
Medicare Program Integrity Manual

Department of Health and
Human Services (DHHS)

HEALTH CARE FINANCING
ADMINISTRATION (HCFA)

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CHAPTERS	REVISED SECTIONS	NEW SECTIONS	DELETED SECTIONS
Chapter 10	-----	1 - 25	-----

NEW/REVISED MATERIAL--EFFECTIVE/IMPLEMENTATION DATE: July 1, 2001

The physician identification and registration instructions in Chapter 10 are being added to improve the enrollment process for new Medicare providers/suppliers. The instructions will aid in the prevention of fraudulent or excluded providers from entering the Medicare program. The instructions are to accompany the new enrollment applications and will replace both the MCM , Section 1030 – 1030.14 and MIM, Sections 3040-3040.22.

Section 1, Introduction, this section introduces the enrollment process and the definitions used throughout the manual.

Section 2, General Instructions, explains the purpose of collecting the information requested on the standardized enrollment forms and the contractor duties.

Section 3, Application Sectional Instructions for Carriers, is the step-by-step process the carriers follow when processing the enrollment application. The instructions correspond with the enrollment forms.

Section 4, Ambulance, Attachment 1, is the step-by-step process the carriers follow when processing the enrollment application for ambulance companies. The instructions correspond with the enrollment form, attachment 1.

Section 5, Independent Diagnostic Testing Facilities (IDTF), Attachment 2, is the step-by-step process the carriers follow when processing the enrollment application for IDTFs.

The instructions correspond with the enrollment form, Attachment 2.

Section 6, has been intentionally left blank for future updates.

Section 7, Reassignment of Benefits, provides the situations and instructions needed to complete the Form HCFA-855R.

Section 8, Enrolling Certified Suppliers Who Enroll with Carrier, provides the procedures for enrolling certified suppliers in the Medicare program.

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Section 9, Medicare + Choice (M+C) Managed Care Organizations, instructs carriers who how to allow MCOs to bill Part B fee-for-service under certain situations.

Section 10, Application Instructions for Intermediaries, is the step-by-step process the intermediaries follow when processing the enrollment application. The instructions correspond with the enrollment forms.

Section 11, Community Mental Health Centers (CMHC), instructs when and how to coordinate with the National CMHC Site Visit Contractor to initiate a CMHC site visit for initial enrollment and CHOW situations.

Section 12, State Survey/RO Process, explains the distribution of the Form HCFA-855A.

Section 13, Changes in Requested Information, is how to process the changes made to the initial enrollment application.

Section 14, Procedures for Request for Additional Information, Approval, Denial, or Transmission of Recommendations, provides the basis for requesting additional information as well as the procedures to request additional information, approve and deny the enrollment application as well as how the intermediaries recommends to approve or deny an application.

Section 15, Time Frame for Application Processing, defines the time an application would need to be processed and how to meet those timeframes.

Section 16, Verification and Validation of Information, provides the many tools available and how to use those tools when processing the application.

Section 17, Special Processing Situations, explains those areas that fall within enrollment but not specific to the enrollment process such as OPT-out physicians and how to get a UPIN.

Section 18, Site Visits, provides information on how to conduct an onsite visit.

Section 19, Administrative Appeals, explains the appeal process the contractors must offer an applicant when it denies enrollment.

Section 20, Tracking Requirements, provides the instructions on how to submit a quarterly report to the regional office in order to assess the usefulness of the information on the application and the clarity of the instructions to the applicant. And those items which need to be tracked in the CROWD system.

Section 21, Retention of Records, is the amount of time an application needs to be retained on file.

Section 22, Provider/Supplier Education, is a section on how to provide education tools.

Section 23, Web Site, details the requirements on how to set-up a web site on the enrollment process.

Section 24, Security Safeguards, details how to maintain a secure environment for housing the enrollment applications and supporting documents.

Section 25, Documentation, provides guidance on document maintenance requirements.

These instructions should be implemented within your current operating budget.

Medicare Program Integrity Manual

Chapter 10 - Healthcare Provider/Supplier Enrollment

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1 - Introduction--(Rev. 7, 05-31-01)

Provider/supplier enrollment is a critical function that attempts to ensure that only qualified and eligible individuals and entities are enrolled in the Medicare program and receive reimbursement for services furnished to beneficiaries. The following instructions apply to the enrollment of any provider and supplier of Medicare services within your jurisdiction, such as physicians and non-physician practitioners, hospitals, and other organizations.

Physicians, suppliers, organizations, etc., that wish to be reimbursed for services furnished to Medicare beneficiaries must enroll in Medicare in order to submit claims on behalf of such beneficiaries. If they do not enroll, they cannot receive payments for Medicare covered services.

1.1 - Definitions Related to Enrollment--(Rev. 7, 05-31-01)

Applicant--the individual practitioner/provider/supplier who is applying for the Medicare number.

Authorized Official--an appointed official to whom the provider/supplier has granted the legal authority to enroll it in the Medicare program, to make changes and/or updates to its status in the Medicare program (e.g., new practice locations, change of address) and to commit the provider/supplier to fully abide by the laws, regulations, and program instructions of Medicare. The authorized official must be the provider's/supplier's general partner, chairman of the board, president, chief financial officer, or chief executive officer, or must hold a position of similar status and authority within the provider/supplier. An authorized official can also be anyone who is a direct owner of 5 percent or more of the provider/supplier. An entity can have only one designated authorized official at one time.

Bankruptcy--when a provider/supplier files for protection in a Federal bankruptcy court, it may choose, with the permission of the court, to cease operations (Chapter 7) or reorganize (Chapter 11). When a provider/supplier files under Chapter 7, it will liquidate its assets and cease operations and must notify the contractor of this fact. When the assets are sold to a different entity, that entity must enroll with the contractor if it wishes to bill the Medicare program.

Billing Agency--a company that the applicant contracts with to prepare or to edit the content of the claim.

Delegated Official--an individual who has been delegated the legal authority by the authorized official of that provider/supplier to make changes and/or updates to the organization's status in the Medicare program (e.g., new practice locations, change of address) and to commit the provider/supplier to fully abide by the laws, regulations, and program instructions of Medicare.

Divestiture--the act of a provider/supplier selling off part or all of its assets, whether voluntarily or by court order. Whether or not a divestiture constitutes a change of ownership (CHOW) for a provider depends on the structure of the transaction.

Inactivate--The provider/supplier will be unable to use its billing number for claims processing. Upon taking this action, notify the applicant you have done so and the reason.

Joint Venture--a business undertaking involving a one-time grouping of two or more entities. Although a joint venture is treated like a partnership for Federal income tax purposes, it is different from the latter in that it does not involve a continuing relationship among the parties. Joint ventures are, in a sense, short-term partnerships. In a joint venture where there is no transfer of legal title of assets, no CHOW occurs.

Legal Business Name--the name that is reported to the Internal Revenue Service (IRS).

Medicare Identification Number--a generic term for any number that uniquely identifies the enrolling individual or organization. Some examples of Medicare identification numbers include: Unique Physician Identification Numbers (UPINs), Provider Identification Numbers (PINs), Online Survey Certification and Reporting (OSCAR) numbers, and National Supplier Clearinghouse (NSC) numbers.

Mobile Facility/Portable Unit--these terms apply when a service that requires medical equipment is provided in a vehicle, OR the equipment for the service is transported to multiple locations within a geographic area. The most common types of mobile facilities/portable units are mobile independent diagnostic testing facilities, Portable X-ray units, portable mammography units, and mobile clinics. Physical therapists and other medical practitioners (e.g., physicians, nurse practitioners, physician assistants) who perform services at multiple locations (e.g., house calls, assisted living facilities) are not considered to be mobile facilities/portable units.

Provider--A hospital, critical access hospital, a skilled nursing facility, a comprehensive outpatient rehabilitation facility, a home health agency, or a hospice that is seeking to have in effect an agreement to participate in Medicare; or a clinic, a rehabilitation agency, or a public health agency that is seeking in effect a similar agreement; but only to furnish outpatient physical therapy or speech pathology services, or a community mental health center that is seeking in effect a similar agreement but only to furnish partial hospitalization services.

Supplier--A physician or other practitioner, or an entity other than a provider, that furnishes health care services under Medicare.

Tax Identification Number--the number that the individual or organization uses to report tax information to the IRS, such as a Social Security Number (SSN) or Employer Identification Number (EIN).

2 - General Instructions--(Rev. 7, 05-31-01)

2.1 - Forms--(Rev. 7, 05-31-01)

The forms that support the enrollment effort are the:

- Application for Individual Health Care Practitioners (Form HCFA-855I)--a physician or non-physician practitioner who renders medical services to Medicare beneficiaries must complete this application. This form is processed through the Medicare carrier.
- Individual Reassignment of Benefits (Form HCFA-855R)--an individual who renders services and seeks to reassign his/her benefits to an eligible entity must complete the Form HCFA-855R for each entity eligible to receive reassigned benefits. The person must be enrolled

in the Medicare program as an individual prior to reassigning his/her benefits. The Form HCFA-855R may be submitted concurrently with the Form HCFA-855.

- Application for Health Care Suppliers that will Bill Medicare Carriers (Form HCFA-855B)--this application is to be completed by a supplier (e.g., ambulance company) that will bill Medicare carriers for medical services furnished to Medicare beneficiaries. It is not used to enroll individuals.
- Application for Health Care Providers that will Bill Medicare Fiscal Intermediaries (Form HCFA-855A)--this application is to be completed by a provider (e.g., hospital) that will furnish medical services to Medicare beneficiaries and bill fiscal intermediaries.
- DMEPOS Supplier Application (Form HCFA-855S)--a supplier that wishes to enroll in the Medicare program and provide Medicare beneficiaries with durable medical equipment, prosthetics, orthotics, or supplies (DMEPOS) must complete the Form HCFA-855S. The National Supplier Clearinghouse (NSC) is responsible for processing the application.

The Medicare Federal Health Care Provider/Supplier Enrollment Applications (Form HCFA-855I, Form HCFA-855R, Form HCFA-855B, Form HCFA-855A and Form HCFA-855S) are forms issued by HCFA and approved by the Office of Management and Budget (OMB). These forms may not be altered in any way. The forms are used to collect general information about providers/suppliers/DMEPOS supplier to ensure that the applicant is qualified and eligible to enroll in the Medicare program. In some circumstances, this information is necessary to determine the proper amount of Medicare payment. This information may also be used in any litigation that may arise (e.g., the collection of overpayments).

When you receive a request for the enrollment application, provide the applicant with your address so he/she knows where to return the completed application. Also, provide the applicant with the following:

- Notification of any special documentation required for the applicant's provider/supplier type;
- Information on Medicare fraud and abuse prevention;
- Medicare Authorization Agreement for Electronic Funds Transfers (Form HCFA-588); and
- Electronic Data Interchange (EDI) agreement.
- The Medicare Participating Physician or Supplier Agreement (Form HCFA-460), with a letter explaining the purpose of the agreement and how it differs from the actual enrollment process.

If an applicant chooses not to submit claims electronically at this time, but decides to do so at a later date, the applicant must complete an EDI agreement. The provider enrollment unit must be kept informed when this change is made although you may not oversee the electronic billing. The EDI agreement shall be reviewed to ensure that payment is being sent to the appropriate party, as required by §3060 of the MCM and §3488 of the MIM.

A separate application must be submitted for each provider/supplier type. For example, a physician who wishes to bill for DMEPOS supplier must submit two separate applications - the Form HCFA-855I (to enroll as a physician) and the Form HCFA-855S (to enroll as a DMEPOS supplier). The use of a computer generated Form HCFA-855A/B is acceptable. Currently the HCFA website has all the enrollment forms on line. You should link to HCFA's website to have access to the application available from your website. Any form that is not exactly the same as the applications must be rejected unless the discrepancies are only in spacing for fields to be filled in (e.g., all the wording is the same). We expect the contractor to occasionally review the certification statement to ensure that it is worded exactly as the same on the printed version. If it is not, return the application; see §14.1.

The applicant can use copies of previously submitted portions of the application with attachment sheets to submit a new version of the Form HCFA-855. This is likely when the applicant is submitting numerous applications for branches or chains. However, a separate stand-alone Form HCFA-855 is required for each separately certified entity (each OSCAR number). The contractor who receives multiple Form HCFA-855(s) for related entities can perform concurrent reviews to save time and money. However, any information that is more than 3 years old must be reverified. In general, the format of any information submitted by the applicant must be that shown on Form HCFA-855. However, in situations where the applicant is submitting voluminous material concerning related entities (usually for chain provider) the contractor at its discretion may accept some of the information in a format different than that shown on the Form HCFA-855.

2.2 - Contractor Duties--(Rev. 7, 05-31-01)

As part of the enrollment process, you must:

- Assign staff to the Provider/Supplier Enrollment (PSE) function corresponding with the enrollment workload in order to meet processing time requirements while still effectively screening applicants. Employees must receive formal training on enrollment requirements, procedures, and techniques. Staff should receive yearly refresher training. If there is not formal classroom training in this area, the following shall be done.
- Provide each employee with a general review of the Medicare program.
- Provide a minimum of one month side-by-side training with an experienced Provider Enrollment Analyst.
- The supervisor/lead analyst shall test the employee to ensure that the analyst has been trained in the day-to-day operations of the unit.
- The supervisor/lead analyst shall provide biweekly quality checks for the 1st 6 months of employment (in the provider enrollment section.).
- The employee must be competent in the review of applications. The contractor shall document why the employee is considered competent. An example would be when the employee is an auditor who has reviewed all of HCFA's relevant manuals and procedures and attends the provider enrollment conference. Attendance at the yearly provider enrollment conference would meet the annual refresher training.
- Review each Form HCFA-855 in its entirety before taking any action including returning it.

If you determine an application should be approved, denied, or returned for additional information, enter the data within the application in the Provider Enrollment and Chain Ownership System (PECOS) under logging and tracking. For those contractors who do not have access to PECOS, continue to capture this information in your current enrollment system. All original applications (regardless if denied, approved, or returned for additional information) must be retained on file according to the records retention requirements listed in §21. Do not return an application before it has been fully reviewed.

- Review the application to determine that it is complete and that all information and supporting documentation required for the applicant's provider/supplier type has been submitted on and with the appropriate Form HCFA-855.
- Verify and validate the information collected on the Form HCFA-855 through the most reliable, readily available, and cost effective means. This includes vendors, web-sites, State Licensure Boards, software packages, Lexis-Nexis, etc.
- Share information with other carriers and intermediaries concerning any experiences during the enrollment process to help identify potential program integrity issues affecting other jurisdictions.
- Coordinate with State survey/certification agencies and HCFA Regional Offices, as needed.
- Capture and maintain the application's certification statement (in house) to verify and validate any request for changes. The change request signature must be checked against the original signature to determine the validity of any changes. This check can be made against a digital/photo image kept in-house.
- Keep all applications, related information, and documentation in a secure environment; for example, cabinets that are locked and have restricted access. We would also accept an arrangement where the cabinets are not lockable, but the area is restricted to provider enrollment staff. The area must be secured after hours. For any area that houses applications, related information, and documentation off-site, the file cabinets must be locked. Access to this information must be restricted to those persons who are authorized personnel, such as provider enrollment staff and other contractor personnel who have demonstrated a need to know about the information on the Form HCFA-855, (e.g., auditors reviewing cost reports, the fraud and abuse unit, the electronic funds transfer unit). In addition, contractors must follow the administrative, technical, procedural and physical safeguards as outlined in HCFA manuals and the HCFA/Business Partner Systems Security Manual (Pub 84) to minimize any risks to individual privacy or other personal or property rights.
- Confirm that the applicant, all names and entities listed on the application, and any names or entities ascertained through the use of an independent verification source are not presently excluded from the Medicare program by the HHS Office of Inspector General (OIG). This query shall be done through the Medicare Exclusion Database (MED). The MED is to replace the OIG file, Pub.69.
- Confirm that the applicant, all names and entities listed on the application, and any names or entities ascertained through the use of an independent verification source do not appear on the

"List of Parties Excluded from Federal Procurement and Nonprocurement Programs (List of Parties)." For information on how to access the electronic version of the "List of Parties" or for general questions about entries in the "List of Parties," contact the General Services Administration (GSA) at <http://epls.arnet.gov> or by telephone at (202) 501-4873.

- Confirm that enrolled providers and suppliers are reviewed against periodically/monthly updated versions of the OIG/MED and GSA lists. This is to ensure that billing privileges are not retained by providers/suppliers that become excluded or debarred after enrollment.
- Check the applicant, all names and entities listed on the application, and any names or entities ascertained through the use of an independent verification source, to make sure that they are not listed on the Fraud Investigative Database (FID). Confirm that enrolled providers and suppliers are reviewed against periodically/monthly updated versions of the OIG/MED and GSA lists; this is to ensure that billing privileges are not retained by providers/suppliers that become excluded or debarred after enrollment. See §16.1 for further information.
- Review all names and entities listed on the application (or obtained through the use of an independent verification source) against the Healthcare Integrity and Protection Data Bank (HIPDB). If a reviewed name appears on the HIPDB and there is a question as to whether the adverse action is grounds for a denial, refer the matter to your Fraud Unit. If the adverse action clearly does not constitute grounds for denial, continue to process the application. Flag the application, however, so that the Fraud Unit may determine whether future claims submitted by the provider warrant heightened scrutiny.
- Process applications within the time frames described in §15.
- Educate the provider/supplier community on steps to prevent Medicare fraud and abuse.
- Coordinate with your fraud unit to determine patterns and relationships among suppliers.
- Maintain a web site and have the ability to link to the HCFA web site to access the application forms.
- The NSC shall maintain a national master file of all DME suppliers and share that information with the DMERCs.
- Enter/update data on individual practitioners and other suppliers as applicable in the UPIN Registry.
- Review and investigate billing agency agreements (if necessary) and provider/supplier reassignments of Medicare payments to ensure full compliance with operational guidelines.
- Capture when a provider/supplier exceeds five different individual reassignments and contact the provider/supplier to verify that all reassignments are still current and legitimate.
- Enroll Medicare +Choice managed care organizations/plans, using the specified sections of the Form HCFA-855, and assign billing numbers to allow for fee-for-service payments.

3 - Application Sectional Instructions for Carriers--(Rev. 7, 05-31-01)

These instructions are written to provide guidance to Medicare carriers on how to process enrollment applications. This section is organized in three parts. They are: General, Individual and Supplier.

Since the carrier is responsible for processing the Form HCFA-855I and the Form HCFA-855B, the manual will provide instructions on how to enroll an individual and a supplier. The term supplier includes groups and organizations. The instructions list two subheadings: Individual and Supplier. When processing an individual application Form HCFA-855I, the carrier will follow all Individual instructions. When processing a supplier application Form HCFA-855B, the carrier will follow the Supplier instructions. If the section is not labeled, the instruction is applicable for both the individual and supplier application.

One contractor employee should be assigned to process the application in its entirety during the 60-day processing cycle. (For more information on the processing cycle, see §15.) This person should be listed as the contact person for any correspondence that is sent to the applicant. Any correspondence sent from the carrier shall have the contact person's telephone number so the applicant can reach him or her directly. Upon receiving any additional information/clarification, the same person should be assigned to validate the information and finish processing the application. Substitutes should be made when employees are absent from the office.

If the applicant is enrolled (or plans to enroll in two carriers' jurisdiction) you only need to collect the information that is within your own purview. If the applicant has another Medicare identification number, it must provide you with that number. However, the applicant does not need to list all of its practice locations if they are not within your carrier's jurisdiction. That data will be reported on a new Form HCFA-855 to the carrier responsible for enrolling that entity. If you suspect a problem within the application, and you know that the applicant is enrolled in another carrier's jurisdiction, contact the other carrier to discuss your findings.

Upon receiving the application, you must ensure that any applicable license, certification, registration, degree, or additional documentation as needed for the provider's specialty is submitted. You must be familiar with State requirements for the supplier types and follow them as required by law. You should also note any missing documentation that is necessary to complete the processing of the application. If in your review you determine that you need additional supporting documentation to verify/validate information, you have the authority to request this documentation. An example would be a copy of a billing agreement or articles of incorporation.

Query existing records to determine if any TIN/EIN/SSNs submitted with this application (including owners/managing directing individuals) correlate to multiple tax identifications (e.g., is Mr. X an owner of more than one entity) and to determine if different companies are reporting common names and/or addresses. If found, verify whether these entities are enrolled with other contractors to determine if any fraud and abuse/overpayments have occurred. If yes, forward to the fraud and abuse unit.

Check and record all dates for expirations of licenses and certificates. If a license or certificate expires, deny all claims until the applicant provides you with the renewed license/certificate.

3.1 - Processing the Application--(Rev. 7, 05-31-01)

Section 1: General Application Information - Form HCFA-855I and/or Form HCFA-855B

The applicant must state the reason for submitting the application.

A. Reason for Submittal of this Application

1. Check one:

If the applicant fails to check any of the boxes to indicate why the application is being submitted, review the application to determine the reason for submittal. If you can make that determination on your own, continue to process the application. If you cannot make a determination, contact the applicant by telephone for additional information. (See §14.1.)

Initial Enrollment--Any individual/supplier who: (1) is enrolling in the Medicare program for the first time with the carrier under this tax identification number or (2) has already enrolled with another carrier but needs to enroll in your jurisdiction, would check this box. Also, if an applicant is seeking to reestablish him/herself in the Medicare program after reinstatement from an exclusion, the applicant would enroll as if it were an initial enrollment. Although the application would be checked as an initial enrollment, the individual/supplier would retain his/her original billing number so that HCFA can continue to monitor if he/she meets the conditions of enrollment. New hospitals who are requesting enrollment with the carrier to bill practitioner services for hospital departments, outpatient locations and/or hospital clinics should check this box. The hospital must also submit a Form HCFA-855A to the intermediary.

Revalidation--If the applicant has been requested to verify and update his/her enrollment information, the applicant would check this box.

Reactivation--An applicant would check this box to reestablish billing privileges after deactivation for non-billing. You must deactivate a billing number any time an individual/supplier has not billed the program for 4 consecutive quarters. When you deactivate a number, inform the individual/supplier that his/her billing number was deactivated and that, prior to submitting claims, he/she must reactivate billing privileges.

NOTE: The fact that you deactivate a number does not change the status of an individual/supplier to have Medicare privileges. Therefore, if you receive an inquiry from the Medicaid office asking whether the supplier has a Medicare number, state "YES." Regardless of whether the number is deactivated, the individual/supplier is still considered having Medicare privileges. Do not confuse the status of a deactivated individual/supplier with one who has been revoked or has been denied Medicare privileges

Prior to reactivating a billing number, the individual/supplier must be able to submit a valid claim. He/she must also meet all current requirements for that individual/supplier type, regardless of when he/she was previously enrolled in the program (unless stated otherwise in HCFA regulations). When the individual/supplier reactivates his/her billing privileges, he/she is required to verify that the information on the contractor's file is current. This can be done by printing out what is currently on file or photocopying a previous application and have the applicant sign a certification statement to state that the information is still true and accurate. If

the applicant has never completed the Form HCFA-855I or Form HCFA-855B, request that he/she do so now.

If the applicant provides you with any changed data, you must verify the new information. If the data is the same as previously recorded, and you are not revalidating the information, do not verify/validate the information as it has already been verified previously. You must be able to identify when an individual/supplier has not billed the program within 4 consecutive quarters. You must, on a quarterly basis, identify all individuals/suppliers who have not billed the contractor in the stated time frame. Once you identify such an individual/supplier, notify the individual/supplier that its number has been deactivated for security purposes and, that prior to submitting a claim, they will be required to furnish you with Form HCFA-855 information.

Change of Information--Any time a currently enrolled provider or supplier is adding, deleting, or changing information under the same tax identification number, it must report this change using the Form HCFA-855. The applicant should check the appropriate changed section on the application in Section 1A1 and identify him/herself. Only the reported changes need to be completed on the application. For example, if an applicant is changing his/her correspondence address and a contact person is not listed, assume that the contact person is the same person as identified in the initial enrollment. The applicant is not required to provide you with a new application. Always require that the certification statement in §15 be signed and dated.

All change of information certification statements must be signed and verified against the signature of the original Form HCFA-855I or Form HCFA-855B. You may check the original signature on file against a photo/digital image. If you determine that the certification statement was not signed by the supplier or the certification statement does not match, alert your fraud unit for further action.

If the applicant is making a change to his/her practice location, and that location is in another State, request the State license with that change. You must validate any change to a Pay-to-Address. See §4C "Pay-to-Address" for further instructions.

