003 to ensure delivery by January 9. Physicians/practitioners will have until February 28, 2003 to make their participation decision. **Please note that this enrollment period differs from what you will see in mailed materials. This is because the enrollment materials were printed before this change.**
- The CY 2003 payment rates for physician/practitioner services will be effective March 1, 2003.
- Claims for physician/practitioner services in January and February 2003 that are processed before March 1, 2003 will be paid at the CY 2002 payment rates.
- Claims for physician/practitioner services in January and February 2003 that cannot be processed before February 28, 2003, will be paid at the CY 2003 payment rates. Therefore, physicians/practitioners are encouraged to submit January and February claims to their carriers as quickly as possible.
- Beginning in July 2003, MPFS services with January and February 2003 **dates of service** and with 2002 HCPCS will be processed and paid at the 2002 rates. MPFS services for January and February 2003 services paid at the 2003 rates (because they were processed March 1, 2003 or later), will be automatically adjusted by Medicare carriers in July 2003. These automatic adjustments will pay the difference between what was paid and what should have been paid for January and February 2003 MPFS services based on the 2002 rates. Physicians/practitioners will be reminded about this change for July 2003 in a subsequent announcement. Further information on adjustments for changes in participation status will be forthcoming.
- Physicians/practitioners are encouraged not to use the new CY 2003 HCPCS codes for MPFS services performed during the months of January and February 2003. Those services should be submitted with the HCPCS codes used to bill them during CY 2002. If the new HCPCS codes are submitted before March 1, 2003, carriers will hold claims until March 1, 2003 and then pay the code at the 2003 rate.

(Note that fiscal intermediaries will return claims to providers for services performed in January and February 2003 that contain new 2003 HCPCS codes that are payable on the physician fee schedule. Providers are encouraged to use the HCPCS previously used in CY2002 to bill for the service furnished.)

- Physicians/practitioners should bill January and February 2003 services separately from services for other time periods. In addition, if a January or February 2003 service must be billed with a new HCPCS, it should be billed on a separate claim so that other services, with 2002 HCPCS, will not be held.

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- The CY 2003 payment amounts for all other services (i.e., services not paid under the physician fee schedule) are effective January 1, 2003.

### **Attachment III - Provider Communication Group Letter**

October 17, 2002

Regarding: 2003 Medicare Physician Fee Schedule CD Pilot Project

Dear Provider Education and Training Advisory Group Member:

As a member of Noridian Administrative Services' (NAS) Provider Education and Training Advisory Group, we wanted to provide you with the sample 2002 Medicare Physician Fee Schedule (MPFS) Compact Disc (CD) that NAS is currently piloting with a Provider Test Group consisting of three providers from each of our eleven Medicare Part B states. Please note that the CD is being sent to you as a courtesy and no additional response is required on your part at this time.

At the September 11, 2002, PETAG meeting, the possibility of NAS being approved to pilot this product was discussed. The minutes from that meeting relayed that the Centers for Medicare & Medicaid Services (CMS) approved NAS' request. You will be mailed a 2003 MPFS final CD mid-November. This item will be included as an agenda item at our December 11, 2002, PETAG meeting. NAS will relay comments received on the CD from that meeting to CMS in our completed Project Plan.

The letter and sample questions sent to the Provider Test Group along with the test CD have been included. You may contact our office with questions you have prior to the scheduled December 11, 2002, PETAG meeting. The information contained on this CD contains MPFS data for the calendar year 2002. The CD mailed mid-November will contain 2003 MPFS information.

We continue to value your input and suggestions.

Sincerely,

Paul Orth

## Attachment IV - 2003 Medicare Physician Fee Schedule Arriving on CD ROM

**This applies to the following states: Alaska, Arizona, Colorado, Hawaii, Iowa, Nevada, North Dakota, Oregon, South Dakota, Washington and Wyoming.**

Noridian Administrative Services (NAS) requested from CMS and was approved to produce the 2003 Medicare Physician Fee Schedule (MPFS) Disclosure Report using a Compact Disc (CD). The purpose in using the CD delivery method instead of printed copies is to offer information more timely with the availability of being widely shared within each office in a mode that can be printed, analyzed and more easily integrated with computer software.

