

## LOCAL PROVIDER EDUCATION AND TRAINING CARRIER DICTIONARY

CAFM Code	Activity Name	Definition	Tasks	Workload
24116	<b>One-on-One Provider Education.</b>	<p>Contractors must initiate provider one-on-one education in response to coverage, coding and medical review related billing problems identified, verified and prioritized through the analysis of information from various sources and the medical review of claims. These educational contacts require clinical expertise and include face-to-face meetings, telephone conferences, or letters and electronic communications to a provider that address the provider’s specific coding, coverage and billing issue. An individualized comparative billing report (CBR) included as part of a specific instructional letter to a specific provider would be considered part of a ‘one-on-one’ educational contact. The selected educational contacts depend on the level of the coverage, coding or billing error identified. For minor or moderate coverage, coding or billing errors, the educational contact may be made through telephone conferences or an individualized letter iterating the specific problems and cures and including an opportunity for the provider to engage in a teleconference or face-to-face contact. In the case of major coverage, coding or billing errors, the contractor must provide the opportunity for a face-to-face meeting or at a minimum provide educational services through teleconferencing. In all instances, contractors must supply educational materials to address the provider’s <u>specific</u> coverage, coding or billing error. In no instance should the contractor issue general coverage, coding or billing statements without addressing the provider’s specific educational need. While one-on-one provider education may correct most coverage, coding or billing errors in the first educational meeting. providers may require additional</p>	<ul style="list-style-type: none"> <li>a. Analyze Data</li> <li>b. Determine appropriate educational method based on scope of problem</li> <li>c. Develop/produce educational information</li> <li>d. Send letter, or electronic communication</li> <li>e. Make a telephone call</li> <li>f. Hold a meeting, i.e. teleconference, or face-to face contact</li> </ul>	<p><b>Workload 1</b> is the number of educational contacts.</p> <p><b>Workload 2</b> is the number of providers educated.</p> <p><b>Workload 3</b></p>

## LOCAL PROVIDER EDUCATION AND TRAINING CARRIER DICTIONARY

CAFM Code	Activity Name	Definition	Tasks	Workload
		remedial education contacts to provide further instruction on coverage, coding or billing requirements.		
24117	<b>Education Delivered to a Group of Providers</b>	Education delivered to a group of providers includes seminars, workshops, classes, and other face-to-face meetings to educate and train providers regarding local medical review policies, coverage, coding and billing considerations, and service or specialty specific issues. Clinical staff must be used as a resource. Other subjects more appropriately addressed in a group setting include, but are not limited to, proactive seminars regarding medical review topics, educational interventions related to a group of services that combine for a comprehensive benefit Partial Hospitalization Program (PHP), and local provider educational needs presented by new coverage policies.	<ul style="list-style-type: none"> <li>a. Analyze Data</li> <li>b. Determine appropriate educational method based on scope of problem</li> <li>c. Gather resources, including clinical staff expertise, and develop/produce educational information</li> <li>d. Select focus groups or site visits/meetings. If feasible, collaborate with partner groups in holding events</li> <li>e. Hold educational meeting with the presence of clinical staff</li> </ul>	<p><b>Workload 1</b> is the number of educational contacts.</p> <p><b>Workload 2</b> is the number of providers educated.</p> <p><b>Workload 3</b></p>
24118	<b>Education Delivered via Electronic or Paper Media</b>	Education delivered solely via paper media or electronically, without any live interactions is included here. Contractors are required to maintain a website and list serv and adhere to instruction regarding them (PIM Chapter 1, Sec. 5.A.9 CR2466 to be issued.) Examples of this type of education include, but are not limited to, the development and dissemination of frequently asked questions (FAQs), scripted response documents, bulletin articles, LMRP postings, comparative billing reports (CBRs) issued for other than one-on-one provider education.	<ul style="list-style-type: none"> <li>a. Analyze Data</li> <li>b. Develop and disseminate web-based searchable FAQs</li> <li>c. Develop and disseminate bulletin articles</li> <li>d. Disseminate LMRPs</li> <li>e. Develop and disseminate CBRs</li> <li>f. Develop and disseminate other types of electronic or paper media education</li> </ul>	<p><b>Workload 1</b> is the number of educational documents developed for use in non-interactive educational interventions.</p> <p><b>Workload 2</b> is the number of CBRs developed (do not include CBRs developed for activities in 24116 and 24117).</p>

# LOCAL PROVIDER EDUCATION AND TRAINING CARRIER DICTIONARY

CAFM Code	Activity Name	Definition	Tasks	Workload
				<b>Workload 3</b> is the number of articles/advisories/bulletins developed.