Voluntary Deactivation of Billing Number - Effective Date (MM/DD/YYYY)--When a supplier will no longer submit claims to the Medicare program, the individual/supplier closes its business or leaves a group practice, etc., it should voluntarily deactivate its number. This is to prevent any fraudulent abuse of the number. The applicant should provide you with the date it stopped practicing under this number. This deactivation is different from an applicant who has not billed the program for 4 consecutive quarters. Any individual/supplier who is placed on a corrective action plan, cannot deactivate its billing number to circumvent its agreement with Medicare.

Hospital Only - Change of Ownership--If a hospital is undergoing a formal Change of Ownership (CHOW) in accordance with 42 C.F.R. 489.18 and the hospital desires to continue billing for practitioner services, then they should complete this box. The hospital is required to submit a separate Form HCFA-855A to the intermediary. If as a result of a CHOW, the hospital desires to deactivate its billing number with the carrier, it should check voluntary deactivation of billing number.

2. Social Security Number (SSN)/Tax Identification Number (TIN)

If you discover that an applicant has used a different SSN/TIN in the past, or is identified by a

different number, deny the application; see §14.3, Denial 6. An application cannot be approved until all SSNs/TINs have been appropriately supplied. Section 1124(a)(1) and 1124A(a)(3) of the Social Security Act require both SSNs and TINs on the Form HCFA-855. The Social Security Administration (SSA) and the Secretary of the Treasury, through the Internal Revenue Service (IRS), verify that the SSNs and TINs collected match the disclosing individual/entity on the application. An automatic verification will occur when the PECOS becomes operational. If an applicant does not provide a SSN/TIN as requested, request additional information and inform the applicant that steps can be taken to terminate the Medicare relationship. If all means to collect this information fail, deny the application; see §14.3, Denial 6. For those individuals who use a SSN as a tax identification number, validate the number as stated below.

Tax Identification Number (TIN)-31 U.S.C. 7701 requires that all individuals and entities doing business with the United States provide their TIN. The TIN can be either the SSN or an EIN, and appears with the legal business name used when reporting taxes to the IRS. Validate the TIN against IRS paperwork, such as a CP575 (a computer-generated form), a form 990, a quarterly tax payment coupon, or other IRS correspondence which contains the applicant's name and the TIN. If an applicant cannot obtain the required IRS document, then an explanation must be given in a separate attachment and evidence provided that links the business name with the TIN listed. For example, if a supplier changes its name and the IRS does not send an updated document, the supplier may then submit the old IRS document with the old name, as well as a copy of documentation filed with the State or IRS concerning the name change with an explanation of the situation. If the applicant fails to provide you with this information, or it does not match, deny the application; see §14.3, Denial 6.

3. Is the supplier currently enrolled in the Medicare program?

This section will indicate if the applicant is currently enrolled in another carrier's jurisdiction. If yes, the applicant should list the name of the carrier and its assigned billing number. The applicant does not need to list prior numbers that are no longer active. However, determine if a provider/supplier who has left the program has any uncollected overpayments. If found, follow procedures to collect the overpayments. Verify that the Medicare identification number is correct if reported.

If you find a number that was not reported, and it is active, request that the applicant provide you with additional information; see §14.1.

In some instances, you may need to contact other Medicare contractors for information regarding the supplier's status with that contractor; e.g., overpayments, pending adverse action or existing adverse action against the supplier, owner, or managing employee. Any carrier who receives this request should respond to the carrier's inquiry within five days absent extenuating circumstances. If the other carrier indicates suspicion or existence of fraud or other problems, alert your fraud unit and pend the application until directed otherwise. Contact the OIG if necessary.

4. Is the applicant enrolled in another Federal health care program?

This section is for information that could assist in preventing future fraud/abuse or overpayments. If an applicant indicates that he/she is enrolled in another Federal program, contact that agency to determine if any overpayments occurred. If yes, refer to your fraud unit

and you may pend the application until directed to take further action. If the applicant fails to provide you with this information, and you are aware that it is active in another Federal health care program, request additional information to determine if any overpayments, etc. should have been reported; see §14.1.

3.2. Identification--(Rev. 7, 05-31-01)

Section 2: Practitioner Identification - Form HCFA-855I

A. Personal Information

Check each section to see whether the applicant is changing previous information. If yes, verify that the effective date is listed. If the applicant fails to provide you with an effective date, request additional information; see §14.1.

1-2. You must verify that the applicant has completed the requested information and that the name on the license matches the name in this section. If for some reason the name does not match, and you cannot verify that this is the same person, deny the application; see §14.3, Denial 2.

2. If an applicant fails to list his/her middle initial, yet it is on the license, it is not necessary to return the application. However, if a surname differs, and the applicant hasn't provided you with proof of a name change (such as a marriage license, etc), you shall return the application; see §14.1. If you determine that the applicant does not have a license or is not authorized by the Federal/State/local government, deny the application; see §14.3, Denial 2.

3. The applicant's date of birth, State, and country is used to uniquely identify the individual. If you discover that a date of birth does not match, contact the applicant; see §14.1. If you find any information that appears to be suspicious contact your fraud unit and pend the application until directed otherwise.

4. Gender information is to assist you in uniquely identifying the applicant. If the applicant fails to provide you with this information, contact the applicant by telephone; see §14.1.

B - Correspondence Address

Check to see whether the applicant is changing previous information. If yes, make sure that the effective date is listed. If the applicant fails to provide you with an effective date, request additional information; see §14.1. This section is to assist you in contacting the applicant with any questions or concerns you have with the application, such as fraud or abuse. This must be an address where you can directly contact the applicant to resolve any issues that may arise as a result of his/her enrollment in the Medicare program. It cannot be an address of a billing agency, management services organization, or staffing company. It can be the individual's home address and telephone number.

Verify that the telephone number on the application is a number where you can directly contact the applicant. Call the number on the application to verify that this is the applicant's personal number. If you get an answering service and you can identify it as the applicant's personal service, it is not necessary to talk directly to the applicant. You only need to verify, if necessary, that you are able to directly contact the applicant. If the applicant has not provided you with this

information, attempt to contact the person by telephone at his/her practice location. If you cannot make contact with the applicant, return the application for additional information; see §14.1. If you find that the applicant has supplied you with a billing agency's address, attempt to contact the applicant at the practice location. If you are unable to reach the applicant directly, return the application; see §14.1.

C - Residency Status

Check to see whether the applicant is changing previous information. If yes, make sure that the effective date is listed. If the applicant fails to provide you with an effective date, request additional information; see §14.1.

1. If the applicant checks the box "resident" or "intern" or "fellowship" at a hospital, refer to MCM, §2020.8 for further instructions. If this is missing, continue to process the application under the assumption that it does not apply, unless there is a reason to question the data. If you believe that there is reason to question the information, request additional information; see §14.1.

2. If the applicant responded "Yes" to question 1, the applicant must answer the questions in this section.

3. If the applicant responded "Yes" to question 1, the applicant must answer the questions in this section.

4. If the applicant responded "Yes" to question 1, the applicant must answer the questions in this section.

D - Business Information (if applicable)

Check to see whether the applicant is changing previous information. If yes, make sure that the effective date is listed. If the applicant fails to provide you with an effective date, request additional information; see §14.1.

This section only needs to be completed if the applicant is practicing business under a name different from his/her individual name. If the information is missing, assume this does not pertain to the applicant.

1. If the applicant checks this section, continue to process the application.

2. Verify that the legal business name and tax identification number are the same as the individual's name and SSN. Determine if this person has incorporated. If the legal business name or tax identification number differs from what is reported, return the application for clarification. If the applicant fails to provide you with this information, contact the applicant by telephone requesting the information. If the information sent does not match, contact the applicant by telephone. If you are unable to resolve the issue, return the application for additional information; see §14.1.

3. If an applicant indicates that he/she is incorporated, ask the applicant to complete the Form HCFA-855B. This is the form to enroll the individual's business. The applicant must also complete a Form HCFA-855R to reassign his/her benefits to the business. Failure to complete the Form HCFA-855B and Form HCFA-855R will require you to enroll the applicant as an

individual only. The business will not receive its own group number. If the applicant indicates that he/she is NOT incorporated but is a sole-proprietor, he/she only needs to indicate the business name on the Form HCFA-855I. A sole proprietor does not need to complete the ownership portion of the application nor does it need to complete the Form HCFA-855B form and Form HCFA-855R. Verify that the entity is not incorporated if it is listed as a sole-proprietor.

E - Medical Specialty(s)

Check to see whether the applicant is changing previous information. If yes, make sure that the effective date is listed. If the applicant fails to provide you with an effective date, request additional information; see §14.1.

Verify that the applicant is licensed to practice in all States/counties for which a business/practice location is shown. This also includes medical and professional licenses, as well as Federal/State/local business requirements, if applicable. For a non-physician practitioner who is not required to be licensed in the State for whom HCFA has additional requirements, instruct the applicant of the necessary documentation required. Failure to meet the licensing or documentation requirements will result in a denial; see § 14.3, denial 2. For those specialties that require special educational requirements, that the applicant does not meet, deny the application; see §14.3, denial 4.

If an applicant submits the license without it being notarized or "certified true," you must verify the licensure with the appropriate State agency. All applicable business and professional licenses must be submitted and verified as valid, as well as Federal/State/local business requirements, if applicable.

If the State has a licensing body that issued the applicant a certificate of good standing, you can recognize it as adequate proof that an individual has received the license. However, the certificate of good standing cannot be older than 30 days.

A notarized copy of an original document will have a stamp which states "official seal" along with the name of the notary public, State, county, and the date the notary's commission expires. A certified "true copy" of an original document obtained from where it originated (or stored) has a raised seal which identifies the State and county in which it originated or is stored.

If the applicant had a previously revoked or suspended license, certification or registration reinstated, require that the applicant submit a copy of the reinstatement notice(s) with the application. If a supplier submits a temporary license, note the expiration date. If the applicant fails to submit the permanent license after the temporary license expiration date, request additional information. Inactivate the billing number until all the required licenses are obtained and notify the supplier of this action.

Professional School Degrees or Certificates--Verify that the applicant attaches all the required educational information and that it is complete and accurate. Non-physician practitioners must meet all HCFA requirements for education and must provide documentation of courses or degrees taken to satisfy Medicare requirements. If you find that the applicant does not meet educational requirements, deny the application; see §14.3, denial 2. A physician's State medical license is acceptable proof of meeting educational requirements.

1. Physician Specialty - Check to see whether the applicant is changing previous information. If yes, make sure that the effective date is listed. If the applicant fails to provide you with an effective date, request additional information; see §14.1. The physician should indicate his/her supplier specialty, showing "P" for primary and "S" for secondary. The physician must meet the requirements of the specialty indicated on the Form. If needed, instructions can be found in Part 3-MCM, §2207. If the applicant fails to provide you with a supplier specialty, continue to process the application but return it for additional information if you are unable to determine the correct specialty code; see §14.1. Any time the individual does not meet the requirements of the specialty indicated on this form, deny the application; see §14.3, denial 2.

2. Non-Physician Specialty - Check to see whether the applicant is changing previous information. If yes, make sure that the effective date is listed. If the applicant fails to provide you with an effective date, request additional information; see §14.1. The non-physician practitioner should indicate his/her specialty showing "P" for primary and "S" for secondary. If needed, instructions can be found in Part 3-MCM, §2207. If the applicant fails to provide you with a supplier specialty, continue to process the application but return it for additional information if you are unable to determine the correct specialty code; see §14.1. Anytime the individual does not meet the requirements of the specialty indicated on this form, deny the application; see §14.3, denial 2.

Enrollment of durable medical equipment prosthetics/orthotics supplier for diabetes outpatient self-management training programs recognized by the American Diabetes Association--In order to file claims for diabetes education services, a DMEPOS supplier must be enrolled in the Medicare program and provide other services. They must also be certified by a HCFA-approved national accreditation organization, or during the first 18 months after the effective date of the final rule, recognized by the American Diabetes Association (ADA) as meeting the national standards for Diabetes Self-Management education as published in Diabetes Care, Volume 23 Number 5.

If you receive an application from a DMEPOS supplier, verify with the National Supplier Clearinghouse (NSC) that the applicant is currently enrolled and eligible to bill the Medicare program. You can do this through Email using the following address: Medicare.nsc@palmettogba.com. Provide your Email address, the supplier's name, National Supplier Clearinghouse number, and tax identification number. Once the information is confirmed, you will receive a response from the NSC. If the applicant is an approved supplier and enrolled with the NSC, process the application in accordance with Chapter 10. Enroll the DMEPOS supplier using specialty code 87 to allow claims to be processed.

F - Supervising and/or Collaborating Physician - For those specialties that require a supervising and/or collaborating physician to qualify to bill the Medicare program, the applicant must list the physician(s) in this section. Verify that any physician shown has not been sanctioned/excluded from the Medicare program. If the supervising and/or collaborating physician is excluded, deny the application; see §14.3, Denial 1. Contact the supervising and/or collaborating physician to ensure that the supervising and/or collaborating physician is working at the location where the PA is rendering services. If you have a recent Form HCFA-855 on file for the physician, check the practice location on the supervising and/or collaborating physician's application rather than calling. All supervising and/or collaborating physicians must be enrolled individually.

G - Clinical Psychologist - Questionnaire--Questions 1-4--All questions must be answered to make a determination on how to pay claims.

H - Psychologists Billing Independently - Questionnaire--All questions must be answered in this section if it is a clinical psychologist who plans to bill independently.

I - Occupational/Physical Therapist in Private Practice (OT/PT) - Questionnaire--If the applicant indicates that this is his/her specialty, he/she must respond to these questions. However, if an OT/PT plans to provide his/her services as a member of an established OT/PT group, and reassigns his/her benefits to that group, this section does not apply. This information will be established through the group application.

1. If the OT/PT checks that he/she renders all of his/her services in patients' homes, verify that he/she has an established private practice where he/she can be contacted directly and where he/she maintains patient records. Also, §4E of the Form HCFA-855 should indicate where services are rendered,(e.g., county, State, city of the patients' homes.) Post office boxes are not acceptable.

2. If an applicant indicates that he/she does not maintain private office space, deny the application; see §14.3, Denial 4.

3. If the OT/PT does not own/rent/lease his/her space, deny the application; see §14.3., Denial 4.

4. If the OT/PT checks "Yes" continue to process the application. If the OT/PT checks "No" deny the application; see §14.3, Denial 4.

5. If the OT/PT checks "Yes" that he/she does provide services outside of his/her office or outside of a patient's home, e.g., health club, public pool, verify that the OT/PT has a copy of a lease agreement giving him/her the exclusive use of that facility to treat Medicare patients. If it does not, deny the application; see §14.3, Denial 4.

J - Physician Assistants (PA) Only - If the applicant indicates that this is his/her specialty, the PA must provide all employer Medicare billing number(s) that will bill Medicare for his/her services. Review the section that shows who plans to bill for the PA services. Any entity or individual who bills for the PA services must be a supplier and must be enrolled with the carrier.

Section 2: Supplier Identification - Form HCFA-855B

A. Type of Supplier

1. Check One

Verify that the supplier is licensed to practice, as the supplier type checked, in all States/counties in which it lists a business/practice location. This includes medical and professional licenses, as well as Federal/State/local business requirements, if applicable. The supplier must meet the requirements of the specialty indicated on the application, e.g., a professional medical license must match the specialty type chosen. If the supplier does not have the appropriate license, deny the application; see §14.3, Denial 2.

If the applicant submits the license without its being notarized or "certified true," you must verify

the licensure with the appropriate State agency. All applicable business and professional licenses must be submitted and verified as valid, as well as Federal/State/local business requirements, if applicable. If the State has a licensing body that issued the applicant a certificate of good standing, you can recognize it as adequate proof that it has received the license. However, the certificate of good standing cannot be older than 30 days.

If the applicant had a previously revoked or suspended license, certification or registration reinstated, require that the applicant submit a copy of the reinstatement notice(s) with the application.

If a supplier submits a temporary license, note the expiration date in your data system. If the applicant fails to submit the permanent license after the temporary license expiration date, request additional information and inactivate the billing number until all the required licenses are obtained. Notify the applicant of this action.

Radiology Offices--Prior to enrolling a radiology group practice, see the enrollment section for IDTFs. The carrier shall determine that the radiology group practice qualifies as a radiologist's office. This is necessary to allow the group practice of radiologists to bill for the technical component (TC) of diagnostic tests. A discussion of the criteria for distinguishing between an IDTF and a radiologist's office is shown in the IDTF section of the manual.

Hospitals that are applying for billing numbers for practitioner services should check the appropriate box. The carrier shall follow the guidance provided in the section entitled, "Processing Hospital Form HCFA-855(s)." The carrier does not have to obtain a copy of the State license of the hospital. Notification that the hospital has received a provider agreement is adequate.

2. OT/PT Groups Only - Questionnaire--If the group indicates that this is its specialty, it must respond to these questions.

a. If the OT/PT group checks it renders services in a patient's home, verify that it has an established private practice where it can be contacted directly and where it maintains patients' records. Also, section 4E of the Form HCFA-855B should indicate where services are rendered; e.g., counties, states, city of the patients' homes.

b. When a OT/PT group states that it does not maintain a private practice, deny the application; see §14.3, Denial 4.

c. Indicate if the OT/PT group owns/rents/leases the space. If no, deny the application; see §14.3, Denial 4.

d. If the OT/PT group checks "Yes" continue to process the application. If the OT/PT checks "No" deny the application; see §14.3, Denial 4.

e. If the OT/PT checks "Yes" that he/she does provide services outside of his/her office or outside of a patient's home, e.g., health club, public pool, verify that the OT/PT has a copy of a lease agreement giving him/her the exclusive use of that facility to treat Medicare patients.

3. If the supplier indicates that it will be receiving reassigned benefits from individual

practitioners, verify that you have received a Form HCFA-855R from each practitioner. Make sure that each practitioner has completed his/her own Form HCFA-855I. If the supplier indicates "Yes" and a separate form is not received, continue to process the application but do not allow the entity to receive reassigned benefits from an individual until all the appropriate forms are completed.

4. Hospitals Only - A hospital enrolling with the carrier to bill for practitioner services should complete this section.

B. Supplier Identification Information

1. Verify that the legal business name reported is the same name reported on the IRS documentation that was submitted with the application. If the legal business name is different than what is reported to the IRS, return the application for clarification after you have finished reviewing it; see §14.1. Verify the date the business started. If you find a discrepancy, contact the applicant for additional information; see §14.1.

2. Capture the "doing business as" name as reported and the county/parish where the name is registered (if applicable).

3. Note the organizational structure for this supplier in your system.

4. Verify the incorporation date. If you find a discrepancy, contact the applicant for additional information; see §14.1. You may request a copy of the supplier's "Articles of Incorporation" for validation purposes if you uncover a discrepancy.

C. Correspondence Address

This section is to assist you in contacting the applicant with any questions or concerns you have with the application. This must be an address where you can directly contact the applicant to resolve any issues that may arise as a result of its enrollment in the Medicare program. It cannot be an address of a billing agency, management services organization, or staffing company.

Verify that the telephone number on the application is a number where you can directly contact the applicant. Call the number on the application to verify that this is the applicant's personal number. If you get an answering service, and you can identify it as the applicant's personal service, it is not necessary to talk directly to the applicant. You only need to verify, if necessary, that you are able to directly contact the applicant. If the applicant has not provided you with this information, attempt to contact the person by telephone at his/her practice location. If you cannot make contact with the applicant, return the application for additional information; see §14.1. If you find that the applicant has supplied you with a billing agency's address, try to contact the applicant at the practice location. If you are unable to reach the applicant directly, return the application.

D. Accreditation (Ambulatory Surgical Centers (ASCs) Only)

Check to see whether the applicant is changing previous information. If yes, make sure that the effective date is listed. If the applicant fails to provide you with an effective date, request additional information; see §14.1.

1. Note if the ASC has been approved by an accredited organization in lieu of a State Agency.
2. Annotate the date accreditation was received. If this date is after the date it started business, notify the claims department. No claims can be paid prior to the date the entity received its accreditation.
3. Note the name of the accrediting body or organization.

3.3 - Adverse Legal Actions(s)--(Rev. 7, 05-31-01)

Section 3. Adverse Legal Action(s) - Form HCFA-855I and Form HCFA-855B

A. Adverse Legal History

Check to see whether the applicant is changing previous information. If yes, make sure that the effective date is listed. If the applicant fails to provide you with an effective date, request additional information; see §14.1.

The applicant must respond to this question, either checking "Yes" or "No." If the applicant indicates that it has had an adverse legal action imposed against it but the MED and GSA lists do not report this, contact the OIG and/or your fraud unit to determine whether this can and should form the basis of an exclusion. Hold the application until the OIG decides whether the adverse legal action should result in an exclusion. If the OIG imposes an exclusion, deny the application. If not, you may continue to process the application normally. However, based on the finding your fraud unit may want to flag this applicant's claims for future review.

Check the name, tax identification number, and/or Medicare/Medicaid numbers against the Medicare Exclusion Database (MED), GSA monthly "List of Parties", FID, and HIPDB databases. You are required to use the MED and GSA monthly "List of Parties" and cannot use any other source to verify this information. The carrier must personally query the databases. The applicant (individual or supplier) must be checked against the aforementioned databases regardless of whether it states in this section that it has never had an adverse legal action imposed against it. If the applicant is excluded according to either the MED or GSA list, process the application to capture all the information in the enrollment system but then deny the application; see §14.3, denial 1.

Contact any other carriers that may have enrolled the applicant to ensure that no future payments are made, that the other carriers are aware of the exclusion, and that recoupment actions are taken if appropriate. If the applicant appears on the FID but is not excluded, process the application according to §16.1.

If the applicant appears in the HIPDB, process the application according to §16.2

2. If the applicant indicates that it has had an adverse legal action imposed against it, make sure that the applicant provides information concerning the type and date of the action and what court(s) and law enforcement authorities were involved. Also, documentation that shows the imposition, notification, and resolution of the adverse action must be submitted. Refer the application to the fraud unit for further investigation. If the applicant was excluded but has since been reinstated, verify this through the OIG and ask the applicant to submit written proof (e.g., reinstatement letter) indicating that such reinstatement has in fact taken place.

Table A

This table is a list of all adverse legal actions that must be reported in Section 3A of the application. This table is to be used for all applicants, 5% or more owners, managing employees, partners, authorizing officials, etc.

If one or more adverse legal actions is listed for the applicant, and has not resulted in an exclusion, refer this application to the fraud unit for further investigation.

B. Overpayment Information

Check to see whether the applicant is changing previous information. If so, an effective date must be listed. If the applicant fails to provide you with an effective date, request additional information; see §14.1.

1. Verify whether the applicant has any outstanding overpayments, regardless of whether the applicant answers "Yes" or "No" to this question. This can be accomplished by accessing the Physician and Supplier Overpayment Report (PSOR), as well as any internal accounting and control systems you have.

2. If the applicant indicates that it has outstanding overpayments with Medicare, initiate procedures for collection. Should the applicant have non-Medicare overpayments, notify the appropriate Federal or State agency that the applicant is enrolling in the Medicare program to initiate that agency's standard recovery procedures

The applicant must furnish the name or business identity under which the overpayment occurred and the Federal agency/program that posted the overpayment.

3.4 - Practice Location--(Rev. 7, 05-31-01)

Section 4: Practice Location - Form HCFA-855I

Verify that the practice locations listed on the application actually exist. You cannot just make a telephone call to validate this information. You must use a software package to verify a good address or use a third party source to help make this determination as well as telephone the applicant's number. If they do not exist, deny the application; see §14.3, Denial 3, Individual Application

A. Group Practice Information

This section is used to determine if the individual plans to render services in a group setting. If yes, make sure that the applicant has provided you with a Form HCFA-855R for every group to which the individual plans to reassign benefits. Also, verify that the group has been enrolled in the Medicare program.

1. If an individual plans to render all of his/her services in a group setting, he/she should check this section. Also, the individual should provide the name of the group (a) and the group's Medicare number in the space provided. If the individual is affiliated with more than three groups, he/she should copy this page to list any additional group affiliations. If the group has not yet been enrolled, you must first enroll the group prior to approving the reassignment. Once the applicant has provided you with this information, he/she should complete §15.

2. If an individual is only rendering part of his/her services in a group setting, he/she would complete this section. The applicant would list the group's name (a) that he/she has affiliation with and its Medicare number in the space provided. Require that the applicant provide you with an Form HCFA-855R for every group to which he/she plans to reassign benefits. Verify that the group has been enrolled in the Medicare program. If the group has not been enrolled, you must first enroll the group prior to approving the reassignment.

B. Practice Location Information

Check to see whether the applicant is adding, deleting, or changing previous information. If he/she is, make sure that the effective date is listed. If the applicant fails to provide you with an effective date, request additional information; see §14.1.