NAS, in working with the Centers for Medicare & Medicaid Services (CMS) Central and Regional Offices, has worked within the following timeline to prepare for the mailing of the MPFS:

September 12 - September 26	Develop tasks and identify content
September 26 - October 01	Supply association information and Website notification to providers
September 26 - October 11	Create sample CD and test internally. Coordinate telephone and remittance advice messaging.
October 17 - October 25	Pilot CD with a small number of providers for functionality testing
November 11 - December 6	Launch toll free telephone number for CD assistance and hardcopy requests
November 04 - November 13	Coordinate replication and mailing of CDs to ensure November 16 <sup>th</sup> provider receipt

Fee schedules for each of NAS' eleven contracted states will be displayed in state-specific arrangements to allow the information to be easily identified by state/locality. Three formats are offered, each containing the same information per state, to accommodate how providers will want to view the data, print the data and to allow for integration within various provider computer systems.

- CSV - The Comma Separated Value (CSV) format is best used to download MPFS information on computer systems. NAS recommends that the CSV format be viewed by system support and/or your billing companies to assist with loading into your computer system.
- HTML- The HTML format allow for quick searches and ease in viewing the MPFS information.
- PDF - A Portable Document Format (PDF) file is supplied in a readable format. Providers are encouraged to print using this file format option if a hardcopy is needed in your office. The printed PDF will have the same appearance as previously mailed hardcopy MPFS Disclosure Reports.

The CD can be used on any computer system that is Windows 95 or newer, which comes with a web browser, and includes a CD drive. (Note: a web browser is a component within your computer that allows for interaction with the World Wide Web.) Internet connectivity is NOT needed to use this CD. Although Website links are often offered in the supplemental NAS information on the CD, Internet is **not** required for any of the MPFS information nor the majority of NAS supplemental information. A

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letter with instructions on how to use the disc and the toll free telephone number for CD usage assistance and requests for a hardcopy MPFS will be included with the CD.

The CD will include the 2003 MPFS Disclosure Reports, Medicare Participation Agreement and Fact Sheet. Related Information such as MPFS Indicator Listings, Bundled Codes, Excluded Codes, Endoscopy Families, Noncovered "N" Codes, Invalid Codes and Deleted Codes will also be included within the 2003 MPFS Section of the CD. To assist your office staff, we have included Medicare instructions regarding Electronic Data Interchange (EDI), HIPAA, Provider Enrollment, and a large amount of educational material including the newest Medicare B News bulletin, claim submission instructions, billing manuals and Advanced Beneficiary Notice (ABN) requirements. Providers are encouraged to replicate the information for their staff working with Medicare.

For providers without access to a CD drive, the 2003 MPFS information can be requested from trained representatives at a newly created toll free telephone number, 1-800-933-0614. The trained representatives will be able to answer questions you may have on this project or who require technical assistance between the hours of 8:30 a.m to 6:00 p.m Central Time.

NAS will continue to utilize the Website as our primary avenue of communicating updates. As quarterly updates or changes occur, NAS will make those updates available on the Provider Service homepage of our web site, [www.noridianmedicare.com](http://www.noridianmedicare.com), as well as through our Medicare B News bulletin.

## **Attachment V - Change Request 2583**

### ***Part IV--Required Notices***

#### ***A. AMA Copyright Notice***

*You must display the AMA copyright notice on the first screen or Web page of any document containing one or more CPT codes immediately prior to the initial appearance or display of any CPT. The copyright notice must also appear on the first page of publications of downloaded materials that include CPT. In other words, where any CPT code is used in publications on the Internet Web sites and other electronic media such as tape, disk or CD-ROM, whether short or long descriptions are used or only codes or ranges, you must display the AMA copyright notice. The copyright notice is:*

*CPT codes, descriptors and other data only are copyright 1999 American Medical Association (or such other date of publication of CPT). All Rights Reserved. Applicable FARS/DFARS apply.*

***NOTE:** For your information FARS/DFARS is defined as FARS—Federal Acquisition Regulation System and DFARS—Defense Federal Acquisition Regulation Supplement.*

#### ***B. Point and Click License***

In addition, you must use a point and click license (a license that appears on a computer screen or Web page and includes a computer program or Web page mechanism that requires users to indicate whether they accept the terms of the license by pointing their cursor and clicking that they accept the terms of the license prior to accessing a document containing CPT). Whenever Publications containing CPT are used on the Internet, an end user agreement in the form of a point and click license is required. (See Attachment IV.) It is your option to use a point and click license prior to each document containing CPT codes, or before initial access to any pages containing CPT codes at your Web site section level. **For example, you might put the point and click license before the Local Medical Review Policies with the following statement: "Please read and accept the terms of the agreement below in order to proceed to the Policy Index and Policy Tests."** You may include additional terms in the point and click license as long as the additional terms do not conflict with the requirements of this PM.

## Attachment VI - Inserted Letter mailed with CD-ROM

### Page 1



Dear Medicare Provider or Supplier,

The enclosed Compact Disc (CD) contains the 2003 Medicare Physician Fee Schedule (MPFS), also known as the Disclosure Report. It includes all the fee schedules for Noridian Administrative Services' (NAS) eleven contracted states. The schedules can be accessed by state/locality.

This CD also includes the 2003 Medicare Participation Agreement and Fact Sheet along with MPFS Indicator Listings, Bundled Codes, Excluded Codes, Endoscopy Families, Noncovered "N" Codes, Invalid Codes, Deleted Codes and other related information. These can be found in the **Disclosure Statement** section of the CD and are available in PDF format only.

To assist your office staff, we have included Medicare instructions regarding EDI, HIPAA, Provider Enrollment, education materials, claim submission, and more.

The newest Medicare B News, which won't be mailed until December 9th, is on this CD under Publications, along with the past two years of Medicare B News.

### Page 2

To help you get started, refer to the *Helpful Hints* section of this card for additional information about the CD. Once loaded, the CD should start automatically. Each section of the opening screen (homepage) can be selected to access the data. Additional links may be found at the end of pages or on the side menu.

If you do not have the equipment to run this CD, please call the special NAS toll free number 1-800-933-0614 before December 6, 2002.

Minimum system requirements to run this CD are: Windows 95 or newer; web browser; CD drive. (Note: a web browser is a component within your computer that allows for interaction with the World Wide Web.) Internet connectivity is NOT needed to use this CD. However, website links are listed in the CD's supplemental NAS information. The information on this CD is current as of November 5, 2002.

NAS hopes the 2003 MPFS Disclosure Report CD is an improvement over the previous hardcopy mailings. We are very interested to receive comments on this pilot.

NAS will continue to make more information available regarding the 2003 MPFS Disclosure Report through [www.noridianmedicare.com](http://www.noridianmedicare.com).

### Page 3

#### Installing a web browser or upgrading to latest version.

To operate this CD you must have a browser version 4.0 or above.

If you have Internet access, you can download a free upgrade to Internet Explorer or Netscape Navigator.

- Microsoft Internet Explorer: <http://www.microsoft.com/downloads/search.asp>
- Netscape Navigator: <http://channels.netscape.com/ns/browsers/download.jsp>

#### Opening documents on the CD.

To view a majority of the documents on the CD, you will need Adobe Acrobat Reader installed on your computer. If you do not currently have this program, you can install the free version found on this CD.

To install Adobe Acrobat Reader, follow the directions located in the **Help** section of the CD or go to the Adobe web site to download Acrobat Reader. [www.adobe.com/products/acrobat/readstep.html](http://www.adobe.com/products/acrobat/readstep.html)

#### Returning to the Fee Schedule CD after a PDF document is opened.

Instead of clicking the 'close' button (the 'X' in the upper-right corner of your browser window) use the browser's 'back' button (arrow located in the upper-left side of your browser window).

#### Printing the HTML version of the Physician Fee Schedule.

In order to print the correct window, left click anywhere within the frame that contains the Physician Fee Schedule. Then use your web browser's **Print** feature (usually located under File option on the menu bar).