1. Indicate where services are rendered, including all hospitals and/or other health care facilities in this section. The practice name can be a "Doing Business As Name". Date Started at this Location.--Use this date as the date the applicant can begin to bill the program following approval after determining the applicant had a license prior to that date. In situations where the date appears to be beyond a reasonable amount of time, such as older than 12 months, contact the applicant by telephone. Ask the applicant to provide you a date that he/she started seeing Medicare patients. You need to ensure the 12 month deactivation initiative will not remove the new applicant from the file for any date that is used.

2. The applicant would list each address where services are rendered, including all hospitals and/or other health care facilities in this section. A practitioner who renders services only in patients' homes (house calls) must supply his/her home address in this section. If an individual practitioner renders services in a retirement or assisted living community, this section should be completed by using the names and addresses of those communities. Verify that these address(es) are physical addresses. Post office boxes and drop boxes are not acceptable for these addresses. If you are unable to verify the address, deny the application according to §14.3, Denial 3. If all the information is not provided, see procedures in §14.1 and request additional information.

Verify this information through another source. Verify that the telephone number reported is operational and connects you to the practice location/business that is listed on the application. The telephone number must be a number where patients and/or customers can reach the applicant to ask questions or register complaints. In some instances, a 1-800 number or out-of-State number may be acceptable if the applicant's business location is in another State, but his/her practice locations are in your jurisdiction and he/she maintains no operable telephone number at those practice sites or if he/she operates a mobile Unit. Match the applicant's telephone number with known, in-service telephone numbers using industry-recognized software. The software must correlate telephone numbers with addresses. If you cannot verify the telephone number, complete the application verification process and return the application with a request for corrected information. If you suspect fraud or abuse, contact your Fraud unit. The inability to confirm a telephone number, may be an indicator to do an onsite visit. Validate this information through another source.

3. For those individuals who are receiving reassigned benefits from contractors, indicate if he/she owns or leases the practice location. For those who received reassigned benefits from

contractors-follow instructions as written in MCM 3060.

4. Annotate if the practice location is any of the sections listed.

5. The applicant should list any CLIA or FDA Mammography Certification Numbers (if applicable). If the applicant fails to provide you with the certification number, and you are aware that he/she does have one, request additional information; see §14.1. If the applicant provides you with an incorrect number, again, request additional information/clarification.

C. Medicare Payment "Pay To" Address Information

If an applicant indicates that payments are going to an address other than the reported mailing address, update your system. This address may be a post office box. If you determine that you are making payment to an agent, determine that the billing agreement follows all the requirements as outlined in the MCM 3060. If the payments are being sent electronically, verify that an EFT agreement has been signed. When an EFT agreement is submitted, verify the bank account is in compliance with MCM 3060.11, Payment to Bank. Anytime a change is made to the EFT agreement, the provider enrollment staff must review this change to verify it complies with 3060.11. If the carrier system can only hold one "Pay To Address" notify the applicant that he/she has to choose one address where monies can be sent.

Check to see whether the applicant is changing previous information. If yes, make sure that the effective date is listed. If the applicant fails to provide you with an effective date, request additional information; see §14.1.

For those applicants who request a change to the "Pay To" address, we are requiring carriers to examine closely any request for an address change to ensure that the request is from the supplier in question. For change of "Pay To" address, the carrier should follow these procedures:

1. Check billing records to determine if the supplier has billed the program within 3 months. If the supplier has billed the program, continue with the next step. If the supplier has no billing activity within 3 months, contact the fraud unit to determine any suspicious claims activity. The fraud unit should verify that this is an appropriate change. If it is determined that this request appears to be legitimate, continue with the processing of the application. Of course if the change appears to be suspicious, the fraud unit will pursue as necessary and pend the application. Any time a supplier has been deactivated for non-billing, he/she will be required to verify that the enrollment data on file is still current/valid.

2. If the applicant has completed a Form HCFA-855, verify the signature against the existing signature to make sure that they match. When the applicant requests a telephone change in the practice location with a change to the pay-to-address, call the number listed on the your supplier file first. If the number on file is still active, attempt to speak with the supplier who requested the change to verify the validity of the change. If you receive a directory assistance message changing the old number to a new number, and that number matches the supplier's request for change, accept that change and contact the supplier at the new number. Inform the supplier you are making sure that this is a legitimate request for change. Although the enrollment unit may not always be able to reach the supplier directly, make every attempt to speak with the supplier and not a staff member. If the supplier cannot be reached or a telephone number change seems suspicious, annotate the file and contact the fraud unit. If the change appears to be legitimate,

continue with the update.

3. If the applicant has not completed an entire Form HCFA-855 and also requests a telephone number change in the practice location, the contractor shall request that he/she complete an entire Form HCFA-855 based on these changes. Verify and validate all the information provided.

D. Location of Patient Records.

Check to see whether the applicant is changing previous information. If yes, make sure that the effective date is listed. If the applicant fails to provide you with an effective date, request additional information; see §14.1.

The applicant should report where records are kept for each practice location. If the records are kept at the practice location shown in §4B, the applicant can skip this section. If the address is different than that of a practice location, indicate where the records are stored.

If the applicant does not have a place where he/she stores records, the application must be denied according to §14.3, Denial 3. Records kept at a storage location must be indicated. If the applicant leaves this section blank, see procedures in §14.1 and request additional information. Post office boxes and drop boxes are not acceptable as the physical address where patient records are maintained.

E. Comments

This section is used to capture any unique or unusual circumstances concerning the suppliers' practice location(s) or the method by which the supplier renders health care services. You must determine that the information provided is acceptable under current Medicare rules and is accurate.

Section 4: Practice Location - Form HCFA-855B

A. Practice Location

Check to see whether the applicant is adding, deleting, or changing previous information. If yes, make sure that the effective date is listed. If the applicant fails to provide you with an effective date, request additional information; see §14.1.

1. The applicant must list each location where services are rendered, including all hospitals and/or other health care facilities in this section. The practice name can be the "Doing Business Name."

Date Started at this Location--Use this date as the date the applicant can begin to bill the program following approval. Be sure to determine, however, the applicant had a license prior to that date. In situations where the date appears to be beyond a reasonable amount of time, such as older than 12 months, contact the applicant by telephone. Ask the applicant to provide you a date that he/she started seeing Medicare patients. You need to ensure the 12 month deactivation initiative will not remove the new applicant from the file for any date that is used.

2. Verify that the address(es) listed are physical addresses. Post office boxes and drop boxes are not acceptable for those addresses. You cannot just make a telephone call to validate this

information. At the very least, you must use a software package to verify a good address or use a third party source to help make this determination--as well as telephone the applicant's number. If you are unable to verify the address, deny the application according to §14.3, Denial 3. If information is not provided, see procedures in §14.1 and request additional information. Match the applicant address with known addresses using industry recognized software.

You can verify through contact with the appropriate State agency, if needed, the date incorporated or established as identified by the supplier on the application. Match the applicant's telephone number with known, in-service telephone numbers using industry-recognized software. The software must correlate telephone numbers with addresses. The telephone number must be a number where patients and/or customers can reach the applicant to ask questions or register complaints. In some instances, a 1-800 number or out-of-State number may be acceptable if the applicant's business location is in another State, but his/her practice locations are in your jurisdiction and he/she maintains no operable telephone number at those practice sites. If you cannot verify the telephone number, complete the application verification process and return the application with a request for corrected information.

3. For an entity that is receiving reassigned benefits from contractors, determine if the entity owns or leases the practice location. For those who received reassigned benefits from contractors-determine it meets criteria as instructed in the MCM 3060.

4. The applicant should list any CLIA or FDA Mammography Certification Numbers (if applicable).

B. Mobile Facility and/or Portable Units

Check to see whether the applicant is changing previous information. If yes, make sure that the effective date is listed. If the applicant fails to provide you with an effective date, request additional information; see §14.1.

If the applicant indicates that he/she is providing services from a mobile facility or portable unit, he/she should complete Section 4C through 4E about the mobile/portable services on the Form HCFA-855B. If the applicant fails to check this box, continue to process the application and assume he/she does not operate services from a mobile facility or portable unit. However, if you suspect something different, contact the applicant for additional information; see §14.1.

C. Base of Operations Address

Check to see whether the applicant is changing, adding, or deleting previous information. If yes, make sure that the effective date is listed. If the applicant fails to provide you with an effective date, request additional information; see §14.1.

1. If the supplier answered "yes" in B, the base of operations name and the date the supplier started practicing at this location should be captured in this section. If the applicant fails to provide you with this information, request additional information; see §14.1.

2. This address should be one where the personnel are dispatched, where the mobile/portable equipment is stored and when applicable, where vehicles are parked when not in use. The telephone number, fax number and applicable E-mail address should be captured for the base of

operations. If the applicant fails to provide you with this information, deny the application according to §14.3, Denial 3.

D. Vehicle Information

Check to see whether the applicant is changing previous information. If yes, make sure that the effective date is listed. If the applicant fails to provide you with an effective date, request additional information; see §14.1.

This section captures information about the mobile unit when services are rendered in the vehicle. For portable services (e.g., where the equipment is removed from a van and is used in a fixed setting) information concerning how the equipment was transported would not be captured in this space. If this section is blank, assume that the services are not rendered inside a vehicle unless you have data that shows that they are providing medical services inside a vehicle. If you find this, deny the application according to §14.3. Denial 3.

1-3. Capture the vehicle information. A copy of all health care related permit(s), license(s), registration(s) must be submitted for each vehicle reported. If the applicant fails to provide you with this information, deny the application according to §14.3, Denial 3.

E. Geographic Location where the Base of Operations and/or Vehicle Renders Services

Check to see whether the applicant is changing previous information. If yes, make sure that the effective date is listed. If the applicant fails to provide you with an effective date, request additional information; see §14.1.

1. Initial Reporting and/or Additions

This section captures where the supplier renders services to Medicare beneficiaries in its mobile unit. For those mobile units that cross State lines, the supplier must complete a separate Form HCFA-855 enrollment application for each carrier jurisdiction it provides services. If the applicant fails to provide you with this information, return the application for additional information.

2. Deletions

The applicant would provide you this information if he/she is deleting a location where mobile or portable services were provided.

F. Pay-to-Address

If an applicant indicates that payments are going to an address other than the reported mailing address, update your system. This address may be a post office box. If you determine that you are making payment to an agent, determine that the billing agreement follows all the requirements as outlined in the MCM 3060. If the payments are being sent electronically, verify that an EFT agreement has been signed. When an EFT agreement is submitted, verify the bank account is in compliance with MCM 3060.11, Payment to Bank. Anytime a change is made to the EFT agreement, the provider enrollment staff must review it to make sure it complies with 3060.

If the carrier system can only hold one "Pay To Address" notify the applicant that he/she has to choose one address where monies can be sent. Examine closely any request for an address change to ensure that the request is from the supplier in question. For change of "Pay To" address, the carrier should follow these procedures:

1. Check billing records to determine if the supplier has billed the program within 3 months. If the supplier has billed the program, continue with the next step. If the supplier has no billing activity within 3 months, contact the fraud unit to determine if this appears to be any previous suspicious claims activity. The fraud unit should verify that this is an appropriate change. If it is determined that this request appears to be legitimate, continue with the processing of the application. Of course if the change appears to be suspicious, the fraud unit will pursue as necessary. Anytime a supplier has been deactivated for non-billing, he/she will be required to verify that the enrollment data on file is still current/valid.

2. If the applicant has completed a Form HCFA-855, verify the signature against the existing signature to make sure that they match. When the applicant requests a telephone change in the practice location with a change to the pay-to-address, call the number listed on the your supplier file first. If the number on file is still active, attempt to speak with the supplier who requested the change to verify the validity of the change. If you receive a directory assistance message changing the old number to a new number, and that number matches the supplier's request for change, accept that change and contact the supplier at the new number. Inform the supplier you are making sure that this is a legitimate request for change. Although the enrollment unit may not always be able to reach the supplier directly, make every attempt to speak with the supplier and not a staff member. If the supplier cannot be reached or a telephone number change seems suspicious, annotate the file and contact the fraud unit. If the change appears to be legitimate, continue with the update.

3. If the applicant has not completed an entire Form HCFA-855 and also requests a telephone number change in the practice location, the contractor shall request that they complete an entire Form HCFA-855 based on these changes. You should verify and validate all the information provided.

G. Location of Patient Records

1. The applicant should report where records are kept for each practice location. If the records are kept at the practice location shown in Section 4A or 4C, the applicant can skip this section.
2. If the address is different than that of a practice location, indicate where the records are stored.

If applicant does not have a place where he/she stores records, the application must be denied according to §14.3, Denial 3. Records kept at a storage location must be indicated. If the applicant leaves this section blank, request additional information. Post office boxes and drop boxes are not acceptable as the physician address where patient records are maintained. All record requirements should be in conformance with Medicare regulations governing the reopening of a claim/cost report, etc.

H. Comments

This section is used to capture any unique or unusual circumstances concerning the suppliers'

practice location(s) or the method by which the supplier renders health care services. You must determine that the information provided is acceptable under current Medicare rules.

3.5-Ownership and Managing Control Information (Organizations)--(Rev. 7, 05-31-01)

Section 5: Managing Control Information (Organizations) - Form HCFA-855I

The individual practitioner must furnish information about any organization(s) that manages his/her practice. For purposes of this section a managing organization is defined as any organization that exercises operational or managerial control over the practitioner's business/practice, or conducts the day-to-day operations of the practitioner's business/practice. The organization can be a management services organization that, via contract or some other arrangement, provides management services for any of the practitioner's business/practice locations.

NOTE: No information on ownership should be reported in this section.

A. Check Box

This box should be checked if there are no organizations that manage the practitioner's business. If the applicant fails to check this box and does not list any managing organization, contact the applicant to request additional information; see §14.1.

B. Identification Information

Check to see whether the applicant is adding, deleting, or changing information about an existing managing organization. If one of these boxes is checked, make sure that an effective date is listed. If so, enter the data into your system. If not, continue processing the application and return it with a request for the effective date.

The legal business name, "Doing Business As" name, address, TIN, and Medicare identification number of the managing organization must be provided. In addition, the applicant must furnish the date when the organization began managing the individual's business. If the applicant fails to provide you with any of this information, contact the applicant to request additional information; see §14.1.

Any name reported in this section should be checked against the MED and GSA debarment listing. If you find a name listed, deny the application according to §14.3. In addition, check the name against the FID and HIPDB. If the name is reported on the FID and HIPDB, follow procedures in §16.1 and 16.2 respectively.

C-D. Additional Organizations with Managing Control

The practitioner may use Sections 5C-5D to provide information on other managing organizations that meet the definition.

Section 5: Ownership and Managing Control Information (Organizations) - Form HCFA-855B

Query all existing records in the supplier file to determine if common owners correlate to multiple tax identifications, and to determine if different companies are reporting common

names and/or addresses. Check all common owners against the OIG sanction list, GSA Debarment list, FID, and HIPDB.

NOTE: Any entity listed in Section 2B1 and 2B2 of this application need not be listed in this section. For instance, suppose "Jones Ambulance Company" is set up as a corporation, with five stockholders each owning 20%. Assume further that Jones Ambulance Company is listed in Section 2B1 as the legal business name of the company.

Under this scenario, Jones Ambulance Company would not have to be listed in Section 5 because Jones is mentioned in Section 2B1 as the supplier. In other words, Jones is the supplier, not an owner or managing organization. Rather, the owners of Jones are the five stockholders. Thus, only the stockholders need to be reported as owners in Section 5 and/or 6 (depending on whether the stockholders are individuals or organizations.)

Before reviewing the specific instructions for each particular data element in this section, we recommend that you read the following explanation of the terms "Ownership" and "Managing Organizations."

Ownership and/or Managing Organizations

All organizations that have any of the following must be listed in Section 5B:

- 5 percent or more ownership (direct or indirect) of the enrolling supplier,
- Managing control of the enrolling supplier, or
- A partnership interest in the supplier, regardless of the percentage of ownership the partner has.

NOTE: All partners within a partnership must be reported on the application. This applies to general and limited partnerships. For instance, if a limited partnership has several limited partners and each of them only has a 1 percent interest in the entity, each limited partner would have to be listed on the application, *even though each owns less than 5 percent*. The 5 percent ownership threshold primarily applies to corporations and other organizations that are not partnerships.

Owning/Managing organizations are generally one of the following types:

- Corporations (including limited liability corporations and non-profit corporations);
- Partnerships/limited partnerships (as indicated above);
- Charitable and Religious Organizations;
- Governmental/Tribal Organizations.

5 PERCENT OR MORE OWNERSHIP

All entities that own 5 percent or more of the enrolling supplier must be listed on the form. Many enrolling suppliers may be owned by only one organization. For instance, if the enrolling supplier is an ambulance company that is wholly (100 percent) owned by Company A, the supplier would have to list Company A in this section since the latter owns at least 5 percent of the supplier.

In this case, Company A is considered to be a direct owner of the supplier in that it actually owns the assets of the business.

There are occasionally more complex ownership situations, however. Many organizations that directly own an enrolling supplier are themselves wholly or partly owned by other organizations (or even individuals). This is often the result of the use of holding companies and parent/subsidiary relationships. Such organizations and individuals are considered to be "indirect" owners of the enrolling supplier. Using our example in the previous paragraph, if Company B owned 100 percent of Company A, Company B would be considered an indirect owner - but an owner, nevertheless - of the supplier. In other words, a direct owner has an actual ownership interest in the supplier (e.g., owns stock in the business), whereas an indirect owner has an ownership interest in an organization that owns the supplier. For purposes of enrollment, direct and indirect owners must be listed if they own at least 5 percent of the supplier. The Form HCFA-855B Instructions contain an example of how suppliers can and should determine who needs to be listed as an owner on the application form.

For purposes of enrollment, ownership also includes "financial control." Financial control exists when:

(1) an organization or individual is the owner of a whole or part interest in any mortgage, deed of trust, note, or other obligation secured (in whole or in part) by the provider or any of the property or assets of the supplier, and

(2) the interest is equal to or exceeds 5 percent of the total property and assets of the supplier.

Refer to Example 2 of the Form HCFA-855B Instructions for more information.

MANAGING CONTROL (ORGANIZATIONS)

Any organization that exercises operational or managerial control over the supplier, or conducts the day-to-day operations of the supplier, is a managing organization and must be listed. The organization need not have an ownership interest in the enrolling supplier in order to qualify as a managing organization. The organization could be a management services organization under contract with the supplier to furnish management services for one of the supplier's business locations.

Special Types of Organizations and Situations

Governmental/Tribal Organizations--If a Federal, State, county, city or other level of government, or an Indian tribe, will be legally and financially responsible for Medicare payments received (including any potential overpayments), the name of that government or Indian tribe should be listed as an owner. The enrolling supplier must submit a letter on the letterhead of the responsible government (e.g., government agency) or tribal organization, which attests that the

government or tribal organization will be legally and financially responsible in the event that there is any outstanding debt owed to HCFA. This letter must be signed by an official of the government or tribal organization who has the authority to legally and financially bind the government or tribal organization to the laws, regulations, and program instructions of Medicare. For example, the head of a County Department of Health and Human Services would typically be authorized to make this submission on behalf of a hospital owned by that county.

Charitable and Religious Organizations--Many non-profit organizations are charitable or religious in nature, and are operated and/or managed by a Board of Trustees or other governing body. The actual name of the Board of Trustees or other governing body should be listed in this section. The applicant should submit a copy of its 501(c)(3) approval notification for non-profit status. If it does not possess such documentation but nevertheless claims it is a non-profit entity, the applicant may submit any other documentation that supports its claim, such as written documentation from the State, etc.

Ownership Transfer to a Family Member--If a sanctioned or excluded provider/supplier transfers its ownership interest to a family member, refer the case to your fraud and abuse unit. After its review, it should consult with the OIG to determine if the applicant/enrollee should be enrolled or terminated. If the OIG does not respond within 10 calendar days, any additional delay shall not count against the contractor for processing time purposes. However, this must be annotated in the file showing proof that OIG has the case.

A. Check Box

This box should be checked if there are no organizations with at least a 5 percent direct or indirect ownership interest in, partnership interest in, and/or managing control over the enrolling supplier. If this box is not checked, the supplier must furnish information on those entities that own, manage, or have a partnership interest in the supplier.

B. Organization with Ownership and/or Managing Control--Identification Information

Check to see whether the supplier is adding, deleting, or changing information on an existing organization. If one of these boxes is checked, make sure that an effective date is listed. If so, verify the requested change. If not, continue processing the application and then request additional information concerning the effective date. Remember that organizations with a 5 percent or greater ownership interest in, any partnership interest in, or managing control over the supplier must be listed in Section 5. No individuals should be listed in this section.

1. The applicant should check whether it is providing information concerning 5 percent ownership, partnership interest(s) and/or managing control. In addition, the applicant must provide the effective date of such ownership or control. If the organization listed has a partnership interest in the supplier, the supplier must furnish the effective date of ownership.
2. The legal business name, and the effective date of control should be listed.
3. The "Doing Business As" name and tax identification number of the organization(s) listed in this section should be provided. If no "Doing Business As" name is reported, assume that the entity does not have a DBA name.

4. Verify that the business address of the organization is accurate. This check should be made through another source, e.g., software or post office. If a Medicare identification number is shown, verify that it is accurate. Anytime you discover a discrepancy in this information, request additional information; see §14.1.

C. Adverse Legal History

1. For each organization listed in this section, (other than organizations with only managing control, these organizations are not required to complete this section) you must check the name and EIN/TIN or Medicare/Medicaid numbers against the MED, GSA monthly "List of Parties" FID and HIPDB. This check cannot be done through any other source. The organization must be checked against the database(s) regardless of whether the enrolling supplier states in this section that the organization has never had an adverse legal action imposed against it. If the organization is excluded according to the MED or GSA list, deny the application and explain the reason(s) for denial; see §14.3, Denial 1. If the applicant indicates that it has had an adverse legal action imposed against it but the MED and GSA lists do not report this, contact the OIG and/or your fraud unit to determine whether this can and should form the basis of an exclusion. Hold the application until the OIG decides whether the adverse legal action is should result in an exclusion. If the OIG imposes an exclusion, deny the application. If not, you may continue to process the application normally. If the applicant is found on the Fraud Investigation Database, follow procedures as listed in §16.1.

If the applicant appears in the HIPDB, process the application according to §16.2

2.If the applicant indicates that the organization that owns it has had an adverse legal action imposed against it, make sure that the applicant provides information concerning the type and date of the action, and what court(s) and law enforcement authorities were involved. Also, documentation that evidences the imposition/notification and resolution of the adverse action must be submitted (e.g., notification of disciplinary action, criminal court documents). If the organization was excluded but has since been reinstated, verify this through the OIG and ask the applicant to submit written proof (e.g., reinstatement letter) indicating that such reinstatement has in fact taken place.

D. Overpayment Information

This section pertains only to organizations with a 5 percent or greater ownership interest or partnership interest in the enrolling supplier. No overpayment information on organizations with just managing control over the enrolling supplier needs to be reported.

1. Verify whether the organization has any outstanding overpayments, regardless of whether the applicant answers "Yes" or "No" to this question.

2. If the applicant indicates that the organization has outstanding overpayments with Medicare, initiate procedures for collection. Should the organization have non-Medicare overpayments, notify the appropriate Federal or State agency that the applicant is enrolling in the Medicare program to initiate that agency's standard recovery procedures.

The applicant must furnish the name or business identity under which the overpayment occurred and the Federal agency/program that posted the overpayment.

3.6 - Ownership and Managing Control Information (Individuals)--(Rev. 7, 05-31-01)

Section 6: Managing Employee Information - Form HCFA-855I

The individual practitioner must furnish information about any and all managing employees. For purposes of this section, a managing employee is defined as any individual, including a general manager, business manager, office manager or administrator, who exercises operational or managerial control over the applicant's business/practice, or who conducts the day-to-day operations of the business/practice. For Medicare enrollment purposes, a managing employee also includes any individual who is not an actual employee but who, either under contract or through some other arrangement, manages the day-to-day operations of the practice/business.

NOTE: No information on ownership should be reported in this section.

All managing employees at any of the applicant's practice locations listed in Section 4B must be reported. However, individuals who (1) are employed by hospitals, health care facilities, or other organizations shown in Section 4B (e.g., the CEO of a hospital listed in Section 4B or (2) are managing employees of any group/organization to which the practitioner will be reassigning his/her benefits, should not be reported

You can use a third party validation source to identify individuals who may have this type of relationship with the applicant. If during a managing employees search, a name appears that was not listed on the application, query that name against the MED/GSA Debarment list, the FID and the HIPDB. If you find that this person was sanctioned/excluded, deny the application; see §14.3, Denial 1. If you find this person on the FID or HIPDB, process according to §16.1 and 16.2 respectively. If you find a name that was otherwise not reported, request additional information.