### Page 4

#### HELPFUL HINTS

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To better serve your office, the 2003 Fee Schedule data is offered in three formats. Each format contains the same information per state, but accommodates different uses depending on your computer system. While you may view/use any of the files, some formats are better suited for certain uses, such as importing into an existing billing system or printing copies for later reference.

- **HTML:** Best for quick searching and easy viewing
- **Portable Document File (PDF):** Best format for printing
- **Comma Separated Value (CSV):** This is a standard file type most suitable for importing into existing computer systems, software and databases\*

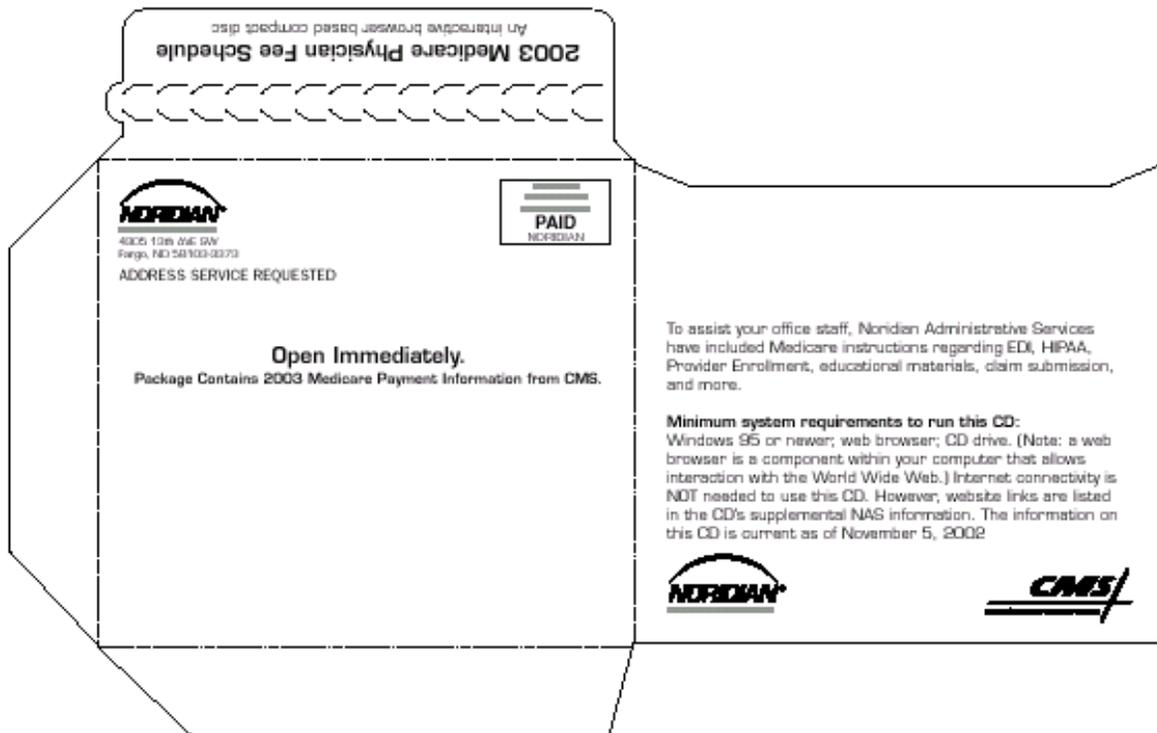
\***NOTE:** NAS recommends assistance from Information Systems, computer support and/or billing areas to assist loading the CSV files into the existing computer system.

#### Tips and Troubleshooting:

##### CD won't launch automatically.

If the CD doesn't launch, double-click on the CD-ROM icon under "My Computer." If the CD still doesn't start, double-click on the 'index.html' file located on the CD to begin.