A. Check Box

This box should be checked if there are no managing employees. If the applicant fails to check the box and no managing employees are listed, contact the applicant to request additional information; see §14.1.

B. Identifying Information

Check to see whether the applicant is adding, deleting, or changing information on an existing managing employee. If one of these boxes is checked, make sure that an effective date is listed. If so, enter this data into your system. If not, continue processing the application and then return the application with a request for the effective date.

The name, SSN, date of birth, and Medicare identification number of the employee must be provided. Sections 1124(a)(1) and 1124A(a)(3) of the Social Security Act require that the supplier furnish the individual's SSN. If the applicant fails to provide you with this information, deny the application; see §14.3, Denial 6.

The practitioner should also indicate whether the managing employee is actually employed by him/her (e.g., W-2-employee). It is the carrier's discretion to obtain a copy of the W-2 to verify employment. The contractor may also request a copy of a pay stub, or any other validation source that shows employment in situations that are suspect.

C. Adverse Legal History

See Section 5B for instructions concerning this section

D-E. Identifying Information

This is to allow the applicant to identify more than one managing employee.

Section 6: Ownership and/or Managing Control Information (Individuals) - HCFA-855B

Query all existing records in the supplier file to determine if common owners correlate to multiple tax identifications, and to determine if different companies are reporting common names and/or addresses. Check all common owners against the OIG sanction, GSA Debarment list, FID, and HIPDB.

Before proceeding with the instructions for Section 6, you may wish to review the explanation of the term "ownership" listed in Section 5. Although the explanation there refers to the applicant as the "enrolling supplier," the definitions and explanations for ownership have the same applicability to individuals.

For purposes of this application, the terms "officer," "director," and "managing employee" are defined as follows:

- **Officer**--any person whose position is listed as being that of an officer in the provider's "Articles of Incorporation" or "Corporate Bylaws," OR anyone who is appointed by the board of directors as an officer in accordance with the provider's corporate bylaws.
- **Director**--a member of the provider's "Board of Directors." It does not include a person who may have the word "Director" in his/her job title (e.g., Departmental Director, Director of Operations). Note, however, that a person who has the word "Director" in his/her job title may be a "managing employee," as defined below. Moreover, where a provider has a governing body that does not use the term "Board of Directors," the members of that governing body will still be considered "Directors." Thus, if the provider has a governing body titled "Board of Trustees" (as opposed to "Board of Directors"), the individual trustees are considered "Directors" for Medicare enrollment purposes.
- **Managing Employee**--Any individual, including a general manager, business manager, or administrator, who exercises operational or managerial control over the provider, or who conducts the day-to-day operations of the provider. For Medicare enrollment purposes, "managing employee" also includes individuals who are not actual employees of the provider but, either under contract or through some other arrangement, manage the day-to-day operations of the provider."

The following individuals must be reported in §6A:

- All persons with 5 percent or more ownership (direct or indirect) of the enrolling provider,
- If (and only if) the provider is a corporation (whether for-profit or non-profit), all officers and directors of the provider,

- All managing employees of the provider, and
- All individuals with a partnership interest in the provider, regardless of the percentage of ownership the partner has.

NOTE: All partners within a partnership must be reported on the application. This applies to general and limited partnerships. For instance, if a limited partnership has several limited partners and each of them only has a 1 percent interest in the entity, each limited partner would have to be listed on the application, *even though each owns less than 5 percent*. The 5 percent ownership threshold primarily applies to corporations and other organizations that are not partnerships."

A. Individual with Ownership and/or Managing Control-Identification Information

Check to see whether the applicant is adding, deleting, or changing information on an individual in this section. If one of these boxes is checked, make sure that an effective date is listed. If so, enter this data into your system. If not, continue processing the application and then return the application with a request for the effective date. Remember that individuals must be listed here in Section 6. No organizations should be listed in this section. If the applicant fails to check the box and there are no managing individuals are listed, contact the applicant requesting additional information; see §14.1.

1. The name, SSN, date of birth, and Medicare identification number of the individual must be provided. Sections 1124(a)(1) and 1124A(a)(3) of the Social Security Act require that the supplier furnish us with the individual's SSN. If the applicant fails to provide you with this information, deny the application; see §14.3, Denial 6. Should the supplier list an owning/managing individual in 6A1, it must also complete either 6A2, or 6A3 and 6A4. If the applicant fails to indicate in these sections which organization the individual is associated with, and what role that person has in the organization, verify this data with the applicant.
2. If the individual listed in Section 6A is directly associated with the enrolling supplier, the supplier should indicate this in this section.
3. If the individual listed in Section 6A is directly associated with an organization listed in Section 5B (e.g., the owning/managing organization), the legal business name of that organization the individual is associated with should be listed.
4. If the applicant lists the legal business name in Section 6A3, it should also indicate in 6A4 the relationship that individual has with that organization

B. Adverse Legal History

1. For each individual listed in this section, check the name and EIN or Medicare/Medicaid numbers against the Medicare Exclusion Database (MED), the GSA monthly "List of Parties" FID, and HIPDB. You cannot use a third party validation source to do this search. The individual must be checked against the aforementioned database(s) regardless of whether the enrolling supplier states in this section that the individual has never had an adverse legal action imposed against him/her. If the individual is excluded according to either the MED or GSA list, deny the application and explain the reason(s) for denial; see §14.3, Denial 1. If the applicant indicates

that the individual has had an adverse legal action imposed against it but the MED and GSA lists do not report this, contact the OIG and/or your fraud unit to determine whether this can and should form the basis of an exclusion. Hold the application until the OIG decides whether the adverse legal action should result in an exclusion. If the OIG imposes an exclusion, deny the application. If not, you may continue to process the application normally.

If the individual appears on the FID, process the application according to §16.1. If the individual appears in the HIPDB, process the application according to §16.2

2. If the applicant indicates that the individual has had an adverse legal action imposed against it, make sure that the applicant provides information concerning the type and date of the action, and what court(s) and law enforcement authorities were involved. Also, documentation that evidences the imposition/notification and resolution of the adverse action must be submitted (e.g., notification of disciplinary action, criminal court documents) . If the organization was excluded but has since been reinstated, verify this through the OIG and ask the applicant to submit written proof (e.g., reinstatement letter) indicating that such reinstatement has in fact taken place.

C. Overpayment Information

Check to see if the applicant is changing information in this section. If checked, make sure that an effective date is listed. If so, enter this data into your system. If not, continue processing the application and then return the application with a request for the effective date.

This section pertains only to individuals with a 5 percent or greater financial interest in, or any partnership interest in, the enrolling supplier. No overpayment information on individuals that are officers, directors, or managing employees of the enrolling supplier needs to be reported.

1. Verify whether the individual has any outstanding overpayments, regardless of whether the supplier answers "Yes" or "No" to this question.
2. If the applicant indicates that the individual has outstanding overpayments with Medicare, initiate procedures for collection. Should the individual have non-Medicare overpayments, notify the appropriate Federal or State agency that the applicant is enrolling in the Medicare program to initiate that agency's standard recovery procedures.

The supplier must furnish the name or business identity under which the overpayment occurred and the Federal agency/program that posted the overpayment.

3.7 - Chain Home Office Information--(Rev. 7, 05-31-01)

Section 7: Chain Home Office Information

This Section does not apply to Individuals and Suppliers.

3.8 - Billing Agency--(Rev. 7, 05-31-01)

Section 8: Billing Agency - Form HCFA-855I and Form HCFA-855B

A. Check Box

Determine if the applicant does not use a billing agent. If "yes", continue to B. If "no" continue

to next section. If the applicant fails to check the box, request additional information; see §14.1.

B. Billing Agency Name and Address

1. Indicate the business name and tax identification number of the billing agency. Query this name against the MED, GSA, FID and HIPDB databases. You cannot use any other source to do these search. If you find a match, refer this application to your Fraud unit.
2. List the "Doing Business Name" if applicable.
3. The business street address is mandatory; fax and email addresses are not.

C. Billing Agreement/Contract Information

Check to see whether the applicant is changing information in this section. If checked, make sure that an effective date is listed. If so, enter this data into your system. If not, continue processing the application and then return the application with a request for the effective date.

If the applicant indicates that he/she is using a billing agency, the applicant must answer all the questions concerning his/her agreement. If you wish to verify/validate information you may request a copy of the billing agency agreement. Although it is not necessary to review all billing agreements, you should occasionally request copies of the agreements; for example, a large group practice for which you have reviewed an agreement in the initial enrollment phase could be asked again to provide an agreement when adding new physicians to an existing group. The agreement must meet the requirements in MCM §3060. In cases where violations are discovered, the supplier must be notified that it is in violation of the laws governing assignment of claims. In the case of a new supplier applicant, return the application and inform the applicant that the billing arrangement violates Medicare policy regarding assignment and that the applicant will not receive assignment privileges unless the arrangement is modified to conform to Medicare assignment rules. (See regulations at 42 CFR 424.82.) If the applicant returns the application without changing the billing arrangement, the appropriate action is to enroll the applicant (assuming everything is correct) and deny assignment privileges to the supplier.

The following outcomes should be applied consistent to the answer. Anytime you find the answers do not correspond, you can contact the applicant by telephone to discuss your findings. Do not contact the billing agent to discuss. If you cannot reach the applicant by telephone, you can return the application with a letter explaining the requirements found in 3060.

1. Note if either the billing agent or applicant is coding his/her bills. It is not wrong for either one to do so.
2. If the applicant indicates that he/she does not have unrestricted access to its Medicare remittance notice, contact the applicant to inform him/her of his/her responsibilities for the bills submitted in his/her name.
3. If the applicant indicates that Medicare payment is going directly to him/her, verify that this corresponds with the pay-to-address on the Form HCFA-855. If the pay-to-address is a post office box, verify with the applicant that he/she has ownership of the post office box. If payment is going directly to the bank, verify that the account is only in the name of the applicant and

meets MCM 3060.11. If you find that the above is not true, request the applicant to answer question 3 "No" and to answer questions 4, 5, and 6 appropriately. Inform the applicant that he/she must abide by requirements in MCM 3060.

4. If the applicant indicates that Medicare payment is going directly to the bank, verify that this corresponds with the pay-to-address on the Form HCFA-855. Make sure that he/she answered questions to a), b), and c) as yes. If you find that the applicant is incorrect, request the applicant to answer question "No" and to answer questions 5 and 6 appropriately and inform the applicant that he/she must abide by requirements in MCM 3060. If the applicant indicates, "No" go to question 5.

5. If Medicare payment is going directly to the billing agent, make sure that the applicant answers questions in 5. If the billing agent cashes the check, make sure that the applicant indicates "Yes" for the 5 conditions, which are met in accordance with MCM 3060.10. If the applicant responds "No" the billing agency does not cash the check, make sure that he/she responds to 5b. If in 5b he/she checks "No" request the billing agreement to determine where payment is going. If the applicant answers "No" that Medicare payment does not go to the billing agent, verify that the applicant answers question 6.

6. Verify that the information submitted corresponds to the information in the pay-to-address. If it does not, follow-up with the applicant with their pay-to-address information.

In reviewing the answer to the questions, if you find any inconsistencies or any reason to believe that the information is not correct, request a copy of the billing agreement. This is at your discretion and is not negotiable with the applicant. You do not have to have specific information to justify the request of a billing agreement. This request is solely your decision based on your review of this Form HCFA-855 or any other group affiliation that is associated with this enrollment.

If an applicant does not correct its billing agreement, notify the applicant this his/her billing arrangement violates Medicare policy. If the applicant fails to come into compliance, follow the instructions on revoking physician assignment privileges as outlined in Carrier Manual, Part 3 §3060.13.

As soon as you find that an enrolled physician has entered into or continued a prohibited payment arrangement after being advised that the arrangement is improper, or failed to cooperate in furnishing the information necessary to resolve the issue, notify and forward a copy of the file to your RO. The RO considers whether further development of the facts or admonition of the physician will be useful before taking steps to revoke the physician's assignment privileges. If the HCFA RO finds that a physician's right to receive assigned benefits is to be revoked, it follows the procedure summarized in Carrier Manual, Part 3 §14025.

As soon as an improper billing arrangement is corrected, the revocation of assignment privileges should be rescinded. In situations where an improper billing arrangement needs to be corrected, use the following language in all correspondence with the supplier:

SITUATION: For an applicant who chooses not to participate and whose enrollment application is being returned because his/her billing arrangement violates the regulations regarding payment to an agent, use the following language:

Dear (Name of Health Care Supplier):

Your application to enroll in the Medicare program is being returned to you for further action. After review of your agreement with (Name of Billing Company), we have determined that it is not in compliance with Federal regulations regarding payment to an agent as specified in 42 CFR 424.80. Medicare will not make payment to an agent if the agent's compensation is based on the amounts billed or collected or is dependent upon the actual collection of Medicare payment.

You need to decide whether you wish to enroll in Medicare with or without assignment privileges. If you wish to secure assignment privileges, your agreement with (Name of Billing Company) must be amended to comply with 42 CFR 424.80. If you fail to comply with these requirements, you may enroll in Medicare, but you will not be given assignment privileges. Please call if you have any questions regarding this determination at (Phone number of Enrollment Specialist)."

SITUATION: For an applicant who returns his or her enrollment application with a billing arrangement that continues to violate the regulations regarding payment to an agent and who has not filed a participation agreement, use the following language to deny the applicant assignment privileges (assuming that all other enrollment criteria are met):

Dear (Name of Health Care Supplier):

Your application to enroll in Medicare has been approved; however, you will not be allowed assignment privileges. As we informed you in our letter of (date of first letter), your agreement with (Name of Billing Company) is not in compliance with Federal regulations regarding payment to an agent as specified in 42 CFR 424.80. Medicare will not make payment to an agent if the agent's compensation is based on the amounts billed or collected or is dependent upon the actual collection of Medicare payment. If you modify your agreement so as to comply with these requirements, you may be given assignment privileges. If you feel that this determination was made in error, you may appeal this decision. Any such appeal must be filed with this office within 60 days of the date of this letter. Please call (Name of Enrollment Specialist) at (Phone number of Enrollment Specialist) between the hours of 9:00 a.m. - 4:00 p.m. if you have any questions regarding this determination.

SITUATION: For an applicant who chooses to participate and whose enrollment application is being returned because his/her billing arrangement violates the regulations regarding payment to an agent, use the following language:

Dear (Name of Health Care Supplier),

Your application to enroll in the Medicare program is being returned to you for further action. After reviewing your agreement with (Name of Billing Company), we have determined that it is not in compliance with Federal regulations regarding payment to an agent as specified in 42 CFR 424.80. Medicare will not make payment to an agent if the agent's compensation is based on the amounts billed or collected or is dependent upon the actual collection of Medicare payment.

In your application, you elected to be a participating physician and to take advantage of all of the benefits of participation. Your participation agreement cannot take effect until you comply with the CFR provisions. If you fail to comply with these requirements, you may enroll in Medicare but you will not be given assignment privileges and your participation agreement cannot take

effect. Please call if you have any questions regarding this determination. Please advise us if you have modified your billing agent agreement to comply with Medicare assignment rules and furnish us with a copy of the amended agreement.

SITUATION: For an applicant who returns his or her enrollment application with a billing arrangement that continues to violate the regulations regarding payment to an agent and who has filed a participation agreement, use the following language to deny them assignment privileges (assuming that all other enrollment criteria are met):

Dear (Name of Health Care Supplier),

Your application for enrollment in Medicare has been approved; however, you will not be allowed assignment privileges. As we informed you in our letter of (Date of First Letter), your agreement with (Name of Billing Company) is not in compliance with Federal regulations provisions regarding payment to an agent as specified in 42 CFR 424.80. Medicare will not make payment to an agent if the agent's compensation is based on the amounts billed or collected or is dependent upon the actual collection of Medicare payment. In your application, you elected to be a participating physician and to take advantage of all of the benefits of participation. However, your participation agreement cannot take effect until you comply with the above cited regulatory provisions. As soon as you demonstrate compliance with these requirements, your assignment privileges will be restored and your participation agreement will take effect. If you feel that this determination was made in error, you may appeal this decision. Any such appeal must be filed with this office in writing within 60 days of the date of this letter. Please call if you have any questions regarding this determination.

SITUATION: If you find an enrolled entity in violation of the regulations regarding payment to an agent, use the following language to inform them of the violation and the required corrective action:

Dear (Name of Health Care Supplier),

It has come to our attention that your contractual arrangement with (Name of Billing Company) is not in compliance with Federal regulations regarding payment to an agent as specified in 42 CFR 424.80. Medicare will not make payment to an agent if the agent's compensation is based on the amounts billed or collected or is dependent upon the actual collection of Medicare payment.

You must reply in writing within 15 days from the date of this letter indicating whether you intend to comply with the above cited regulation, and, if so, include with your reply an amended contract with your billing agent that fully complies with such regulation. If you fail to comply with these requirements, your assignment privileges will be revoked. If you feel that this determination was made in error, you may appeal this decision. Any such appeal must be filed with this office in writing within 60 days of the date of this letter. Please call if you have any questions regarding this determination.

SITUATION: For health care suppliers who maintain agreements that violate the regulations for more than 15 days after initial notification of the violation, and for whom the RO has approved revocation of assignment privileges, use the following language to revoke their assignment privileges.

Dear (Name of Health Care Supplier)

Your assignment privileges have been revoked effective 15 days from the date of this letter. As we informed you in our letter of (Date of First Letter), your agreement with (Name of Billing Company) is not in compliance with the Federal regulations regarding payment to an agent as specified in 42 CFR 424.80. Medicare will not make payment to an agent if the agent's compensation is based on the amounts billed or collected or is dependent upon the actual collection of Medicare payment

If in the future you comply with these requirements, your assignment privileges will be restored. If you feel that this determination was made in error, you may appeal this decision. Any such appeal must be filed with this office in writing within 60 days of the date of this letter. Please call if you have any questions regarding this determination.

SITUATION: For health care suppliers who must accept assignment but whose billing arrangements violate the regulations regarding payment to an agent, use the following language:

Dear (Name of Health Care Supplier):

Your application for enrollment in Medicare is returned for your action. After reviewing your agreement with (Name of Billing Company), we have determined that it is not in compliance with the Federal regulations regarding payment to an agent as specified in 42 CFR 424.80. Medicare will not make payment to an agent if the agent's compensation is based on the amounts billed or collected or is dependent upon the actual collection of Medicare payment.

Because you fail to comply with these requirements, you cannot enroll in the Medicare program since your supplier specialty requires you to take assignment. However, if you comply with the above requirements, you can enroll in the Medicare program. If you wish to complete your application to enroll in Medicare, return the application with the amended agreement with (Name of Billing Company) which complies with the above cited regulation. Please call (Name of Enrollment Specialist) at (Phone number of Enrollment Specialist) between the hours of 9:00 a.m. - 4:00 p.m. if you have any questions regarding this determination.

SITUATION: For health care suppliers who must accept assignment who return their enrollment application with a billing arrangement that continues to violate the regulations regarding payment to an agent, please use the following language:

Dear (Name of Health Care Supplier):

Your application for enrollment in Medicare has been denied. As we informed you in our letter of (date of first letter), your agreement with (Name of Billing Company) is not in compliance with Federal regulations regarding payment to an agent specified in 42 CFR 424.80. Medicare will not make payment to an agent if the agent's compensation is based on the amounts billed or collected or is dependent upon the actual collection of Medicare payment.

Since your supplier specialty requires that you accept assignment for the services that you bill to Medicare, we cannot enroll you until your billing agreement comes into compliance. If in the future you comply with these requirements, you can reapply to enroll in the Medicare program. If you feel that this determination was made in error, you may appeal this decision. Any such

appeal must be in writing and filed with this office within 60 days of this letter. Please call (Name of Enrollment Specialist) at (Phone number of Enrollment Specialist) between the hours of 9:00 a.m. - 4:00 p.m. if you have any questions regarding this determination. If a group has previously filed a contractual agreement with the carriers, it is not necessary to request a billing agreement from every group member.

3.9 - Electronic Claims Submission Information--(Rev. 7, 05-31-01)

Section 9: Electronic Claims Submission Information - Form HCFA-855I and Form HCFA-855B

If the applicant indicates that he/she intends to file claims electronically, the applicant must submit a copy of his/her current EDI agreement with this application. Anytime an EDI agreement is submitted, even after the enrollment process, the provider enrollment staff must oversee the EDI agreement to make sure it follows rules in MCM §3060.

A. Check Box

Continue to process the application if this box is checked. If none of the boxes are checked, and this information is blank, assume that this section does not apply.

B. Check Box

If this box is checked, provide the applicant information on how to submit his/her claims electronically.

C. 1st Clearinghouse Name and Address-

1. Legal Business Name and Tax identification Number - Check this entity against the MED, GSA, FID, and HIPDB databases.

2. Annotate the "DBA" name .

3. List the street address of the entity in your system.

D-E. These sections allow the applicant the ability to report on more than one clearinghouse.

3.10 - Staffing Company--(Rev. 7, 05-31-01)

Section 10: Staffing Company - Form HCFA-855I and Form HCFA-855B

This section is to capture information if an individual is employed by, or is under contract to render medical services with a company that staffs health care organizations (e.g., hospital emergency rooms) to render medical services.

A. Check Box

Determine if the applicant has checked the box as required. If the box is blank, request additional information.

B. 1st Staffing Company using this Supplier - Name and Address

If the applicant is contracted or employed by a staffing company, the applicant must provide you with the name and address of who is using his/her services. Check the legal business name of this entity against the MED, GSA, FID, and HIPDB databases.

C. 1st Staffing Company using this supplier - Contract/Agreement Information

The applicant must respond to these questions. If blank, request additional information.

1. If the applicant responds yes to this question, this may affect the payment to agent rules. See §3060.10 for further clarification.
2. If applicant indicates that the contracts supersedes/contradicts the agreement, request both contracts for further investigation. If you find discrepancies within both contracts, contact the regional office for further guidance. If the applicant indicates "No", and you wish to verify or validate this response, request copies of both contracts. Again, if you find a discrepancy, contact the regional office.

D-E. 2nd Staffing Company using this supplier - Name and Address

This space is provided to accommodate for any additional staffing companies used. Follow instructions as above.

3.11 - Surety Bond Information--(Rev. 7, 05-31-01)

This Section does not apply to Individuals and Suppliers

3.12 - Capitalization Requirements for Home Health Agencies--(Rev. 7, 05-31-01)

This Section does not apply to Individuals and Suppliers

3.13 - Contact Person--(Rev. 7, 05-31-01)

Section 13: Contact Person - Form HCFA-855I and Form HCFA-855B

This is the person you call if you have any questions regarding the information furnished in the application. If the applicant does not provide a contact person, call the individual who signed the application for any questions that need clarification.

3.14 - Penalties for Falsifying Information on This Enrollment Application--(Rev. 7, 05-31-01)

Section 14: Penalties for Falsifying Information on This Enrollment Application - Form HCFA-855I and Form HCFA-855B

This section lists various criminal and civil penalties that can be imposed against a Medicare supplier (or an applicant for enrollment in the Medicare program) for fraudulent/abuse activity. You should familiarize yourself with this section, as doing so will enhance your ability to spot potential fraud or abuse.

3.15 - Certification Statement--(Rev. 7, 05-31-01)

Section 15: Certification Statement

Individual

An individual practitioner is the only person who may sign the Form HCFA-855I. This applies

not only to initial enrollment and revalidation, but also to any changes and/or updates to HCFA 855 data already on file. Individual practitioners may not delegate the authority to sign the Form HCFA-855I on their behalf to any other person. Any Form HCFA-855I signed by a person other than the individual practitioner must be returned to the practitioner. If an application is not signed, return the entire application. Do not begin processing the application.

Supplier

A. Additional Requirements for Medicare Enrollment

The Certification Statement contains certain requirements that must be met in order for the supplier to be enrolled in the Medicare program.

By their signature(s), the authorized official and delegated official(s) bind the supplier to all of the requirements listed in the Certification Statement and acknowledge that the supplier may be denied entry to or revoked from the Medicare program if any requirements are not met or maintained.

B. Authorized Official Signature

For initial enrollment or revalidation, the Certification Statement must be signed and dated by the authorized official of the supplier. An authorized official is defined as an appointed official to whom the supplier has granted the legal authority to enroll it in the Medicare program, to make changes and/or updates to the supplier's status in the Medicare program (e.g., new practice locations, change of address), and to commit the supplier to fully abide by the laws, regulations, and program instructions of Medicare. The authorized official must be the supplier's general partner, chairman of the board, chief financial officer, chief executive officer, or president, or must hold a position of similar status and authority within the organization. The authorized official can also be a person who is a direct owner of 5 percent or more of the enrolling supplier (see Section 5 for definition of a direct owner). The organization can only have one authorized official at any given time. In addition to meeting the requirements listed in this paragraph, the authorized official must be listed in Section 6.