## Attachment VII - Envelope/Packaging Material Design for CD-ROM



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Attachment VIII - 2003 Disclosures CD Test Plan

Name: \_\_\_\_\_ Department: \_\_\_\_\_



Home | Disclosure Statement | Billing & Claims | Who We Are | Help | New Technology

**Technology. Information. Integration. Interaction.**  
Today's technology is changing the way we communicate.

To learn more about Noridian Administrative Services and this new innovative tool, [click here](#).



**Disclosure Statement**  
CMS 2003 Physician Fee Schedule

**Billing & Claims**  
Forms, Information & CMS-1500 Overview

**Who We Are**  
Company Outline & Contact Information

**Help**  
Assistance & Instructions

Please use this as a working document...take notes on this page, electronically or hard copy. Check off what you did, what worked and document what did **NOT** work. Thank you very much for a dedicated test effort! **Please send completed test form to Elizabeth Barton** by noon Friday, October 11<sup>th</sup>. The navigation features are intended to replicate our existing provider website. Click on any menu on the side at any time

Below are some questions education will be asking a select group of 'test' providers:

1. Did you encounter any difficulties in opening the CD?
2. Were you able to locate the Fact Sheet?  
Did you locate the Participation Agreement?
3. Were you able to easily find the applicable fees for your state/locality?
4. Did you search and locate the reimbursement for CPT code 99204 in your state file?
5. Were you able to print page 50 of the Portable Document Format (PDF) Fee Schedule file?
6. Were you able to locate the Medicare B News bulletins?
7. Were you able to find our telephone number and mailing address within the CD

**Installation:**

When you installed the CD, did it self load & come right to the opening screen? Yes No

Did you have to install Adobe Acrobat Reader? Yes No

<b>Technology Information Integration Interaction</b>	Read introduction and supply comments:
<b>Who We Are</b> Company Outline & Contact Information	Read introduction and supply comments:
How to contact us	Read information and supply comments
Functionality	Use Home function and back function.
	View every state. Are all the pages clear, readable and printable? Yes No
	Is the mailing table of PO Boxes clear and easy to read? Yes No
<b>Help</b> Assistance & Instructions	Read through all sections of helpful information and supply comments:
Functionality	Did you receive any errors? Yes No
	Comments on ideas for changes and/or additions:
<b>Disclosure Statement</b> <b>Main Event of the CD</b> <b>Very important to be Correct!!</b>	Go to the Disclosures statement, and go through all areas. You will need to select a state, however you can only select Colorado in this test version. Please have yourself and others work to use all three formats (CSV, PDF & HTML).
	Did all paths work?
CSV Functionality	What data did you reference on CSV?  Were you able to load the information into Excel? What steps did you take to do this?
PDF Functionality	What data did you reference on PDF?

	Were you able to search for a CPT code reimbursement?
	Were you able to print a single page from the PDF?
HTML Functionality	What data did you reference on HTML?
	Were you able to search for a CPT code reimbursement?
	Was the appearance useable?
<b>Billing &amp; Claims</b> Forms, Information & CMS-1500 Overview	Read through the claims introduction and supply comments/suggestions:
1500 Claim Form	Call up the 1500 Pop – up, click on each field Click on the 1500 other form Click on the 1500 Instructions
	Read through the Claims Overview
Additional Billing information	Does this information seem to flow well?
	Are all the introductions seeming appropriate to the titles? Do you have suggestions/changes?
	Read through and supply comments for: Ambulance Overview ASC Overview HIPAA and EDI information Fraud & Abuse Overview ABN information
Publications	Read through the Publications introduction and supply comments/suggestions:
	Does this information/layout seem to flow well?
	Are all the introductions appropriate to the titles within Publications? Read through: Medicare B News EDI News Flash Crossovers-all states Medigap- all states
<b>NAVIGATION</b>	Were you able to navigate between different sections on the CD? Please supply any additional comments/suggestions/corrections w/ your completed Test Protocol Form.

## Attachment IX - External Testing **CD ROM PILOT PROJECT**

**Dear Provider:**

**Thank you for participating in the pilot of the 2003 Medicare Physician Fee Schedule Disclosure Report on CD-ROM. Noridian Administrative Services (NAS) is proud to deliver this information to you on a Compact Disc (CD). This new delivery method brings many advantages, some are listed below and many are referenced throughout the CD.**

**Please note the Fee Schedule Data on this Pilot CD ROM is last year's 2002 Fee Schedule.** (the actual CD we will mail in November will have 2003 data) Our primary interest in sending you this CD is to learn:

- 1) If you can run the CD.
- 2) If you can locate information that is important to you on the CD.
- 3) If you can find benefit for your office with all this information on the CD.

Please refer to the helpful hints included within this letter for assistance with using this CD.

Fee schedules for each of NAS' eleven contracted states are on this CD. They can be accessed by state/locality. To better serve your office, the 2002 Fee Schedule data is offered in three formats. Each format contains the same information per state, but accommodates different uses depending on your computer system. You may want to view the data, initiate a search of the data or choose to print the data. A brief summary of each format's primary use follows:

- HTML - HTML files allow for quick searches and ease in viewing the MPFS information. The content layout of HTML files is similar to the previously mailed MPFS with the exception that MPFS information has one procedure code per line.
- PDF - A Portable Document Format (PDF) file is in a readable format and provides print capabilities when a hardcopy is needed. The printed PDF appearance is the same as previously mailed hardcopy MPFS Disclosure Reports. Searches can be performed within the PDF files, however, the HTML format provides quicker search results.
- CSV - Comma Separated Value (CSV) files are best used to download MPFS information on computer systems, such as Excel. Offices can merge it with their own volumes or projections. NAS recommends the CSV format be viewed with staff from Information Systems, Computer Support and/or billing areas to assist loading the CSV files into each office's computer system.

This CD also includes the Medicare Participation Agreement and Fact Sheet and related Information, such as, MPFS Indicator Listings, Bundled Codes, Excluded Codes, Endoscopy Families, Noncovered "N" Codes, Invalid Codes and Deleted Codes. This information can be found in the [Disclosure Statement](#) area of the CD. Each is available only in PDF.

The additional bonus NAS has included with this CD is information key to office staff working with Medicare. Instructions regarding EDI, HIPAA, Provider Enrollment, educational materials (two years worth of bulletins), claim submission, billing manuals and more. Use this information to refresh the knowledge of existing staff and train new office staff.

**Starting the CD:**

Once the CD is loaded, it self starts. Each area on the opening page can be selected to get to the data. Many pages offer additional links at the end of a page or on the side menu.

The minimum system requirements to run this CD is Windows 95 or newer, a web browser, and a CD drive. (Note: a web browser is a component within your computer that allows for interaction with the World Wide Web.) Internet connectivity is NOT needed to use this CD, however, website links are listed in the CD's supplemental NAS information.

NAS hopes the MPFS Disclosure Report CD is an improvement over the previous hardcopy mailings.

**Your feedback is important to the success of this project. After you receive the CD-ROM someone from our office will contact you and ask you questions about using the CD. These questions have been included for your convenience.**

**Again we thank you for your willingness to test this new project. A listing of Education staff who will be available to work with you on this project is supplied below.**

State	NAS Education	Phone Number
Alaska/Washington	Jessie Bolton	(253) 437-5417
Arizona/Nevada	Karen Hart	(602) 523-2500
Colorado/Iowa	Joyce Gregory	(515) 974-3623
Hawaii	Annie Leong	(808) 522-1588
North Dakota/South Dakota	Kathy Isaacson	(701) 277-6589
Oregon/Wyoming	Patty Sjolin	(503) 977-1200

Pilot Questions on CD Functionality

Did you encounter any difficulties in opening the CD? If so, please explain

\_\_\_\_\_

Were you able to locate the Fact Sheet? \_\_\_\_\_ yes \_\_\_\_\_ no If 'No' what difficulties did you have: \_\_\_\_\_

Did you locate the Participation Agreement? \_\_\_\_\_ yes \_\_\_\_\_ no  
Comments: \_\_\_\_\_

Were you able to easily find the applicable fees for your state/locality? \_\_\_\_\_ yes \_\_\_\_\_ no.  
Comments: \_\_\_\_\_