If you are fairly certain that the authorized official signing the application has the authority to bind the organization (e.g., signatory is a CEO, president, or - if the applicant is a governmental entity, head of the County Health Department), - you may continue processing the application. Should you have doubts about the authorized official's authority, contact the authorized official or the applicant's contact person to obtain more information about the official's job title and/or authority to bind. If you remain unconvinced about the official's authority to bind the applicant, you may either:

1. Request that someone else within the organization (e.g., CFO, chairman of the board), sign the application, OR
2. Obtain a written statement (e.g., affidavit or other attestation) from the general partner, CEO, CFO, president, board chairman or 5 percent direct owner attesting that the authorized official listed on the form does in fact have the authority to bind the organization. For instance, suppose the applicant is a governmental entity and you discover that the authorized official is an Assistant Deputy Director of a minor component of the County Health Department. It would be advisable

to have the head of the County Health Department (if he/she refuses to sign the Form HCFA-855) attest that the Assistant Deputy Director has the authority to bind the Department.

Note that attestations are required only if: (1) you are unconvinced of the authorized official's authority to bind and (2) no other high-ranking official (e.g., CEO, CFO) is willing to sign the Form HCFA-855. In addition, document any contact you have with the authorized official, contact person, or other provider official when investigating whether the authorized official has the power to bind.

Only the authorized official(s) has the authority to sign (1) the initial Form HCFA-855 application on behalf of the supplier and (2) the Form HCFA-855 application that must be submitted as part of the revalidation process. The delegated official has no such authority.

The signature of the authorized official must be original. Faxed or photocopied signatures cannot be accepted. If there is no original signature, continue processing the application and return it in order to secure an original signature. Check whether the supplier is changing the authorized official currently on file and make sure that an effective date is listed. In order to change authorized officials, the supplier must:

1. Check the "Delete" box in Section 15B and provide the effective date of the deletion. In addition, the authorized official being deleted must provide his or her printed name, signature, and date of signature. Since you should already have that official's job title, SSN, date of birth, and Medicare identification number on file, he/she need not supply this information again. If the deleted authorized official failed to provide his/her signature, contact the provider to find out why. If you become convinced that obtaining this signature would pose an undue burden on the supplier (e.g., the deleted authorized official was terminated or has left the company), you may forgo the signature requirement. You should, however, remind the provider over the telephone that the deleted authorized official no longer has the authority to sign the Form HCFA-855A on behalf of the supplier. Document that this reminder was given as well as the reason(s) why the signature of the deleted authorized official was unattainable.
2. Submit a copy of the page containing the Certification Statement, check the "Add" box in Section 15B and provide the effective date of the addition. Also, the new authorized official must provide the information requested in 15B, along with his/her signature and date of signature. When changing authorized officials, the new authorized official assumes from the prior authorized official all of the powers (e.g., the power to delegate authority to a delegated official) previously held by the latter, and also agrees to adhere to all of the requirements (including those outlined in Section 15B) listed in the Certification Statement. However, a change in authorized officials has no bearing on the authority of existing delegated officials to make changes and/or updates to the supplier's status in the Medicare program. If the supplier is submitting a change of information (e.g., new practice location, change of address, new part-owner) and the authorized official signing the form is different from the official you currently have on file, return the application in order to secure the signature of the latter person or the signature of a delegated official already on file. If the supplier wants or needs a new authorized official, it must follow the procedures outlined above. If the supplier is changing information about an existing authorized official (e.g., change in job title), it must check the "Change" box and provide the effective date, along with the changed data. The authorized official must then sign and date the form.

3.16 - Delegated Official--(Rev. 7, 05-31-01)

Section 16. Delegated Official (Optional) - Form HCFA-855B

A delegated official is either: (1) a managing employee of the provider, or (2) holds a 5 percent direct ownership interest, or any partnership interest in the provider. This individual must have been delegated the legal authority by the authorized official listed in Section 15B to make changes and/or updates to the provider's status in the Medicare program, and to commit the provider to fully abide by the laws, regulations, and program instructions of Medicare. For purposes of Section 16 only, the term "managing employee" means any individual, including a general manager, business manager, or administrator, who exercises operational or managerial control over the supplier, or who conducts the day-to-day operations of the provider. This does not include persons who, either under contract or through some other arrangement, manage the day-to-day operations of the supplier but who are not actual employees. For instance, suppose Joe Smith is hired as an independent contractor by the supplier to run its day-to-day-operations. Under the definition of "managing employee" for Section 6 (Ownership and Managing Control (Individuals)), Smith would have to be listed. However, under the Section 16 definition (as described above), Smith cannot be a delegated official because he is not an actual W-2 employee of the provider. Independent contractors are not considered "managing employees" under Section 16. In addition to meeting the requirements listed in this paragraph, the delegated official must be reported in Section 6.

The delegated official should submit a W-2 form as evidence of his/her status as a "managing employee." If a W-2 is unavailable (e.g., the delegated official is a new employee), the provider must submit other proof of employment, such as a pay stub (indicating that taxes are being withheld) or an employment contract. If the latter is submitted, review the contract to make sure that the delegated official is an employee and not an independent contractor. You may also request a copy of the W4 form completed with the employer name, EIN, employee name, and authorized signature. The signature must be an original signature and not a fax. In those situations that may cause you concern regarding the employer/employee relationship, you may request the applicant provide you a copy of the W-2 at the end of the year to verify this information.

A. Check Box

If the supplier chooses not to appoint a delegated official(s), it should check the box in this section. There is no requirement that the supplier have a delegated official. Should no delegated officials be listed, however, the authorized official(s) remains the only individual(s) who can make changes and/or updates to the supplier's status in the Medicare program.

B. Delegated Official Signature

1. If the supplier chooses to add a delegated official OR to delete an existing one, the delegated official being added must provide all of the information requested in this section, including his/her signature and date thereof. If the delegated official is being deleted, he/she need only provide his/her name. A signature is not required. In both cases, the authorized official currently on record must provide his/her signature and date in Sections 15B and 16B2. The signature of the authorized official in Section 16B2 constitutes a legal delegation of authority to any and all delegated official(s) listed in §16.

Only the authorized official(s) has the authority to sign (1) the initial Form HCFA-855 application on behalf of the supplier and (2) the HCFA 855 application that must be submitted as part of the revalidation process. The delegated official has no such authority. However, once a delegated official has been designated, he/she may make any changes and/or updates to the supplier's status in the Medicare program. The authorized official, nevertheless, still retains the authority to make changes to the Form HCFA-855, if he/she chooses to do so.

If the supplier is changing a delegated official, it must:

- check the "Delete" box and provide the effective date of the deletion. Only the deleted delegated official's name need be provided. A signature of the delegated official is not necessary. Since you should already have that official's job title, SSN, date of birth, and Medicare identification number on file, he/she need not supply this information again.
- submit a copy of the page containing Section 16, check the "Add" box and provide the effective date of the addition. The new delegated official must complete this section in full. In addition, the authorized official currently on record must provide his/her signature and date in Sections 15B and 16B2.

If the supplier is changing information about an existing delegated official (e.g., change in job title), it must check the "Change" box and provide the effective date, along with the changed data. The authorized official must then sign and date the form in Section 15B. (Section 16B2 need not be completed.)

If the supplier is submitting a general change of information (e.g., new practice location, change of address, new part-owner) and the delegated official listed on the change is different from the official(s) you currently have on file, return the application in order to secure the signature of the latter person (another delegated official, or the authorized official). If the supplier wants a new delegated official, it must follow the procedures outlined above. A supplier can have no more than three delegated officials at any given time.

The changes and/or updates that may be made by the delegated official include situations where the supplier is contacted by the contractor in order to clarify or obtain information needed to continue processing the supplier's initial or revalidating Form HCFA-855 application.

Delegated officials may not delegate their authority to any other individual. Only an authorized official may delegate the authority to make changes and/or updates to the supplier's Medicare status.

3.17 - Attachments--(Rev. 7, 05-31-01)

Section 17. Attachments to the General Application

- Check licensure requirements to ensure that appropriate licenses have been included.
- Track when licenses and certificates expire. If the applicant does not resubmit the renewed license/certificate, inactivate the supplier's billing number until such time you receive the renewed licenses and/or certificate.
- Verify all information as presented with the State agency that issues licenses or certifications

- Verify that the information presented on the Form HCFA-855 is the same as on the license or certificate.

4 - Ambulance Service Suppliers - Attachment 1--(Rev. 7, 05-31-01)

4.1 - State License Information--(Rev. 7, 05-31-01)

1. State License Information

A. Geographic Service Area

Check whether the supplier is adding or deleting information concerning the service area. If so, make sure that an effective date is listed.

1. The applicant must list the geographic area(s) in which it provides services. If the supplier indicates that it provides services in more than one carrier's jurisdiction, it must submit a separate Form HCFA-855B for each carrier.

2.If the applicant checks that it is deleting an area in which it had provided services, it must specifically identify this area in A2.

B. State License Information

Check whether the applicant is adding, deleting, or changing information pertaining to its licensing data. If so, an effective date must be listed.

1. The applicant must indicate whether it is licensed in the State where services are rendered.

2. If the applicant is not licensed in that State, it must explain why. There are some States that do not require ambulance companies to be licensed.

3. If the applicant is licensed, it must provide license information. Verify that the applicant submits all applicable licenses or certificates. Review the effective date and expiration date on the license(s) or certificate(s). Track the license's or certificate's expiration date in your system. If the certificate or license expires, inactivate the billing number, and notify the applicant of this action. The applicant must provide you with a copy of the license renewal in order to receive payment after the renewal date. If the State issues a certificate of good standing, you can recognize this as adequate proof that the applicant has received the license as required. Note, however, that the certificate of good standing cannot be older than 30 days. If the applicant fails to submit the applicable license(s) or certificate(s), stop processing the application and follow procedures in §14.3, Denial 2.

If a particular county that the applicant provides services in requires the applicant to be licensed or certified in that jurisdiction, make sure that the applicant submits copies of these documents. If the applicant does not complete the "License Number," "Issuing State," "Issuing County/Parish," "Effective Date," or "Expiration Date" boxes, yet this information is on the license/certification, you should not return the application.

Note: Air Ambulance - Practice Location

An air ambulance supplier that is enrolling in a State to which it flies in order to pick up patients

(that is, a State other than where its base of operations is located) is not required to have a practice location or place of business in that State. So long as the air ambulance supplier meets all other criteria for enrollment in the Medicare program, the carrier in that State may not deny the supplier's enrollment application solely on the grounds that the supplier does not have a practice location in that State.

This policy, however, applies only to air ambulance suppliers, and is inapplicable to all other suppliers and providers. In addition, you may deny the application for a reason other than the lack of a practice location. For instance, if the air ambulance supplier's owner was excluded from the Medicare program, you can deny the application irrespective of whether the supplier has a practice location in that State. You are only prohibited from denying an air ambulance supplier's application on the sole basis that the supplier does not have a practice location in that State. You are free to deny the application for any other reason consistent with Medicare policies and regulations, as outlined in these instructions.

4.2 - Description of Vehicle--(Rev. 7, 05-31-01)

2. Description of Vehicle

A. 1st Vehicle Information

Check whether the applicant is adding, deleting, or changing information pertaining to its licensing data. If so, an effective date must be listed.

1. Information identifying the type of vehicle (automobile, aircraft, boat, etc.) year, make, model, and vehicle identification number must be submitted for each vehicle. The applicant must submit a copy of its registration for each vehicle.
2. The applicant's vehicles must meet all Federal, State, and local requirements. Concerning Federal standards, 42 CFR §410.41 requires that the vehicle be specifically designed and equipped for transporting the sick or injured, and possess the equipment listed in this section. If the vehicle does not meet the requirements of §410.41 (and applicable State and local requirements), the applicant cannot bill for services rendered by this vehicle. If this vehicle is the only one listed by the applicant, therefore, deny the application because the supplier has no vehicle that meets regulatory requirements. If the applicant lists other vehicles, review to ensure that they meet all Federal, State, and local standards. If at least one of them does, the applicant can qualify as an ambulance supplier, but cannot bill for services rendered by the other vehicle(s) that do not meet the required standards.
3. The applicant must identify the services provided by this vehicle, the specific type of vehicle, and the number of crewmembers that will accompany each vehicle on runs. The latter figure must comply with the requirements of 42 CFR 410.41. If the ambulance supplier cannot prove that its equipment meets the conditions described in 42 CFR 410.41 (e.g., vehicle contains customary patient care equipment including, but not limited to, a stretcher, clean linens, first aid supplies and oxygen equipment), continue to process the application but inform the applicant you need clarification. If any information is incomplete, continue the application verification process and return the application with a request for corrected/missing information. (Follow procedures in §14.) The applicant must provide you with evidence of recertification on an ongoing basis for registered vehicles. In addition, the vehicle(s) must also have safety and lifesaving equipment as

required by State and local authorities. For Advance Life Support (ALS) vehicles, applicant must provide you with a list of the required equipment as well as written documentation of its certificate from the authorized licensing and regulation agency for which the applicant is eligible to operate.

NOTE: If the vehicle is an air ambulance, the applicant must provide the following items:

- A written statement signed by the President, Chief Executive Officer, or Chief Operating Officer that gives the name and address of the facility where the aircraft is hangared; and
- Proof that the air ambulance supplier or its leasing company possesses a valid charter flight license (FAA Part 135 Certificate) for the aircraft being used as an air ambulance. If the air medical transportation company owns the aircraft, the owner's name on the FAA Part 135 certificate must be the same as the supplier's name on the enrollment application. If the air medical transportation company leases the aircraft from another entity, a copy of the lease agreement must accompany the enrollment application. The name of the company leasing the aircraft from that other entity must be the same as the supplier's name on the enrollment application.

2nd Vehicle Information

This section is to capture information about a 2nd vehicle, if needed. Follow the same instructions as above.

4.3 - Qualification of Crew--(Rev. 7, 05-31-01)

3. Qualification of Crew

Check whether the applicant is adding, deleting, or changing information pertaining to a crewmember. If so, an effective date must be listed.

1. Information identifying each crewmember must be submitted.
2. The applicant must list the training completed by each crewmember and attach copies of all/any certificates verifying such training. If the crewmember does not meet Federal, State, and local training requirements, the applicant cannot bill for services furnished by the crewmember. You should check each crewmember's name and SSN against the MED, GSA, FID and HIPDB databases. You cannot use any other source to do this search. If the crewmember is excluded according to MED or the GSA list, deny the application and explain the reason(s) for denial; see §14.3, Denial 1. If the applicant appears on the FID or HIPDB, process the application according to §§16.1 and 16.2 respectively.

4.4 - Certified Basic Life Support--(Rev. 7, 05-31-01)

Section 4: Certified Basic Life Support (BLS)

A. Check Box

If the applicant checks this box, proceed to Section 5 (Certified Advanced Life Support (ALS)). If the box is not checked, the applicant must answer 4B.

B. Paramedic Intercept Services Information

Check whether the applicant is changing information that was previously reported. If such a change is being made, make sure that an effective date is provided. Paramedic Intercept Services involve an arrangement between a BLS ambulance supplier and an ALS ambulance supplier whereby the latter provides the ALS services and the BLS supplier provides the transportation component. (See 42 CFR §410.40 for more information). If the applicant indicates that it has such an arrangement with an ALS ambulance supplier, the applicant must attach a copy of the assigned contract(s).

4.5 - Certified Advanced Life Support--(Rev. 7, 05-31-01)

Section 5: Certified Advanced Life Support (ALS)

A. Check Box

If the applicant checks this box, proceed to Section 6 (Medical Director Information). If the box is not checked, the applicant must answer the questions in 5B.

B. Certified Advanced Life Support Questionnaire

Check whether the applicant is changing information that was previously reported. If such a change is being made, make sure that an effective date is provided.

1. The applicant should check whether it is certified to perform defibrillation. If yes, a copy of defibrillation certification should be attached.

2. Paramedic Intercept Services involve an arrangement between a BLS ambulance supplier and an ALS ambulance supplier whereby the latter provides the ALS services and the BLS supplier provides the transportation component. (See 42 CFR §410.40 for more information). If the applicant indicates that it has such an arrangement with an ALS ambulance supplier, the applicant must attach a copy of the signed contract(s).

4.6 - Medical Director Information--(Rev. 7, 05-31-01)

Section 6: Medical Director Information

A. Check Box

If the applicant is not required to have a Medical Director in the State in which it is applying, it should check this box.

B. Medical Director Information

If the box in 6A is not checked, the applicant must furnish information about its Medical Director. The medical doctor must also be reported in Section 6.

5 - Independent Diagnostic Testing Facilities (IDTFs) - Attachment 2--(Rev. 7, 05-31-01)

The carrier shall determine that all IDTF applicants meet the IDTF standards as elaborated in 42 C.F.R. Section 410.33 titled, "Independent Diagnostic Testing Facility," prior to enrollment and granting an IDTF billing number. The determination, which shall be placed in the applicant's

file, shall be based upon review of the following: (1) the applicant's entire Form HCFA-855, including the Attachment 2 data specific to IDTFs; (2) the results of the mandatory site visit; and (3) any additional, relevant documentation obtained by the carrier.

Note Pathology tests and Clinical Lab (CLIA) tests are not to be considered as diagnostic tests for purposes of determining if an entity needs to be enrolled as an IDTF.

An IDTF applicant must pass all relevant verification and documentation requirements as any other supplier applicant. Therefore, the carrier shall thoroughly review all parts of their Form HCFA-855 in accordance with the basic guidance concerning review of other supplier applicants. Many IDTFs are mobile units and/or have more than one practice location. They should properly complete Section 4, Practice Location.

5.1 - Entities That Must Enroll as (IDTFs) --(Rev. 7, 05-31-01)

The carrier may be asked by a potential applicant if it is required to enroll as an IDTF. This is a relevant question since many enrollees can perform and bill for diagnostic tests on the physician fee schedule without enrolling as an IDTF. Basically, an applicant that is considered to be a physician's office or a part of a hospital can bill for the diagnostic tests and not be enrolled as an IDTF. An applicant that is independent of a physician office or hospital must enroll as an IDTF. The following paragraphs provide guidance regarding the types of entities that may or may not be sufficiently independent from a physician office or hospital to require enrollment as an IDTF.

An entity generally should not be considered independent from a physician office or hospital if it has the following characteristics:

- It is a physician practice that is owned, directly or indirectly, by one or more physicians or by a hospital;
- The entity primarily bills for physician services (e.g., evaluation and management (E & M) codes) and not for diagnostic tests;
- It furnishes diagnostic tests primarily to patients whose medical conditions are being treated or managed on an ongoing basis by one or more physicians in the practice;
- The diagnostic tests are performed and interpreted at the same location where the practice physicians also treat patients for their medical conditions.

However, if a substantial portion of the entity's business involves the performance of diagnostic tests, the diagnostic testing services may be a sufficiently separate business to warrant enrollment as an IDTF. In that case, the physician or group can continue to be enrolled as a physician or a group practice of physicians, but must also enroll as an IDTF. The physician or group can bill for professional fees and the diagnostic tests they perform on their patients using their billing number. However, the practice must bill as an IDTF for diagnostic tests furnished to Medicare beneficiaries who are not patients of the practice.

We recognize that many diagnostic tests are radiological procedures that require the professional services of a radiologist. We also recognize that the nature of a radiologist's practice is generally very different from those of other physicians because radiologists usually do not bill E & M codes or treat a patient's medical condition on an ongoing basis. Nevertheless, a radiologist or a group of radiologists should not necessarily be required to enroll as an IDTF. The following

features would indicate that a radiology practice is not “independent from a physician office or hospital”:

- The practice is owned by radiologists, a hospital, or both;
- The owner radiologists and any employed or contracted radiologists regularly perform physician services (e.g., test interpretations) at the location where the diagnostic tests are performed;
- The billing patterns of the enrolled entity indicate that the entity is not primarily a testing facility and that it was organized to provide the professional services of radiologists (e.g., the enrolled entity should not bill for a significant number of purchased interpretations, it should rarely bill only for the technical component of a diagnostic test, and it should bill for a substantial percentage of all of the interpretations of the diagnostic tests performed by the practice); and
- A substantial majority of the radiological interpretations are performed at the practice location where the diagnostic tests are performed.

The carrier shall ask the potential applicant any relevant questions to substantiate that the applicant meets the above criteria.

Hospitals - To be exempt from the IDTF standards and enrollment as an IDTF, because the applicant is a part of a hospital, the applicant should be provider-based in accordance with Section 404 of the Medicare, Medicaid, and SCHIP Benefits Improvement and Protection Act of 2000, Pub. L. No. 106-554. Diagnostic tests billed by the hospital to their own patients, which are performed under arrangement, do not require IDTF billings and therefore do not require IDTF enrollment. However, if the entity providing the under arrangement diagnostic tests, performs diagnostic tests which it will bill under its own billing number (not the hospital's), then said entity is subject to the IDTF rules. Therefore, the entity may or may not require enrollment as an IDTF for its own patients, subject to the guidance provided in this manual section.

Ambulatory Surgical Centers (ASCs) - An ASC cannot bill for separate diagnostic tests they perform during the ASC's scheduled hours of operation (See 42 CFR Section 416.2). If an entity which owns an ASC, performs diagnostic tests in the same physical facility as the ASC, but during a time period when the ASC is not in operation, those diagnostic tests can be billed by an enrolled IDTF. Therefore, in that instance an additional separate enrollment by the entity as an IDTF is required.

Suppliers of Mobile X-ray Services - A mobile IDTF that provides X-ray services is not classified as a portable X-ray supplier. Therefore, it cannot bill for transportation (R0070) and setup (Q0092). If it desires to bill for these services, it must also enroll and qualify as a portable X-ray supplier and bill as a portable X-ray supplier in accordance with the portable X-ray supplier billing rules. The carrier shall assure that an entity which is enrolled as an IDTF and a portable x-ray supplier is not double billing.

5.2 - Review of Attachment 2, Independent Diagnostic Testing Facility (IDTFs)--(Rev. 7, 05-31-01)

1. Service Performance

A - Standards Qualifications

The applicant must complete this item. If they have not, contact the applicant for additional information. An IDTF applicant can back bill (the same as any other supplier) from the date that they actually met all the supplier qualifications for their supplier type. Therefore, if an applicant is determined to have met the IDTF requirements and is granted a billing number, it can back bill from the date where they can provide reasonable evidence that they met the IDTF requirements. An example would be where the applicant is granted an IDTF number in July 1, 2000, but had the same acceptable, 1) properly calibrated equipment, 2) qualified technician(s), and 3) qualified supervisory physician(s), as of May 1, 2000. That applicant can back bill for services on or after May 1, 2000 for IDTF services based upon evidence, such as payroll records, personnel records, contracts, equipment purchase records, etc., that they met the standards as of May 1, 2000. The carrier, when necessary, shall request confirming documents from the applicant or review such documents as part of the site visit. The applicable personnel and equipment do not have to be the same as those provided as of July 1, 2000. However, use of the same personnel and equipment will facilitate this process. The carrier shall document the file with the method used for determining when the applicant is entitled to bill for services. An applicant who has purchased the assets of an existing IDTF is not automatically allowed to continue billing. It must apply as a new IDTF and may back bill once enrolled. Use of the same personnel and equipment as the previously enrolled IDTF can facilitate the determination that the new IDTF can bill as of the date of the sale.

B - CPT-4 and HCPCS Codes

The applicant must complete this section. The codes listed should reflect all procedure codes which the applicant will perform and bill as an IDTF. If an applicant does not list what you consider to be relevant codes then make a request for additional information.

The applicant must list all equipment it will use to perform the listed tests. The carrier shall determine if the equipment list provided is adequate for the tests which the applicant will perform. If the equipment list is considered incomplete, then make a request for and review additional information.

The carrier shall confirm that the equipment is properly calibrated and maintained by requesting and reviewing any relevant documents or other evidence on the matter. This information can be obtained before, during or after a site visit. The carrier shall document the method and result of the calibration and maintenance confirmation.

2. Interpreting Physician Information

The applicant shall list all physicians whose diagnostic test interpretations it will bill (global billings). This includes physicians who are providing purchased interpretations to the IDTF as well as physicians who are reassigning their benefits to the IDTF. The carrier shall review and

document that all physicians listed are Medicare enrolled. The carrier shall review that all interpreting physicians who are reassigning their benefits to the IDTF have the right to do so. The carrier shall review and document that any reassignment of benefits forms required have been submitted. The carrier shall also review and document that the interpreting physician(s) listed are qualified to interpret the types of tests (codes) listed. Sometimes it may be necessary for the carrier to contact another carrier to obtain required information. The carrier should document the file if it has obtained the required information from another carrier. If the applicant does not list any interpreting physicians, do not request additional information because the applicant may not be billing for the interpretations (the physicians may be billing for themselves). However, the applicant cannot bill globally for interpreting physicians not listed.