Did you search and locate the reimbursement for CPT code 99204 in your state file? \_\_ yes \_\_ no  
Comments: \_\_\_\_\_

Were you able to print page 50 of the Portable Document Format (PDF) Fee Schedule file?  
\_\_\_\_\_ yes \_\_\_\_\_ no Comments: \_\_\_\_\_

Would your office be able to print the entire PDF file of the Fee Schedule if a hardcopy is needed?  
\_\_\_\_\_ yes \_\_\_\_\_ no If 'No' why not? \_\_\_\_\_

Did you try uploading the text or html version of the Fee Schedule into Excel? \_\_\_\_ yes \_\_\_\_ no  
Comments: \_\_\_\_\_

Were you able to locate the Medicare B News bulletins? \_\_\_\_\_ yes \_\_\_\_\_ no  
If 'No' what difficulties did you have? \_\_\_\_\_

Were you able to find our telephone number and claim/correspondence mailing address within the CD?  
\_\_\_\_\_ yes \_\_\_\_\_ no Comments: \_\_\_\_\_

Would you recommend that Noridian pursue distributing future information on CD?  
Why or why not? \_\_\_\_\_

Will you use the CD as a training tool for new staff or maybe as refresher training for all billing staff?  
\_\_\_\_\_ yes \_\_\_\_\_ no Comments: \_\_\_\_\_

How often do you think you will use this CD?      once    daily    weekly      monthly

## Noridian Medicare 2003 Physician Fee Schedule CD

Below are the minimum system requirements to run the Fee Schedule CD-ROM and some troubleshooting tips, also a number to call if you need help.

### Minimum System Requirements

Computer with Windows 95|NT|98|Me|2000|XP

4x CD-ROM Drive

Web Browser (Internet Explorer 4.0+ or Netscape Navigator 4.0+ recommended)

Adobe Acrobat Reader 4.0+

### Optional Requirement: Internet Access

(Not required to view CD, but may be needed to access all features)

### Common Questions & Answers for Troubleshooting CD-ROM Usage:

- Q1. The CD didn't launch automatically when I put it in the CD-ROM drive. What do I do to get into the CD?
- A1. Double-click the CD-ROM icon under "My Computer." If the CD still doesn't start, double-click on the "index.html" file located on the CD to begin.
- Q2. I don't have a web browser or it isn't version 4.0 or above. Where can I get one?
- A2. If you have access to the Internet, you can download a free upgrade to either Internet Explorer or Netscape Navigator.  
Microsoft Internet Explorer: <http://www.microsoft.com/downloads/search.asp?>  
Netscape Navigator: <http://channels.netscape.com/ns/browsers/download.jsp>
- Q3. I cannot open some of the documents on the CD. What should I do?
- A3. To view a majority of the documents on the CD-ROM, you will need to have Adobe Acrobat installed on your computer. If you do not have Acrobat, you can install a free version of the program called Adobe Acrobat Reader that is located on the CD. To install Adobe Acrobat Reader, follow the directions located in the help section of the CD-ROM or go to the Adobe web site and download the Acrobat Reader from the web site. [www.adobe.com/products/acrobat/readstep.html](http://www.adobe.com/products/acrobat/readstep.html).
- Q4. How do I get back to the Fee Schedule CD once I open a PDF document?
- A4. Instead of clicking the close button (the 'X' button in the upper right corner of your browser), use your browser's back button (located in the upper left side of your browser).