3. Non-Physician Personnel (Technicians) who Perform Tests

Each non-physician who performs the diagnostic tests must be listed. These persons are often referred to as technicians.

A. If the non-physician person is State licensed or certified, the applicable license and/or certification should be attached and reviewed by the carrier. A notarized or certified true copy can be accepted with no further checks. A non-notarized or non-certified true copy should be checked with the applicable licensing authority. Not all states have licensing requirements for all diagnostic tests. In those instances, checking "No" in block 2 is acceptable. The carrier is responsible for knowing and ascertaining if there are specific State licensing requirements for the tests which the technician will perform. The carrier shall maintain documentation to substantiate this.

B. If the technician is certified by a national credentialing body then the applicable certification should be attached and reviewed by the carrier. A notarized or certified true copy can be accepted with no further checks. A non-notarized or non-certified true copy should be checked with the applicable credentialing authority. The carrier shall decide which organization(s) constitute a national credentialing body for the tests the technician will perform.

All technicians must meet the standard of a State license or certification, or national credentialing body. The only exception to this is when a Medicare payable diagnostic test is not subject to state license or certification of the technician performing the test, and no generally accepted national credentialing body exists. In that instance, the technician should be listed and the IDTF should submit as an attachment any educational/credentialing and/or experience that the person has and fully justify why the individual should be considered qualified to perform the test(s) cited. The carrier shall use its judgment as to whether the technician is qualified to perform the diagnostic tests the IDTF is performing

The IDTF technicians do not have to be employees of the IDTF. They can be contracted by the IDTF. The carrier shall document how it determined that the technicians listed met the licensing or credentialing requirements. All enrolling IDTFs must meet the technician licensing or credentialing requirements at the time of their enrollment. Carriers may no longer grant temporary exemptions from licensing and certification requirements.

Hospital Employment - This block should be completed with a yes or no. The technician can be employed by both an IDTF and a hospital (or other entity, including a physician practice), but he or she cannot be scheduled to perform services for both entities at the same time. If the

technician is employed by a hospital, the carrier should notify the fiscal intermediary who is assigned to the hospital, so that the fiscal intermediary can confirm that the hospital is properly allocating the appropriate portion of all direct and indirect costs associated with the technician. A technician who is employed by a hospital or physician's office does not automatically qualify as being properly credentialed to perform services for an IDTF.

4. Supervisory Physician(s)

According to 42 C.F.R. §410.33 (b)(1) an IDTF must have one or more supervising physicians who are responsible for the direct and ongoing oversight of the quality of the testing performed, the proper operation and calibration of equipment used to perform tests, and the qualifications of nonphysician IDTF personnel who use the equipment. Not every supervising physician has to be responsible for all of these functions. One supervising physician could be responsible for operation and calibration of equipment, while other physicians are responsible for test supervision and the qualifications of nonphysician personnel. The basic requirement is that all the supervisory physician functions be properly met at each location, regardless of the number of physicians involved. This is particularly applicable to mobile IDTF units which are allowed to use different supervisory physicians at differing locations. They may have a different physician supervise the test at each location. The physicians used have to meet only the proficiency standards for the tests they are supervising. The carrier shall use its discretion to determine if the supervisory physician(s) meet the proficiency standards stated in 42 C.F.R. §410.33(b)(2). Supervisory physicians do not have to be employees of the IDTF. They can be contracted physicians for each location serviced by an IDTF.

A - Supervisory Physician Information

1. Supervising Physician Information - This block must be completed by furnishing all the required identifying information about all supervisory physicians. The carrier shall check and document that each supervisory physician is licensed to practice in the State(s) where the diagnostic tests he or she supervises will be performed and that the physician is Medicare enrolled. The physician(s) do not have to be Medicare enrolled in the State where the IDTF is enrolled. The carrier shall verify the licensing of each supervisory physician enrolled with another carrier based upon the physician's license submission and discussions with the carrier where they are enrolled. A physician group practice cannot be considered a supervisory physician. Each physician of the group who actually performs an IDTF supervisory function must be listed. If a supervisory physician has been recently added or changed, the updated information is required to be reported via Form HCFA-855 Change of Information within 90 days of the change. However, the new supervisory physician is required to have met all the supervisory physician requirements at the time any tests were performed. The carrier shall review the new physician(s) using the procedures in this manual section.

2. General Supervision (For Overall IDTF Operation) - In accordance with 42 C.F.R. §410.33(b), all IDTFs must have one or more supervisory physicians who are responsible for the direct and ongoing oversight of the quality of the testing performed, the proper operation and calibration of the equipment used to perform tests, and the qualification of non-physician personnel who use the equipment. In applying this definition we cannot impose a physical distance limit between where the test is performed and where the supervisory physician is located. If the carrier question(s) whether a remote supervisory physician is actually performing this general supervision function, it should ask for specific written procedures or other documentation which

the IDTF may have in place. Although, specific written procedures are not specifically required, a satisfactory written response to carrier questions is.

All the check boxes in block 2 must be checked. However, they can be checked through use of more than one physician. The carrier shall review that all three general supervision requirements have been checked.

3. Type of Supervision Provided in Accordance with 42 C.F.R. Section 410.32(b)(3) - According to 42 C.F.R. Section 410.33(b)(2), in the case of a procedure requiring the direct or personal supervision of a physician as set forth in 42 C.F.R. Section 410.32(b)(3), the IDTF's supervisory physician must furnish this level of supervision. The carrier enrollment reviewer shall be familiar with the definitions of personal, direct and general supervision set forth at 42 C.F.R. Section 410.32(b)(3). The carrier shall document that all reviewers of IDTF applications are familiar with said regulation section.

The carrier shall check and document that the applicant has checked the correct level of supervision for the tests being performed. We have previously distributed tentative guidelines for supervision levels for diagnostic tests. Until final guidelines are distributed, the supervision levels required are to be based upon carrier discretion.

B - Attestation Statement for Supervising Physician

1. Acknowledgement of Codes Supervised - This statement must be completed and signed by all supervisory physicians listed.

2. Disclosure of Codes Not Supervised - This block may not need to be completed. If it is not completed it is assumed that the supervisory physician(s) listed supervise for all codes listed. If this block is filled in, then the carrier must ensure that all codes listed in 1B are covered through the use of multiple supervisory physicians.

3. Physician Signature - The carrier shall check the signature against the signature of the enrolled physician. This should be documented. If the physician is enrolled at a different carrier, you should call the applicable carrier and obtain the listed telephone number of the physician. Call the listed telephone number to determine that the physician acknowledges that he or she has signed the attestation statement. In all cases the carrier shall contact the supervisory physician(s) by telephone or as part of the required site visit. In particular, the carrier should ascertain and document that each supervisory physician listed actually exists (e.g. a phony or inactive physician number is not being used) and that the physician is aware of his or her responsibilities. For general supervision of IDTF operations, these responsibilities are outlined in 42 C.F.R. Section 410.33.

5.3 - Enrollment Checks --(Rev. 7, 05-31-01)

All new IDTF applications should receive a thorough desk review, (including telephone contacts as necessary) and a mandatory site review. Both reviews should be coordinated so that the site reviewer can ask for and/or obtain additional information that could not be developed through a desk review. These reviews must be accomplished prior to IDTF enrollment and receipt of a billing number. *We are no longer issuing billing numbers subject to later reviews and/or site visits.* The purpose of both reviews is to determine that:

1. The IDTF actually exists
2. One or more proficient supervisory physicians who furnish the required level of supervision actually exist and understand their responsibilities
3. All technicians are properly credentialed and aware of who is the supervisory physician and how to get in contact with him or her; and
4. Properly maintained and calibrated equipment for performance of the listed tests is being utilized.

The end result of the review should be a written documented determination citing the results of the review. This determination should be for an approval, denial or a return for additional information. The determination should cite the review steps taken, any problems encountered, and establish the date from which services can be billed by the IDTF.

Site Reviews

All IDTFs must receive a site visit prior to enrollment. The site visit should normally be accomplished within the 60 day processing time. If you are required to site visit a remote location, you may be granted a time extension from this requirement on a case by case basis. Contact your regional office to determine if they will grant you an extension and document the decision.

The purpose of a site visit is to verify that an IDTF actually exists at the location shown on the Form HCFA-855 and that the information shown on ATTACHMENT 2 of the Form HCFA-855 is correct, verifiable and in accordance with IDTF regulatory and manual requirements. To the maximum extent practical, site visits should be performed on an unannounced basis. This may not always be practical for IDTFs that are located a great distance from the site reviewer or are mobile units.

Additional follow-up site visits may be required based upon carrier judgment. The site visit may be performed by qualified individuals who are employees of either the carrier or an individual or organization with which the carrier has contracted for the performance of this function. Individuals performing site visits are not required to have any specific medical training or licenses. However, the carrier shall provide any training as required to ensure that the site visitor is familiar with the equipment to be verified, and the qualifications of the technicians and supervisory physician(s). The site visitor should do the following:

1. Verify that the location address shown on the Form HCFA-855 is the actual address for the IDTF;
2. Verify that any required test equipment shown listed in ATTACHMENT 2 actually exists and is present at the IDTF;
3. Observe that for diagnostic tests being performed at the IDTF, a state licensed or certified technician listed in ATTACHMENT 2, is actually performing the test.
4. For tests that require personal supervision, observe that a supervisory physician shown in block 3 of ATTACHMENT 2 is actually present and with the patient;

5. For tests that require direct supervision, observe that a supervisory physician shown in block 3 of ATTACHMENT 2 is within the required proximity of the patient; and

6. For tests that require general supervision:

- Ask the technician the name of the supervisory physician(s) who are supervising the tests. That physician should be listed in ATTACHMENT 2
- Ask the technician how he or she can get in contact with the supervising physician(s) and confirm the technician's knowledge of procedures to follow if he or she has a problem with performing the diagnostic tests.
- Ask for a copy of any procedures related to how the general supervision requirement is being met. However, written procedures are not specifically required and they can be furnished separate from the site visit. If no written procedures exist a satisfactory written response to carrier questions is required.

If an IDTF has more than ten practice locations, but is not a mobile unit, the carrier does not have to perform a site visit to each location. A sampling of practice locations can be performed. However, each practice location address must be verified via telephone contacts and the use of independent data validation sources.

Mobile units are required to list their geographic service area. They can be site visited by the following methods: (1) the mobile unit may visit the office of the site reviewer, or (2) the site reviewer can obtain an advance schedule of the locations the IDTF will be visiting and conduct the site visit at one of those locations.

5.4 - Special Considerations --(Rev. 7, 05-31-01)

A - Billing Issues

Nothing in this document or in the Provider/Supplier Enrollment Application shall be construed or interpreted to authorize billing by an IDTF, physician, physician group practice, or any other entity that would otherwise violate the physician self-referral prohibition set forth in section 1877 of the Social Security Act and related regulations. Carriers must deny claims submitted in violation of §1877 and demand refunds of any payments that have been made in violation of §1877.

Consistent with 42 C.F.R. §410.32(a), the supervisory physician for the IDTF, whether or not for a mobile unit, may not order tests to be performed by the IDTF, unless the supervisory physician is the patient's treating physician and is not otherwise prohibited from referring to the IDTF. The supervisory physician is the patient's treating physician if he or she furnishes a consultation or treats the patient for a specific medical problem and uses the test results in the management of the patient's medical problem.

If an IDTF wants to bill for an interpretation performed by an independent practitioner off the premises of the IDTF, the IDTF must meet the conditions shown in MCM 3060.5 concerning purchased interpretations. In this case there is no reassignment of benefits, since the purchaser of the test is considered the supplier of the test. When the technical component of a test is performed by the IDTF and the interpreting practitioner is the practitioner who ordered the test, the IDTF cannot bill for the interpretation. The interpreting practitioner must bill the

interpretation since the IDTF cannot bill the interpretation when the interpreting physician is the referring physician.

Additional services related to, or generally considered required for, performing a diagnostic test are payable to an IDTF if they are commonly separately reimbursed to a physician in a physician's office setting. An IDTF can globally bill these practitioner services when they are performed by a *qualified practitioner* in accordance with the coverage, payment and general billing rules, and in accordance with the reassignment of benefit and purchased test rules. However, an IDTF is not allowed to bill for surgical procedures that are clearly not related to, or required for a diagnostic test. In some cases, an Ambulatory Surgical Center (ASC) may be performing the surgery. The ASC and the IDTF can be owned by a single entity but must have a separate enrollment and billing numbers for each.

B - Transtelephonic and Electronic Monitoring Services

Transtelephonic and electronic monitoring services (e.g. twenty four hour ambulatory EKG monitoring, pacemaker monitoring and cardiac event detection) may perform some of their services without actually seeing the patient. In many instances, they use billing codes 93232, 93278TC and 93271. These monitoring service entities should be classified as IDTFs and must meet all IDTF requirements. We currently do not have specific certification standards for their technicians; technician credentialing requirements for them are at carrier discretion. They do require a supervisory physician who performs General Supervision. Final enrollment of a transtelephonic or electronic monitoring service as an IDTF requires a site visit.

For any entity that lists and will bill code G004, the carrier must make a written determination that the entity actually has a person available on a 24 hour basis to answer telephone inquiries. Use of an answering service in lieu of the actual person is not acceptable. The carrier shall check that the person is available by attempting to contact the applicant during non-standard business hours. In particular, at least one of the contact calls should be made between midnight and 6:00 AM. If the applicant does not meet the availability standard they should receive a denial.

C - Slide Preparation Facilities and Radiation Therapy Centers

Slide Preparation Facilities and Radiation Therapy Centers are not IDTFs. However, to permit their enrollment and consequent payment of claims, in certain circumstances, it may be necessary to enroll them using an IDTF code. Use of the IDTF code does not require them to satisfy the IDTF standards set forth at 42 C.F.R. §410.33. Their enrollment should be performed in accordance with the guidance shown below.

Slide preparation facilities are entities that provide slide preparation services and other kinds of services that are payable through the technical component of the surgical pathology service. These entities do not provide the professional component of surgical pathology services or other kinds of laboratory tests. The services that they provide are recognized by carriers for payment, as codes in the surgical pathology code range (88300) to (88399) with a technical component value under the physician fee schedule. The services provided by these entities are usually ordered by and reviewed by a dermatologist. Slide preparation facilities generally only have one or two people performing this service. Some carriers previously enrolled these entities as

Independent Physiological Laboratories (IPLs). Therefore, those carriers later attempted to convert these slide preparation facilities to IDTFs. Due to their unique characteristics, the slide preparation facilities cannot actually become IDTFs. They do not have a supervisory physician and we have not specified certification requirements for their technicians.

Slide preparation facilities do not require conversion to IDTFs to retain Medicare billing privileges. A new Form HCFA-855 requesting IDTF enrollment is not required. They can simply continue their enrollment if they are already enrolled. A site visit to them is not required. Any requirements for them are to be based upon carrier discretion. Where they have been previously classified as IPLs, to permit payment, carriers are allowed to place them under the IDTF code, if that is the only way that the carrier can effect payment. If a carrier has been paying, or can effect payment for them under a different code, they should continue to do so. Each carrier should keep a reference listing providing the identifying information for each slide preparation facility allowed to bill using an IDTF code. In the future, we may set standards for the slide preparation facilities and place them in a code other than an IDTF code.

Radiation Therapy Centers can be enrolled using the IDTF specialty code if that code provides the best edits under the carrier system. The carrier should keep a listing of all radiation therapy centers which are enrolled through use of the IDTF code.

D - Transitioning From Another Supplier Type To IDTF Or To Add An IDTF Enrollment

The above guidance and the revision of the IDTF Attachment to the Form HCFA-855 clarify when an entity must enroll as and bill for the technical component of diagnostic tests as an IDTF. Based upon the above guidance and the form changes, some enrolled entities may require conversion to, or an additional, enrollment as, an IDTF. Some enrolled providers who are properly enrolled as another supplier type, may in the future need to enroll as an IDTF because of changes in their status regarding billings, ownership, or supervision practices. If the carrier believes that an enrollee requires an additional enrollment as an IDTF, or a change to an IDTF enrollment, it should advise the applicant and cite the reason why. Sometimes the applicant may voluntarily submit a rationale or documentation why the IDTF enrollment is not required. If the applicant is required to become an IDTF, the carrier shall expedite the required enrollment process. The carrier should not make changes in the enrollee's payment status during the time period when the applicant is attempting either to substantiate why it is not an IDTF, or to obtain enrollment as an IDTF. However, if the enrollee fails or refuses to obtain required IDTF status after attempts by the carrier to expedite the process, the carrier shall commence any required payment disallowances, enrollment denial, or terminations that may be necessary to rectify the situation.

6 - This Section Has Been Intentionally Left Blank--(Rev. 7, 05-31-01)

7 - Reassignment of Benefits - Form HCFA-855R--(Rev. 7, 05-31-01)

The Form HCFA-855R is to be completed for any individual who will reassign his/her benefits to an eligible entity. Also, the form must be completed for the following situations:

An individual practitioner is currently enrolled in Medicare and will reassign benefits to an entity that is currently enrolled.

An individual that has been reassigning benefits to an entity and is terminating the reassignment.

An individual practitioner who is adding a new practice location who has a current reassignment with this supplier

An individual practitioner who is deleting a practice location who has an established reassignment with this supplier but will no longer be rendering services at a particular practice location

An individual reporting a change in the type of income tax withholding or the practice location(s) with which he or she is associated.

If the individual supplier wants to reassign his or her benefits and has not been enrolled, the applicant must complete Form HCFA-855I as well as Form HCFA-855R. The newly enrolling entity who is going to receive benefits must complete Form HCFA-855B.

Any time a Form HCFA-855R is received that results in the physician exceeding 5 individual reassignments contact the physician to verify that all reassignments are still current and legitimate and to update your provider file and the UPIN. In requesting the applicant to declare all his/her reassignments, do not provide the number of reassignments currently shown on the provider file for that physician. Rather ask the physician to declare the number of his/her current reassignment arrangements and attach the Form HCFA-855R to verify/validate the arrangement. Once you receive the completed Form HCFA-855R(s), delete any reassignment on your provider file and the UPIN registry that were not declared. Prior to deleting the number, you should verify that the billing number is not currently showing billing activity. If it is, contact the physician to ask if the reassignment was overlooked. If you suspect any suspicious activity, send that information to your Fraud Units to investigate. Retain all documentation in your provider data files. If you discover that the physician has declared a reassignment that was not utilized within a 12-month period, deactivate the number and inform the physician. If a physician does not provide you with copies of the Form HCFA-855R within 30 days, contact the physician directly. If after 45 days the physician does not respond, contact the physician in writing informing him/her that any number affiliated with a group that has not been declared will be deactivated immediately. You should update your provider file within 45 days from receiving the Form HCFA-855R(s).

If you have previously (within 3-years) contacted the physician to request that he/she declare his/her reassignments, it is not necessary to do so if he/she adds another reassignment within a 3 year period. If however you have not received verification that all of his/her reassignments are still active within the last 3 years, query the physician.

You can use the following language when contacting the physician concerning an individual who has five or more reassignments.

PURPOSE: Letter to Physicians Requesting Verification of Current Reassignment Arrangements.

Date:

Dear (Name of Physician)

Address of Physician (NOT BILLING AGENT)

As part of our continuing efforts to guard against Medicare abuses, we want to ensure that we are making payments on your behalf to entities with which you are currently affiliated. Also we want to make sure that the entities you have designed to receive payment are eligible under Law 18, Section 1861(r). In order to do this, we are requesting information as to who currently has authorization (an employer, facility, or health care delivery system) to receive reassigned payment on your behalf per Federal Regulations 42 CFR §424.80.

Attached is the "Reassignment of Benefits Statement, Form HCFA-855R" acknowledging that, under the terms of your employment or contract, you are reassigning your benefits to an authorized entity. Please copy the form and complete one for each entity who is eligible to receive payment on your behalf so that we can update our provider files. Any entity who is not identified will automatically be canceled as ineligible to receive Medicare payments on your behalf. We are asking for your response within 30 days of receipt of this letter. If you are unable to provide us with the information in that time frame, please contact us immediately. If you have any questions regarding this letter, please contact (Name of Enrollment Specialist) at (Phone number of Enrollment Specialist) between the hours of 9:00 a.m. - 4:00 p.m.

PURPOSE: Letter to Physician to Inform them that Group Numbers will be Deactivated if not Declared

Date:

Dear (Name of Physician)

Address of Physician (NOT BILLING AGENT)

We sent you a letter dated (date of letter), requesting that you validate your current payment arrangements. This information is extremely important so that we can safeguard against abuses to the Medicare program. Please take a moment to complete and acknowledge that under the terms of your employment or contract, you are reassigning your benefits to an authorized entity. Attached is the form you need to complete for each entity who is eligible to receive payment on your behalf. If we do not hear from you within 15 days of receipt of this letter we will need to take immediate action to disassociate any provider number on file that is receiving Medicare payment on your behalf. After such action, you will only be eligible to receive Medicare payment under your own Medicare provider number.

If you are unable to provide this information within 15 days or need assistance, please contact (Name of Enrollment Specialist) at (Phone number of Enrollment Specialist) between the hours of 9:00 a.m. - 4:00 p.m..

7.1 - Individual Reassignment of Medicare Benefits--(Rev. 7, 05-31-01)

1. General Application Information - Form HCFA-855R

Reason for Submittal of this Application

Check Box

The applicant must provide the reason it is completing the Form HCFA-855R.

7.2 - Supplier Identification--(Rev. 7, 05-31-01)

2. Supplier Identification

The applicant must provide the legal business name and Medicare identification number to whom Medicare benefits are being reassigned. This is the name the entity uses to report to the IRS.

7.3 - Individual Practitioner Identification--(Rev. 7, 05-31-01)

3. Individual Practitioner Identification

Each member who is reassigning or terminating reassignment of his or her benefits to the entity listed above must complete this section.

For individuals who receive Form 1099, all services must be provided in the group setting. The group must disclose for each individual who will bill under the group number the Internal Revenue Service (IRS) withholding method. If a member indicates that he or she receives the IRS Form-1099 at the end of the calendar year, the applicant can reassign his or her benefits to the group if he or she meets the requirements in MCM §3060 or MIM §3488. For those individual practitioners who show W-2 and the contractor wants to validate this information, request a copy of a pay stub, or any other validation source that shows employment. You may also request a copy of the W4 form completed with the employer name, EIN, employee name, and authorized representative's signature. In those situations that may cause you concern regarding its employer/employee relationship, you have the discretion to request the applicant provide you a copy of the W-2 at the end of the year to verify this information. For those applicants who check 1065-K1, the contractor can request a copy of the partnership agreement to verify the arrangement.

Verify that the entity receiving reassigned benefits and all members who are reassigning benefits are not excluded from the Medicare program by checking MED, GSA, FID and HIPDB databases to determine if the entity/individual practitioner is listed. If the entity is excluded, deny the application according to procedures in §14.3., Denial 1. If a group member is excluded, inform the entity that it cannot add this member to its organization. Contact any other carriers that may have enrolled the applicant to ensure that no future payments are made and to recoup any overpayments.

If the applicant/individual practitioner is listed in the FID or HIPDB databases, alert the Fraud unit. See procedures in §16.1.

If any information is missing, request that the applicant provide the missing information; see §14.1.

7.4 - Practice Location--(Rev. 7, 05-31-01)

This section is to identify where the individual will be practicing within the group. Once the individual provides you with this information, verify that the group application reflects all those practice locations as listed. If not, request the group to update its enrollment application, Form HCFA-855B.

7.5 - Statement of Termination--(Rev. 7, 05-31-01)

5. Statement of Termination

This section allows the individual practitioner to terminate his/her previous authorized reassignment of benefits. Verify that the signature matches his/her original signature on the Form HCFA-855. Both the contractor's system and UPIN registry should be updated to show the termination.

7.6 - Reassignment of Benefits Statement--(Rev. 7, 05-31-01)

6. Reassignment of Benefits Statement

The individual practitioner must complete this section to reassign his/her benefits. Follow instructions in MCM Part 3, §3060 to ensure that the group is eligible to receive payment. The group must provide a copy of the reassignment of benefits statement for each physician in order to receive benefits.

7.7 - Attestation Statement--(Rev. 7, 05-31-01)

7. Attestation Statement

The applicant must sign the attestation statement. If the attestation statement is not signed, return the application. You may not accept a photocopy or fax of the signature. You must file the signature copy with the original. The requirements to be an authorized official are defined in Sections 15 and 16 within this manual.

8 - Enrolling Certified Suppliers Who Enroll With Carrier--(Rev. 7, 05-31-01)

Enrolling Ambulatory Surgical Centers (ASCs), Portable X-ray Suppliers, and Independent CLIA Labs

For certified suppliers, request an application for every state in which it is rendering services. Upon notification from HCFA, carriers will provide initial Form HCFA-855 distribution for ASCs, Portable X-ray suppliers, and independent CLIA labs. The carrier shall answer all applicant inquiries concerning the enrollment process. The carrier shall advise the applicant to promptly contact the applicable State Agency for its supplier type. Within ten (10) calendar days of your receipt of the completed Form HCFA-855 you are required to transmit a copy of the applicant's Form HCFA-855 to the applicable State Agency or CLIA office. Document that you have done this. Process the application as you would for the Form HCFA-855B outside of these instructions

For ASCs and Portable X-ray suppliers you must review the application and send a recommendation for approval or denial (see §14 regarding recommendations for approval or

denial) to the applicable State Agency and Regional Office, or make a request from the supplier for additional information. You must keep a record of the date the applicant has been recommended for approval. Provide the RO with a copy of applicant's latest updated Form HCFA-855. The recommendation sent to the State Agency has to have the Form HCFA-855 attached only if it has been changed from the one you previously sent to them.

For ASCs and Portable X-ray suppliers you will receive a document or notification that the supplier has met any qualifications required to obtain enrollment. This document is usually an approval letter or tie in notice. The supplier usually also receives a letter notifying it of its meeting any required qualifications.

Upon receipt of a tie-in notice or approval letter from the RO you may enroll the ASC or Portable X-ray supplier. The date claims payment can start is shown on the notice. Do not enroll any supplier who requires an approval or tie-notice until you have received the notice.

CLIA Labs

Labs that are integrated into a supplier or provider, e.g. labs that have exactly the same ownership and physical location as another enrolled supplier or provider (e.g. hospital lab or a lab at a physician's office) do not require a separate Form HCFA-855. The enrolled, or enrolling provider or supplier should provide its CLIA number in the practice location section, block 4A5. Independent CLIA labs must submit a separate Form HCFA-855. You shall distribute the initial Form HCFA-855 and advise the applicant to contact the applicable CLIA office. Its application should be reviewed as any other supplier. However, it cannot be enrolled until it receives a CLIA number. Check for a notarized or certified true copy of the CLIA certificate or state license. Once the independent CLIA lab has been reviewed and has a valid CLIA number it can be enrolled.

Labs that do not plan to participate in the Medicare program should be directed to the applicable CLIA office.

Changes of Ownership - As suppliers ASCs, Portable X-ray suppliers and independent CLIA labs cannot have a formal Change of Ownership (CHOW) as defined in 42 CFR 489.18. When ownership for one of these entities changes, as evidenced by use of a new TIN, the new owners must enroll as a new supplier. You should promptly suspend payment to an ASC, CLIA lab or Portable X-ray supplier who has changed ownership. Transmit a copy of the Form HCFA-855 for the new owners to the applicable State Agency within 10 calendar days of your receipt. Promptly review the Form HCFA-855. If the new owners are eligible for Medicare enrollment, contact the State Agency to determine if there are any objections or impediments to enrollment of the new owner as a new supplier. Document the state agency's response. If the State Agency says it is acceptable to enroll the new owners, then promptly enroll them and pay all suspended claims. If the State Agency has questions about whether the applicant should be surveyed, or whether it should have a license, do not enroll the new applicant. Contact your regional office for advice on the action to take. If you do not receive a response from the State Agency or HCFA Regional Office within 10 calendar days, or it requests that you hold the application pending further State action, then the delay caused by this is considered excusable for processing time purposes. However, you should document the file to explain the reason for delay.

The application verification procedures should follow those that are outlined in the supplier section.

9 - Medicare + Choice (M+CO) Managed Care Organizations--(Rev. 7, 05-31-01)

Medicare + Choice (M+COs) are allowed to bill Part B fee-for-service under certain situations. These situations are detailed in §7065 of the Medicare Carriers Manual. Such fee-for-service claims would include services provided by the M+CO to a beneficiary who is a M+CO enrollee but whose enrollment is not yet effective; services provided by an attending physician or services unrelated to a terminal illness furnished to an M+CO enrollee who has elected hospice benefits; and services furnished to an M+CO enrollee, but which are excluded from the M+ C contract under Section 1852(a)(5) of the Social Security Act.

Since MCOs undergo a stringent application process and are scrutinized closely by Regional and Central Office staffs before admission, carriers will enroll them through an abbreviated Form HCFA-855B process. When contacted by an M+CO, carriers must send them a copy of the Form HCFA-855B and instruct them to complete Sections 1A, 2, 4, 9 (optional), 13, 14, 15 and 16. The M+CO must also attach a copy of the letter issuing the indirect billing number from Central Office as well as include its contract number (H----). If the organization does not have an indirect billing number, return the application to the M+CO and advise them to contact the Health Plan Payment Operations Support Team, Demonstration and Data Analysis group, Center for Health Plan Providers. They issue the indirect billing number. When it is received, the M+CO can resubmit the enrollment package.

The Medicare carrier is only required to verify that the "payment to" information is appropriate. The M+CO must enter the State and county where it sees enrollees for locality payment determinations. Enroll the organization as a health care delivery system and issue it a UPIN and a PIN. Carriers must ensure that the M+CO understands that it will receive different billing numbers from each Carrier with whom it has applied.

Whenever a M+CO reduces a geographic area or terminates its entire contract, the above central office organization will provide a termination letter to the provider enrollment contacts at each Regional Office. Upon receipt of a termination notice, the M+COs lose all Medicare billing privileges, effective December 31 of that year. The plan that leaves the M+C arrangement will have to complete a new Form HCFA-855B in order to qualify for fee-for-service billing privileges. The plan will submit a new Form HCFA-855B and go through a verification process with each carrier with whom it desires to do business.

Notify the organization that all of its contracted physicians and eligible non-physician practitioners must also have a UPIN and a PIN in order for the M+CO to receive payment indirect payment procedures. The following instructions concern the different enrollment situations that may arise:

- An individual is enrolled with the carrier and has a PIN for his/her private side business but he/she also has a contract with a M+CO: have him/her submit a Form HCFA-855R for his/her participation with the M+CO. This also applies to specialists outside of the M+CO who see M+CO enrollees.
- An individual contracting with an M+CO must enroll with each carrier with which the

M+CO could be doing business and the individual will be submitting claims to that carrier. A Form HCFA-855 and Form HCFA-855R are required. The carrier shall verify state licensure if the individual is already enrolled. Otherwise, all information must be verified.

- An individual has never enrolled in Medicare: must fill out a Form HCFA-855B and go through entire verification process and submit a Form HCFA-855R for reassignment purposes.

Durable Medical Equipment--If a M+CO wants to bill for durable medical equipment, prosthetics, orthotics, or supplies (DMEPOS) related to the care it has given an enrollee and which falls under the indirect payment procedure, then it must contact the National Supplier Clearinghouse (NSC). (The NSC will send it a Form HCFA-855S where sections 1A (name and EIN only), 3A, 3E, 5, 7,8 (place "MO" in primary type of supplier line), 12A, 19 (if applicable), 21, and 22.) The Form HCFA-855S must be returned to the NSC with a copy of the letter conveying the indirect billing number issued by the HCFA Central Office. The above termination instructions apply for DMEPOS also.

10 - Application Sectional Instructions for Intermediaries--(Rev. 7, 05-31-01)

These instructions are written to provide guidance to Medicare intermediaries on how to process the enrollment application, Form HCFA-855A, Application for Health Care Providers that will Bill Medicare Fiscal Intermediaries.

Routine use of more than one individual to review an application should be restricted to processing where one individual performs one function and the other individual performs a different function. An example would be where one person reviews the entire Form HCFA-855A and one person does all the GSA and MED checks. (For more information on the processing cycle, see §15). One person should be listed as the contact person for any correspondence/clarification that is sent to the applicant. Any correspondence sent from the intermediary shall have a telephone number where the applicant can reach the contact person directly. Upon receiving any additional information/clarification, the same person should be assigned to validate the information and finish processing the application. Substitutes can be made (and should be) when employees are absent from the office. However, the majority of applications should be processed through the same individual. Upon receiving the application, you shall make sure that any required attachments are submitted. Annotate any missing documentation that is necessary to complete the processing of the application. If in your review you determine that you need additional supporting documentation to verify/validate information, you have the authority to do so. An example is requesting a copy of a billing agreement, etc.

All "provider based" HHAs and Hospice providers should submit their HCFA 855A applications to the audit intermediary (intermediary of the parent provider). All other HHA and Hospice providers should submit their HCFA 855A applications to the regional home health intermediary (RHHI).

Query existing records in the file to determine if common owners correlate to multiple tax identifications, and to determine if different companies are reporting common names and/or addresses. If found, verify whether these entities are enrolled with other contractors to determine if any fraud/abuse/overpayments have occurred. If yes, forward to the fraud and abuse unit.

10.1 Processing the Application--(Rev. 7, 05-31-01)

Section 1. General Application Information. - Form HCFA-855A

The applicant must state the reason for submitting the application.

A. Reason for Submittal of this Application

1. Check one:

If the applicant fails to check any of the boxes to indicate why the application is being submitted, review the application to determine the reason for submittal. If you can make that determination on your own, continue to process the application. If you cannot make a determination, contact the applicant by telephone for additional information; see §6.

Initial Enrollment--Any provider who enrolls in the Medicare program for the first time with the contractor under this tax identification number or who has already enrolled with a contractor but needs to enroll in your jurisdiction would check this box. Also, if a provider is seeking to reestablish itself in the Medicare program after reinstatement from an exclusion, the applicant would enroll as if it were an initial enrollment. Although the application would be checked as an initial enrollment, the provider retains its original billing number so that you can continue to track its performance.

Revalidation--If the applicant has been requested to verify and update its enrollment information, the applicant would check this box.

Reactivation--Any time a provider has not billed the program within four consecutive quarters, you must deactivate its billing number. When you deactivate a number, inform the provider that its billing number was deactivated and that, prior to submitting claims, it must reactivate its billing privileges. The fact that you deactivate a number does not change the status of a provider having Medicare privileges. Therefore, if you receive an inquiry from the Medicaid office asking if the deactivated provider has a Medicare number state "Yes". Regardless if the number is deactivated, it is considered a Medicare provider. Do not confuse the status of a deactivated provider with one that has been revoked or denied Medicare privileges. Prior to being able to reactivate a billing number, the applicant must be able to submit a valid claim. It must also meet all current requirements for that provider type, regardless of when it was previously enrolled in the program unless stated otherwise in HCFA regulation. When the applicant needs to reactivate its billing privileges, you should request the provider to verify that the information on your file is current. This can be done by printing out what is currently on file, or photocopying a previous application and have the applicant sign a certification statement to confirm that the information is still true and accurate. If the applicant has never completed the Form HCFA-855 the intermediary can request that it do so now. If the applicant provides you with any changed data, you must verify the new information. If the data is the same as previously recorded, and you are not revalidating the information, do not verify/validate the information as it has already been verified previously.

In order to identify those providers that have not billed the intermediary within 4 consecutive quarters, you must be able to identify those providers in your system. You must query your

system on a quarterly basis to identify all providers that have not billed the program in the stated time frame. Once you identify those providers, notify the provider that its number has been deactivated for security purposes, and, prior to submitting a claim, it will be required to furnish you with Form HCFA-855 information prior to receiving Medicare payment.

Change of Information--Any time a currently enrolled provider is adding, deleting, or changing information under the same OSCAR number, it must report this change using the Form HCFA-855A. The applicant should check the appropriate changed section on the application in Section 1A1 and identify itself in this section. Only the reported changes need to be completed on the application. For example, if an applicant is changing its correspondence address and a contact person is not listed, you should assume that the contact person is the same person as identified in the initial enrollment. The applicant is not required to provide you with a new one. Always require that the certification statement in Section 15 is signed and dated. All signed certification statements must be kept -in-house to verify the signatures with the original Form HCFA-855A. The initial application's certification statement is a verification tool and should be checked with any change request. If the contractor determines that the certification statement has not been signed by an appropriate party, alert your fraud unit for further action.

Any change to a Pay-to-Address requires the contractor to verify/validate this request. See §4C "Pay-to-Address" for further instructions.

Voluntary Termination of Billing Number--Effective Date (MM/DD/YYYY).--When a provider will no longer submit claims to the Medicare program, we allow it to voluntarily terminate its number. This is to prevent any fraudulent abuse of the number. Therefore, we are requesting that the applicant notify the program in the event the provider closes its business, etc. The applicant should provide you with the date it stopped practicing under this number. For any provider that is placed on a corrective action plan, it cannot deactivate its billing number to circumvent its agreement with Medicare.

Change of Ownership (CHOW), Acquisitions and Mergers, Consolidations

Due to the complicated rules concerning these actions, some applicants will incorrectly check the wrong enrollment box. Use the following rules, as well as the information provided by the applicant and the Form HCFA-855A instructions, to determine which enrollment action is being undertaken. After this review, if you determine that the applicant has checked the wrong box, make a request for additional information so that the applicant can make the appropriate changes.

All subunits which have a separate OSCAR number and provider agreement are required to submit their change in status (CHOW, Acquisition/Merger, Consolidation or Voluntary Termination of Billing Number) on a separate Form HCFA-855A for said subunit. However, intermediaries are encouraged to process together all Form HCFA-855(s) applicable to the change in status. For example, all the owners listed on the numerous HCFA-855(s) for the basic provider and numerous subunits can receive one check against the FID.

Change of Ownership (CHOW)

Applicants that are undergoing a CHOW- this includes the old and new owners- should check this box. The old and new owners should submit separate Form HCFA-855(s). To determine if the enrollment activity being reported is actually a CHOW, consult 42 CFR 489.18., SOM

Section 3210

If a prospective or new owner does not accept assignment of the liabilities and assets of the old owner, then the new owner cannot have the provider agreement transferred to it. It will be considered a new applicant. This new owner should not check the CHOW box. It should check initial enrollment. Many providers/suppliers undergo financial and administrative changes that they may consider to be a change of ownership but do not meet the definition shown in 42 CFR 489.18. The changed information shall be reported by submission of an update of the applicable changed sections of this form. They should check the Change of Information box in §1 of the application.

Acquisitions/Mergers (including their CHOW)

Applicants reporting actions that will result in one or more provider (OSCAR) numbers being eliminated from the Medicare program should check the acquisition box. In general, a provider number is eliminated if the acquisition results in only one remaining Tax Identification Number (TIN), State survey or accreditation, and Medicare agreement. If the acquisition results in an existing provider having new owners but keeping its same provider number, then the applicant should check the CHOW block.

The acquisition box should be checked on separate Form HCFA-855(s) by Both, 1) the provider that is acquiring another provider, and 2) the provider that is being acquired by another provider.

Consolidations (including their CHOW)

This box should be checked when (and only when) a consolidation will result in issuance of a brand new provider number. This is usually the result of formation of a brand new organization, with a brand new TIN. All applicable sections of this application should be filled out for this brand new provider entity (similar to being an initial enrollment).

2. Tax Identification Number/Medicare Identification Number--§1124(a)(1) and 1124A(a)(3) of the Social Security Act requires both SSNs and EINs be obtained. The Social Security Administration (SSA) and the Secretary of the Treasury, through the Internal Revenue Service (IRS), will verify that the SSNs and EINs that are collected match the disclosing entity on the application. This automatic verification will occur when the PECOS becomes operational. According to IRS requirements, a TIN is a SSN or an EIN, and appears with the legal business name used when reporting taxes to the IRS. Validate the TIN against IRS paperwork, such as a CP575 (a computer-generated form), a Form 990, a quarterly tax payment coupon, or other IRS correspondence which contains the applicant's name and the TIN. If an applicant cannot obtain the required IRS document, then an explanation must be given in a separate attachment and evidence provided that links the business name with the TIN listed. For example, if a provider changes its name, and the IRS does not send an updated document. The provider may then submit the old IRS document with the old name, and a copy of documentation filed with the State or IRS concerning the name change with an explanation of the situation. If the applicant fails to provide you with this information or it does not match, make a recommendation for denial; see §14.3, Denial 6.

3. Medicare Identification Number--This block must be filled in by all currently enrolled providers. This block is usually checked as a result of a sale to an owner that is enrolled with you

or will request enrollment with you. Sometimes, it will be checked by an enrollee for "other" reasons. In either case, contact the current intermediary of the provider to advise them of the proposed change. Request that the current intermediary provide you with the information regarding the provider's status with the intermediary, e.g., overpayments, pending adverse action or existing adverse action against the provider, owner, managing employee, etc. The responding intermediary must provide you with an answer concerning your inquiry within 5 days absent extenuating circumstances. Do not delay processing the application. However, if the other intermediary indicates suspicion or existence of fraud or abuse, or other problems, alert your fraud unit. Check the FID. Contact the OIG if necessary. This information should be brought to the attention of the regional office before any formal CHOW or change of intermediary is permitted.

4. Fiscal Intermediary Preference

- a.) A new provider would complete this block
- b.) A provider who is enrolled and is requesting a change would check this block.
- c.) An applicant can complete this block with its intermediary preference. If you have reason to believe that the provider should be enrolled with another intermediary, contact your regional office. The provider is not always assigned its intermediary of preference.

5. Is the Provider Currently Enrolled

This section is for information that could assist in identifying future fraud/abuse or overpayments. If the applicant fails to provide you with this information, and you are aware that it is active in another Federal health care program, request additional information to determine if any overpayments, etc., should have been reported. See §14.1 for further instructions.

B. Change of Ownership Information (CHOW Only)

Providers that are undergoing a change in their ownership structure are required to notify us concerning, the identity of the old and new owners, how they will organize the new entity, and when the change will take place. In general, we require separate Form HCFA-855 notification from both the old and new owners. There are basically five types of changes that can occur: 1) a Change of Ownership (CHOW) in accordance with 42 CFR 489.18; 2) changes in the ownership structure to an existing provider which do not constitute a CHOW; 3) a new owner who purchases an existing provider but will not accept assignment of the assets and liabilities of the old provider (a new provider); 4) an existing provider who acquires another existing provider (acquisition/merger); and 5) two or more existing providers who are totally reorganizing and becoming a new provider (consolidation).

The intermediary shall document that all individuals who are processing CHOWs Acquisitions, and Consolidations are familiar with 42 CFR 489.18 and all other HCFA directives concerning these actions.

In processing an action concerning blocks B, C, or D, it is possible that the applicant will make a mistake concerning the type of transaction they are having. In some cases this will require a request for additional information from the applicant. If this happens continue to process the

application and request that the applicant revise the application. A major goal in processing these transactions is to ensure that we have current information on any new owners. We also want to be certain that we are not paying a new owner, who does not accept assignment, until he/she is separately enrolled.

Information submitted from an old and new owner on separate Form HCFA-855(s) should be checked against the information for the same entity submitted by the other owner(s). In particular the intermediary shall attempt to assure that both the old and new owners report these changes. This can be done by waiting no more than 14 calendar days after receiving a Form HCFA-855 from one set of owners and then calling/notifying the ownership entity that has not yet reported the change.

We are willing to accept information concerning prospective changes up to three months prior to the anticipated date of prospective change. The applicant can make changes to its submitted Form HCFA-855 during the review period. It must notify us within 30 days of any change. Reported changes should be reviewed immediately.

1B. Change of Ownership Information (CHOW Only)

For old/selling owner--The intermediary shall check to determine that an enrolled provider (seller) that will transfer its ownership interest to new owners and undergo a CHOW in accordance with 42 CFR 489.18 has completed this section. This "old" owner should check the Change of Ownership (CHOW) box in Section 1A1, complete item 1B, and sign the Certification Statement in §15. A copy of the Sales Agreement must be attached. If the sales agreement is not attached make a request for additional information. The intermediary shall document that it has reviewed the sales agreement. The intermediary shall ensure that the information contained in the sales agreement is consistent with that reported to it via Form HCFA-855(s). In particular there should be consistency among the names of the relevant parties to the CHOW. The intermediary shall document that it has made this check. Form HCFA-855(s) from the old owners citing a CHOW do not require a recommendation for approval or denial. Those recommendations will be based upon the CHOW application received from the prospective new owner. The old owner's Form HCFA-855 will be considered a change of information as concerns processing times.

If you do not receive a Form HCFA-855 from the new owner within 14 calendar days of your receipt of the Form HCFA-855 from the old owner, contact the potential new owner. Document this action. Use information from the sales agreement, call the old owner, or use an independent source. If you do not receive information from the new owner, that it has accepted assignment and submitted a Form HCFA-855 within 30 calendar days of your attempt to contact the new owner, then temporarily deactivate the provider number unless the sale has not yet been accomplished. However, payments to a new owner can then resume once this information is received and you ascertain that it accepts assignment. This can be evidenced by the provider checking "Yes" in block 1B4.

For new/purchasing owner--A prospective or new owner (purchaser) who is participating in a Change of Ownership (CHOW) as defined in 42 CFR. 489.18 should complete the entire application. It should check the Change of Ownership (CHOW) box in Section 1A1. The intermediary shall check to see that the information in B1 has been fully completed. A copy of the sales agreement is required. If the sales agreement is not attached make a request for

additional information. The intermediary shall document that it has reviewed the sales agreement. The intermediary shall ensure that the information contained in the sales agreement is consistent with that reported to it in the new owner's Form HCFA-855. If the old owner's Form HCFA-855 is available at the time of review, then check the information against that received from the old owner. In particular there should be consistency among the names of the relevant parties to the CHOW. The end result of the review of the new owner's Form HCFA-855 application shall be a recommendation to approve or deny. Do not attempt to expedite the review of the new owner's application. Do not make a recommendation to approve unless the new owners have checked "Yes" in block 1B4.

New Owner Not Accepting Assignment

If the prospective or new owner does not accept assignment of the liabilities and assets, of the old owner, then the new owner cannot have the provider agreement transferred. If an individual currently enrolled as a provider has a change of ownership as a result of their incorporation, they must submit two copies of their Articles of Incorporation in lieu of the Sales agreement. The carrier must review the Articles of Incorporation and document that they have performed this review. The review should be to verify that the parties involved are those shown on the Form HCFA-855A.

In a CHOW, the new owners will be considered enrolled for payment purposes on the latter of 1) the date they passed their State survey or accreditation or 2) the date they were recommended for approval by the fiscal intermediary (therefore, it is very important to annotate that date).

C. Acquisitions/Mergers (including their CHOW)

Acquisitions that will result in one or more provider (OSCAR) numbers being eliminated from the Medicare program should be reported in this section. In general, a provider number is eliminated if the acquisition results in only one remaining Tax Identification Number (TIN), State survey or accreditation, and Medicare agreement. If the acquisition results in an existing provider having new owners but keeping its separate provider number, then the instructions in section 1B above for a Change of Ownership (CHOW) are applicable (neither provider should fill out this Section 1C). This section should be completed on separate Form HCFA-855(s) by Both, 1) the provider that is acquiring another provider, and 2) the provider that is being acquired by another provider.

- **Provider Being Acquired:** All providers being acquired should be listed.
- **Acquiring Provider:** This section is to be completed by both the acquiring and the acquired organization with information concerning the acquiring provider.

Provider Being Acquired

The provider being acquired should check "Acquisition" in block 1A1 and should provide the effective date of acquisition. It should complete 1C and sign the certification statement. Form HCFA-855As from the old owners citing an "Acquisition" do not require a recommendation for approval or denial. Those recommendations will be based upon the Acquisition application received from the prospective new owner. The old owner's Form HCFA-855A will be considered a change of information as concerns processing times.

If you do not receive a Form HCFA-855A from the new owner/acquiring provider within 14 calendar days of your receipt of the Form HCFA-855A from the old owner/provider being acquired, contact the potential new owner. Document this action. Use information you already have on file, call the old owner, or use an independent source. If you do not receive information from the new owner, and an updated Form HCFA-855A from it within 30 calendar days of your attempt to contact the new owner, then temporarily deactivate the old provider number unless the effective date has not been reached. However, payments to a new owner can then resume once this information is received.

Acquiring Provider

The provider doing the acquiring should completely fill out items 1. and 2. However item C does not need to be completed if no sub-units are on file. The provider doing the acquiring should also amend §4, "Practice Location", to list the practice location of the provider it is acquiring. The application from the acquiring provider should be thoroughly reviewed. The end result of the review should be a recommendation to approve or deny. You may request additional information as applicable.

If you ascertain by any means that a provider who is currently enrolled has acquired another enrolled provider, immediately request a Form HCFA-855A reflecting the acquisition, from the provider doing the acquiring. If the provider doing the acquiring does not submit this Form HCFA-855A within the later of the date of acquisition or 30 days after the request, temporarily deactivate the acquiring provider. Payments may be resumed upon receipt of the completed Form HCFA-855. Document attempts to contact the acquiring provider.