## Attachment X - CD-ROM Inquiries and/or Hardcopy Requests Tracking DataBase

NAS Employee #:	<input type="text" value="7940"/>	Caller's Name	<input type="text" value="PATTY"/>	<input type="checkbox"/> Called in Error			
Date of Call	<input type="text" value="11/13/02"/>	Medicare PIN	<input type="text"/>				
BASIC QUESTIONS:	<input checked="" type="checkbox"/> Does office have a PC	<input checked="" type="checkbox"/> Will the CD fee schedule delivery method impact your Participation decision for 2003?	<input type="checkbox"/> When will MPFS be mailed?				
	<input checked="" type="checkbox"/> Does office have CD Drive		<input type="checkbox"/> Content Question				
	<input type="checkbox"/> Is office PC older than Windows 95		<input type="checkbox"/> Content Error				
	<input type="checkbox"/> CD Functionality problems						
Would you like our office to notify you via an email when our list-service is available? If so enter the providers email address?		<input type="text"/>					
<input checked="" type="checkbox"/> Does provider need a hardcopy sent to them?	<input type="checkbox"/> Does provider need a CD sent to them?						
<input type="checkbox"/> Hardcopy requested because CD not usable	<input type="checkbox"/> Does provider need assistance downloading?						
<input checked="" type="checkbox"/> Hardcopy request although CD was usable	<input type="checkbox"/> Replacement CD requested						
Hardcopy State/Locality <input type="text" value="IA"/>	<input type="checkbox"/> Does provider have a Mac computer?						
<input type="checkbox"/> Purchase Form Requested	Fax#:		<input type="text"/>				
Attention:	<input type="text" value="PATTY"/>						
Company Name	<input type="text" value="BRUCE LANDIS, O.D."/>						
Address1	<input type="text" value="202 SOUTH MAIN"/>						
Address2	<input type="text" value="P.O. BOX 100"/>						
City	<input type="text" value="ELKADER"/>	State	<input type="text" value="IA"/>	Zip	<input type="text" value="52403"/>	Zip4	<input type="text"/>
Satisfaction:	<input type="text"/>		Comments/Additional Information				
<input type="text"/>		<input type="text"/>					

**Attachment XI - Tracking Purchased and Association Complimentary MPFS**

Date Requested:	<input type="text" value="10/28/02"/>	PHONE NUMBER:	<input type="text" value="(480) 461-3144"/>
ATTENTION:	<input type="text" value="PATRICE KREITLER"/>		
NAME:	<input type="text" value="HOSPICE FAMILY CARE"/>		
Address:	<input type="text" value="1550 S ALMA SCHOOL RD 102"/>		
City:	<input type="text" value="MESA"/>	State:	<input type="text" value="AZ"/>
		Postal Code:	<input type="text" value="85210"/>
Hardcopy <input type="checkbox"/> Disc <input checked="" type="checkbox"/>			
STATE REQ:	<input type="text" value="AZ"/>	COMMENTS:	<input type="text" value="I"/>
Quantity:	<input type="text" value="1"/>		
Check No:	<input type="text" value="2328"/>		
<input checked="" type="checkbox"/> Free			

**Attachment XII - 2003 MPFS Purchase Form**

**2003 Medicare Physician Fee Schedule Request Form  
Disclosure Report for Calendar Year 2003**

**Attention:** \_\_\_\_\_  
**Company Name:** \_\_\_\_\_  
**Mailing Address:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
**Telephone:** ( ) \_\_\_\_\_

	<b>I am purchasing a CD ROM MPFS, which includes pricing information for each state/locality listed below.</b>
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**I am purchasing a hardcopy MPFS for the following state(s):**

<b>Alaska</b>		<b>Arizona</b>		<b>Colorado</b>
<b>Hawaii</b>		<b>Iowa</b>		<b>Nevada</b>
<b>North Dakota</b>		<b>Oregon Locality 01</b>		<b>Oregon Locality 99</b>
<b>South Dakota</b>		<b>Washington Locality 02</b>		<b>Washington Locality 99</b>
<b>Wyoming</b>				

**Number of hardcopies MPFS ordered:** # \_\_\_\_\_  
**Cost of one hardcopy MPFS:** \$ 15.00

**Number of CD ROM MPFS ordered:** # \_\_\_\_\_  
**Cost of one CD ROM MPFS:** \$ 7.50

**Total of Check:** \$ \_\_\_\_\_ (Cost Center 3701)

Note: Please allow two weeks for your order to be processed.

**Please return a copy of this notice with your check to:**

**Medicare Education  
4305 13<sup>th</sup> Ave S  
Fargo ND 58103-3373**

**(Make your check payable to "NAS LLC Education")**