Two copies of the sales agreement should be submitted by the acquiring provider and the provider being acquired. If the sales agreement is not submitted, then make a request for additional information. The intermediary shall document that it has reviewed the sales agreement. The intermediary shall ensure that the information contained in the sales agreement is consistent with that reported to it via Form HCFA-855(s). In particular there should be consistency among the names of the relevant parties to the acquisition.

D. Consolidations (including their CHOWs)

This item should be completed only when a consolidation will result in the issuance of a brand new provider number. This is usually the result of formation of a brand new organization, with a brand new TIN. All applicable sections of this application should be filled out for this brand new provider entity (similar to being an initial enrollment). The result of the review of the new consolidated provider shall be a recommendation to approve or deny, or a request for additional information.

Consolidations that will result in two or more provider (OSCAR) numbers being eliminated from the Medicare program should be reported in this §1D. In general, a provider number is eliminated when a TIN is eliminated. If a transaction results in an existing provider having new owners but keeping its separate provider number, then the instructions in Section 1B above for a Change of Ownership (CHOW) are applicable. If a transaction results in an existing provider having new owners and it will still be using the provider number of the acquirer, then the instructions in §1C above for an Acquisition are applicable.

1. 1st Consolidating Provider

This section should be completed about the 1st currently enrolled provider who, as a result of this consolidation, will no longer retain its current Medicare provider number.

2. 2nd Consolidating Provider

This section should be completed about the 2nd currently enrolled provider, who, as a result of this consolidation, will also no longer retain its current Medicare provider number.

3. Newly Created Provider Identification Information

Complete information should be provided about the newly created provider. Each provider who will no longer be enrolled as a Medicare provider as a result of the consolidation should also submit a Form HCFA-855A which checks "consolidation" in block 1.A.1. It should complete block 1.D.1. and sign the certification statement. If you receive such a Form HCFA-855A from a provider being consolidated, it should be handled as a change of information and does not require a recommendation for approval or denial.

If you do not receive a Form HCFA-855A from the new consolidated provider within 14 calendar days of your receipt of the Form HCFA-855A from an old owner/provider being consolidated, contact the potential new owner. Document this action. Use information you already have on file, call the old owner, or use an independent source. If you do not receive information from the new owner, and an updated Form HCFA-855A from them within 30 calendar days of your attempt to contact the new owner, then suspend payments to the old provider numbers unless the consolidation has not been accomplished. However, payments to a new consolidated owner can then resume once this information is received.

If you ascertain by any means that a provider who is currently enrolled has or is taking part in a consolidation, immediately request a Form HCFA-855A reflecting the consolidation, from the new consolidated provider. If the consolidated provider does not submit this Form HCFA-855A within the latter of the date of consolidation, or 30 days after the request, temporarily deactivate the acquiring provider. Payments may be resumed upon receipt of the completed Form HCFA-855. Document attempts to contact the acquiring provider.

Questioning CHOW, Acquisition (including Merger) or Consolidation Status

Sometimes the fiscal intermediary will question whether a CHOW, Acquisition, or Consolidation has occurred. The HCFA Regional Office has the final authority to make the determination as to whether these have occurred. The fiscal intermediary shall process all CHOW, Acquisition and Consolidation applications, and change of information applications which could potentially be a CHOW, Acquisition or Consolidation, to the maximum extent possible prior to any Regional Office determination. The intermediary shall promptly contact the Regional Office. Such contact, via a letter, e-mail or telephone call shall be documented. If the Regional Office does not respond to your request within 10 calendar days, any additional days shall be considered a valid processing time extension. The intermediary shall document the date that the response was received.

10.2 - Provider Identification--(Rev. 7, 05-31-01)

Section 2: Provider Identification

A. Type of Provider

1. Check One

Verify that the provider is licensed to practice in the State where it is enrolling.

If the applicant submits the license without it being notarized or "certified true," you must verify the licensure with the appropriate State agency. A notarized copy of an original document will have a stamp which states "official seal" along with the name of the notary public, State, county, and the date the notary's commission expires. A certified "true copy" of an original document obtained from where it originated (or stored) has a raised seal which identifies the State and county in which it originated or is stored. All applicable licenses must be submitted and verified as valid. If the State has a licensing body that issued the applicant a certificate of good standing, you can recognize it as adequate proof the provider has received the license required. However, the certificate of good standing cannot be older than 30 days.

The license(s) which should be submitted with this application are only those required by Medicare or the State to function as the provider type for which the applicant is applying. Local licenses/permits (in particular those not of a medical nature) are not required. Documents that can be obtained only after State surveys or accreditation are not required as part of the application submissions.

If the applicant had a previously revoked or suspended license reinstated, request that the applicant submit a copy of the reinstatement notice(s) with the application.

If the applicant does not submit the appropriate license information, except for licenses available only after State surveys or accreditation, make a recommendation for denial; see §14.3, Denial 2.

2. This block is to be completed only by hospitals.

3a. All hospitals must check a box for this item. If you believe that a listed department is not really a department that would qualify as being provider-based, then request additional information from the provider.

3b. All hospital applicants must complete this item.

B. Provider Identification Information

1. Verify that the legal business name reported is the same name reported to the IRS as described in §1A2. If the legal business name is different than what is reported to the IRS, return the application for clarification after you have finished reviewing it; see §14.1. The provider must provide at least one document from the IRS showing the legal business name it uses to report taxes to the IRS with the corresponding TIN. If an applicant cannot obtain the required IRS document, then it should explain why in a separate attachment and provide evidence that links its business name with the TIN listed. For example, suppose the applicant recently changes its name and the IRS has not sent it an updated document. The applicant may then submit the old IRS

document with the old name, as well as a copy of documentation filed with the State concerning the name change. Additionally, it should submit a note explaining the situation. If the applicant does not provide a valid TIN, recommend denial to the RO; see §14.3, Denial 6.

2. Capture the "doing business as" name as reported and the county/parish where the name is registered (if applicable).

3. Annotate the year-end cost report date and the date the business started. If these are not completed, contact the applicant for additional information; see §14.1.

4. Verify the incorporation date and the State where incorporated with another source. If you find a discrepancy, contact the applicant for additional information; see §14.1.

If the business is incorporated, and you find conflicting information than what is reported, you must request a copy of the provider's "Articles of Incorporation" for validation purposes.

C. Correspondence Address

This section is to assist you in contacting the applicant with any questions or concerns you have with the application. This must be an address where you can directly contact the applicant to resolve any issues that may arise as a result of its enrollment in the Medicare program. It cannot be an address of a billing agency, management services organization, or staffing company.

Verify that the telephone number on the application is a number where you can directly contact the applicant. Call the number on the application to verify that this is the applicant's personal number. If the applicant has not provided you with this information, attempt to contact the applicant by telephone by the number provided under practice location. If you cannot make contact with the applicant, return the application for additional information. If you find that the applicant has supplied you with a billing agency's address, again, try to contact the applicant at the practice location. If you are unable to reach the applicant directly, return the application for further information.

D. Accreditation

The provider must check, Yes, No or Pending in this block. If the provider cites yes or pending, check to see if the accrediting body cited is one which HCFA accepts in lieu of a State Survey or other certification, for the provider type being enrolled. If the accrediting body is not one those accepted by HCFA in lieu of State Survey, advise the provider accordingly and document the file. The provider may cite that the accrediting action is in addition to another HCFA recognized certification. This is acceptable.

E. Federal Approval (FQHCs and OPOs only)

Check to see that the prospective provider has checked "Yes," "No" or "Pending" in this block. Continue to process the application even if the block has been checked "No" or "Pending." However, if the applicant has not notified you that it has received their approval, attach a note advising of this, to the recommendation for approval or denial you send to the regional office and the State Agency.

F. Prospective Payment system exclusions

The applicant should check Yes or No in this block. If the block is not checked make a request for additional information. However, if the block is left blank by a provider type that cannot have prospective payment system excluded units, ignore this block.

G. Comments

This section is to explain any unique billing number requests or to clarify information in this section.

10.3 - Adverse Legal Action(s)--(Rev. 7, 05-31-01)

Section 3. Adverse Legal Action

A. Adverse Legal History

Check to see whether the applicant is changing previous information. If yes, make sure that the effective date is listed. If the applicant fails to provide you with an effective date, request additional information; see §14.1.

1. The provider must respond to this question, either checking "Yes" or "No". If the applicant indicates that it has had an adverse legal action imposed against it but the MED and GSA lists do not report this, contact the OIG and/or your fraud unit to determine whether this can and should form the basis of an exclusion. Hold the application until the OIG decides whether the adverse legal action should result in an exclusion. If the OIG imposes an exclusion, recommend denial to the RO. If not, you may continue to process the application normally. Check the name, tax identification number, and/or Medicare/Medicaid numbers against the Medicare Exclusion Database (MED), the GSA monthly "List of Parties", FID, and HIPDB. The provider must be checked against the aforementioned lists regardless of whether it states in this section that it has never had an adverse legal action imposed against it. You cannot use any other validation source to do this search. If the provider is excluded according to either the MED or GSA list, process the application to capture all the information reported in the enrollment system but recommend denial of the application, and explain the reason(s) for denial; see §14.3., Denial 1. Contact any other intermediaries that may have enrolled the applicant to ensure that no future payments are made, that the other intermediaries are aware of the exclusion, and that recoupment actions are taken if appropriate.

If the applicant appears on the FID but is not excluded, process the application according to §16.1. If the applicant appears in the HIPDB, process the application according to §16.2

2.If the provider indicates that it has had an adverse legal action imposed against it, make sure that the provider furnishes information concerning the type and date of the action, and what court(s) and law enforcement authorities were involved. Also, documentation that evidences the imposition/notification and resolution of the adverse action must be submitted (e.g., notification of disciplinary action, criminal court documents). Refer the application to the fraud unit for further investigation. If the provider was excluded but has since been reinstated, verify this through the OIG and ask the provider to submit written proof (e.g., reinstatement letter) indicating that such reinstatement has in fact taken place.

Table A

This table is a list of all adverse legal actions that must be reported in §3A of the application. If an adverse legal action is listed for the applicant, and has not resulted in an exclusion, refer this application to the fraud unit for further direction.

B. Overpayment Information

Check to see whether the applicant is changing previous information. If yes, make sure that the effective date is listed. If the applicant fails to provide you with an effective date, request additional information; see §14.1.

1. Verify whether the provider has any outstanding overpayments, regardless of whether it answers "Yes" or "No" to this question. This can be accomplished by accessing the Provider Overpayment Report System (PORS), as well as any internal accounting and control systems you have.
2. If the provider indicates that it has outstanding overpayments with Medicare, initiate procedures for collection. Should the provider have non-Medicare overpayments, notify the appropriate Federal or State agency that the provider is enrolling in the Medicare program to initiate that agency's standard recovery procedures. The provider must furnish the name or business identity under which the overpayment occurred and the Federal agency/program that posted the overpayment.

10.4 - Practice Location--(Rev. 7, 05-31-01)

Section 4. Practice Location

The intermediary should consider the following special situations:

Home Health Agencies (HHAs) should complete this Section 4A with their administrative address, they do not have to list mobile and portable units.

CMHCs must list all alternative sites where core services are provided as practice locations (proposed alternative sites for initial applicants and actual alternatives sites for those CMHCs already participating in Medicare). In accordance with provisions of the Public Health Service Act, a CMHC is required to provide mental health services principally to individuals who reside in a defined geographic area (service area). Therefore, CMHCs must service a distinct and definable community. Those CMHCs operating or proposing to operate outside this specific community must have a separate provider agreement/number and enrollment and individually meet the requirements to participate. HCFA will determine if the alternative site is permissible or whether the site must have a separate agreement/number. HCFA will consider the actual demonstrated transportation pattern of CMHC clients within the community to assure that all core services and partial hospitalization are available from each location within the community.

A CMHC patient must be able to access and receive services he/she needs at the parent CMHC site or the alternative site which is the distinct and definable community served by the parent.

A. Practice Location Information

Hospitals must list all addresses where they (not a separately enrolled provider/supplier type, such as a nursing home) provide services which are being billed as provider-based (inpatient and outpatient services). All the locations the hospital lists must be able to qualify as a provider-based in accordance with the most recent regulations. The hospital should be prepared to promptly provide justification that all locations listed meet the provider-based definition shown in the regulations.

Check to see whether the applicant is adding, deleting, or changing previous information. If yes, make sure that the effective date is listed. If the applicant fails to provide you with an effective date, request additional information; see §14.1.

1. The applicant must list each name where services are rendered, including all hospitals and/or other health care facilities in this section. The practice name can be the "Doing business Name". The applicant should also provide you the date it started at this location.
2. The provider shall list the complete address of all practice locations where it renders services as its provider type.
3. For those providers who are receiving reassigned benefits from contractors, indicate if the provider owns or leases the practice location. For those who received reassigned benefits from contractors--the contractor must provide the service on-site that the provider owns or leases. For clarification of reassigned benefits; see MIM 3488.
4. The applicant should list any CLIA or FDA Mammography Certification Numbers (if applicable).

B. Mobile Facility and/or Portable Units

If the applicant indicates that it is providing services from a mobile facility or portable unit, it should complete §4C through 4E about the mobile/portable services on the Form HCFA-855A. If the applicant fails to check this box, continue to process the application and assume it does not operate services from a mobile facility or portable unit. However, if you suspect something different, contact the applicant for additional information; see §14.1.

C. Base of Operations Address

1. The base of operations name and the date the provider started practicing at this location should be captured in this section. If the provider fails to provide you with this information, request additional information; see §14.1.
2. This address should be one where the personnel are dispatched, where the mobile/portable equipment is stored and when applicable, where vehicles are parked when not in use. The telephone number, fax number and E-mail address should be captured for the base of operations. If the applicant fails to provide you with this information, recommend denial to the RO according to §14.3., Denial 3.

D. Vehicle Information

This section captures information about the mobile unit when the services are rendered in the vehicle. For portable services (e.g., where the equipment is removed from a van, and is used in a fixed setting) information concerning how the equipment was transported would not be captured in this space. If this section is blank, assume that the services are not rendered inside a vehicle unless you have data that shows otherwise. If you find this, recommend denial to the RO according to §14.3., Denial 3.

1-3. Capture the vehicle information. A copy of all health care related permit(s), license(s), registration(s) must be submitted for each vehicle reported. If the applicant fails to provide you with this information, recommend denial to the RO according to §14.3., Denial 3.

E. Geographic Location where the Base of Operations and/or Vehicle Renders Services

1. Initial Listing and/or Additions

This section is to capture where the provider renders services to Medicare

beneficiaries from or in its mobile unit. For those mobile units that cross State lines, the provider must complete a separate Form HCFA-855A enrollment application for each State. If the applicant fails to provide you with this information, return the application for additional information.

2. Deletions

The applicant would provide you this information if it were deleting a location where mobile or portable services were provided.

F. Pay-to-Address

If an applicant indicates that payments are going to an address other than the reported mailing address, update your system. This address may be a post office box. If you determine that you are making payment to an agent, determine that billing agreement follows all the requirements outlined in the MIM 3488. If the payments are being sent electronically, verify that an EFT agreement has been signed. When an EFT agreement is submitted, verify the bank account is in compliance with the MIM 3488, Payment to Bank.

For those applicants who request a change to the "Pay To" address, we are requiring intermediaries to examine closely any request for an address change to ensure that the request is from the provider. For change of "Pay To" address, the intermediary should follow these procedures:

1. Check billing records to determine if the provider has billed the program within 3 months. If the provider has billed the program, continue with the next step. If the provider has no billing activity within 3 months, contact the fraud unit to determine if there is any suspicious claims activity. The fraud unit should verify that this is an appropriate change. If it is determined that this request appears to be legitimate, continue with the processing of the application under 2 below. Of course if the change appears to be suspicious, the fraud unit will pursue as necessary.

Anytime a provider has been deactivated for non-billing, it is required to verify that the enrollment data on file is still current/valid.

2. If the applicant has completed a Form HCFA-855A, verify the signature against the existing signature to make sure that they match. When the applicant requests a telephone change in the practice location with a change to the pay-to-address, call the number listed on the your provider file first. If the number on file is still active, attempt to speak with the provider who requested the change to verify the validity of the change. If you receive a directory assistance message changing the old number to a new number, and that number matches the provider's request for change, accept that change and contact the provider at the new number. Inform the provider you are making sure that this is a legitimate request for change. If the provider cannot be reached or a telephone number change seems suspicious, annotate the file and contact the fraud unit. If the change appears to be legitimate, continue with the update.

3. If the applicant has not completed an entire Form HCFA-855A and also requests a telephone number change in the practice location, the contractor shall request that they complete an entire Form HCFA-855A based on these changes. Verify and validate all the information provided.

G. Location of Patient Records.

1. The applicant should report where records are kept for each practice location. If the records are kept at the practice location shown in Section 4A or 4C, the applicant can skip this section. However, indicate that address in your system.

2. If the address is different than that of a practice location, the applicant must indicate where the records are stored. If applicant does not have a place where it stores records, issue a recommendation for denial; see §14.3, Denial 3. Records kept at a storage location must be indicated.

Post office boxes and drop boxes are not acceptable as the address where patient records are maintained. If any of the above information is incomplete, continue the application verification process and return the application with a request for information. See §14.1, request for additional information.)

H. Comments

This section is used to capture any unique or unusual circumstances concerning the providers' practice location(s) or the method by which the provider renders health care services. You must determine that the information is provided is legal and accurate.

10.5 - Ownership and Managing Control Information (Organization)-- (Rev. 7, 05-31-01)

Section 5: Ownership and Managing Control Information (Organizations)

Query all existing records in the provider file to determine if common owners correlate to multiple tax identifications, and to determine if different companies are reporting common names and/or addresses. Check all common owners against the OIG sanction list, GSA Debarment list, FID, and HIPDB.

NOTE: Any entity listed in Section 2B1 or 2B2 of this application need not be listed in this section. For instance, suppose "Jones Hospital" is set up as a corporation, with five stockholders each owning 20%. Assume further that Jones Hospital is listed in Section 2B1 as the legal business name of the company.

Under this scenario, Jones Hospital would not have to be listed in Section 5 because Jones is mentioned in Section 2B1 as the provider. In other words, Jones is the provider, not an owner or managing organization. Rather, the owners of Jones are the five stockholders. Thus, only the stock holders need to be reported as owners in Section 5 and/or 6 (depending on whether the stockholders are individuals or organizations.)

Before reviewing the specific instructions for each particular data element in this section, we strongly recommend that you read the following explanation of the terms "Ownership" and "Managing Organizations."

"Ownership" and "Managing Organizations"

All organizations that have any of the following must be listed in Section 5B:

- 5 percent or more ownership (direct or indirect) of the enrolling provider,
- managing control of the enrolling provider, or
- a partnership interest in the provider, regardless of the percentage of ownership the partner has.

NOTE: All partners within a partnership must be reported on the application. This applies to general and limited partnerships. For instance, if a limited partnership has several limited partners and each of them only has a 1 percent interest in the entity, each limited partner would have to be listed on the application, even though each owns less than 5 percent. The 5 percent ownership threshold primarily applies to corporations and other organizations that are not partnerships.

Owning/Managing organizations are generally one of the following types:

- Corporations (including limited liability corporations and non-profit corporations),
- Partnerships/limited partnerships (as indicated above),
- Charitable and Religious Organizations, or
- Government/Tribal Organizations,

5 Percent Or More Ownership

All entities that own 5 percent or more of the enrolling provider must be listed on this form. Many enrolling providers may be owned by only one organization. For instance, suppose the enrolling provider is a home health agency that is wholly (100 percent) owned by Company A. The provider would have to list Company A in this section since the latter owns at least 5 percent

of the provider. In addition, Company A is considered to be a direct owner of the provider in that it actually owns the assets of the business.

There are occasionally more complex ownership situations, however. Many organizations that directly own an enrolling provider are themselves wholly or partly owned by other organizations (or even individuals). This is often the result of the use of holding companies and parent/subsidiary relationships. Such organizations and individuals are considered to be "indirect" owners of the enrolling provider. Using our example in the previous paragraph, if Company B owned 100 percent of Company A, Company B would be considered an indirect owner - but an owner, nevertheless - of the provider. In other words, a direct owner has an actual ownership interest in the provider (e.g., owns stock in the business), whereas an indirect owner has an ownership interest in an organization that owns the provider. For purposes of this application, direct and indirect owners must be listed if they own at least 5 percent of the provider. The Form HCFA-855A Instructions contain an example of how providers can and should determine who needs to be listed as an owner on this application.

For purposes of enrollment, ownership also includes "financial control." Financial control exists when:

(1) an organization or individual is the owner of a whole or part interest in any mortgage, deed of trust, note, or other obligation secured (in whole or in part) by the provider or any of the property or assets of the provider, and

(2) the interest is equal to or exceeds 5 percent of the total property and assets of the provider.

You may refer to Example 2 of the Form HCFA-855A Instructions for more information.

Managing Control (Organizations)

Any organization that exercises operational or managerial control over the provider, or conducts the day-to-day operations of the provider, is a managing organization and must be listed. The organization need not have an ownership interest in the enrolling provider in order to qualify as a managing organization. The organization could be a management services organization under contract with the provider to furnish management services for one of the provider's business locations.

Special Types of Organizations and Situations

Governmental/Tribal Organizations--If a Federal, State, county, city or other level of government, or an Indian tribe, will be legally and financially responsible for Medicare payments received (including any potential overpayments), the name of that government or Indian tribe should be listed as an owner. The enrolling provider must submit a letter on the letterhead of the responsible government (e.g., government agency) or tribal organization, which attests that the government or tribal organization will be legally and financially responsible in the event that there is any outstanding debt owed to HCFA. This letter must be signed by an official of the government or tribal organization who has the authority to legally and financially bind the government or tribal organization to the laws, regulations, and program instructions of Medicare. For example, the head of a County Department of Health and Human Services would typically be authorized to make this submission on behalf of a hospital owned by that county.

Charitable and Religious Organizations--Many non-profit organizations are charitable or religious in nature, and are operated and/or managed by a Board of Trustees or other governing body. The actual name of the Board of Trustees or other governing body should be listed in this section. The applicant should submit a copy of its 501(c)(3) approval notification for non-profit status. If it does not possess such documentation but nevertheless claims it is a non-profit entity, the applicant may submit any other documentation that evidences its claim, such as written documentation from the State, etc.

Ownership Transfer to a Family Member--If a sanctioned or excluded provider/supplier transfers its ownership interest to a family member, refer the case to your fraud and abuse unit. After its review, it should consult with the OIG to determine if the applicant/enrollee should be enrolled or terminated. If the OIG does not respond within 10 calendar days, any additional delay shall not count against the contractor for processing time purposes. However, this must be annotated in the file showing proof that OIG has the case.

A. Check Box

This box should be checked if there are no organizations with at least a 5 percent direct or indirect ownership interest in, partnership interest in and/or managing control over, the enrolling provider. If this box is not checked, the provider must furnish information on those entities that own or manage it, or have a partnership interest in the provider.

B. Organization with Ownership and/or Managing Control--Identification Information

Check to see whether the provider is adding, deleting, or changing information on an existing organization. If one of these boxes is checked, make sure that an effective date is listed. If so, enter this information into your system. If not, continue processing the application and then return the application with a request for the effective date. Remember that organizations with a 5 percent or greater ownership interest in, any partnership interest in, or managing control over the provider must be listed here in Section 5. No individuals should be listed in this section.

1. The provider should check whether it is furnishing information concerning 5 percent ownership, partnership interest(s) and/or managing control. In addition, the provider must provide the effective date of such ownership or control. If the organization listed has a partnership interest in the provider, the provider should furnish the effective date of ownership.
2. The legal business name of the organization(s) listed in this section must be provided.
3. Capture the "Doing Business As" name as reported. If none is listed, assume that the entity does not have a DBA name. The tax identification number must also be reported.
4. Verify that the business address of the organization is accurate.

C. Adverse Legal History

1. For each organization listed in this section (other than organizations with only managing control, these organizations not required to complete this section), you must check the name and EIN or Medicare/Medicaid numbers against the Medicare Exclusion Database (MED), the GSA monthly "List of Parties", FID and HIPDB. You cannot use any other validation source to do this

search. The organization must be checked against the aforementioned databases regardless of whether the enrolling provider states in this section that the organization has never had an adverse legal action imposed against it. If the organization is excluded according to the MED or GSA list, recommend denial to the RO explaining the reason(s) for denial; see §14.3, Denial 1. If the provider indicates that the organization has had an adverse legal action imposed against it but the MED and GSA list does not report this, contact the OIG and/or your fraud unit to determine whether this can and should form the basis of an exclusion. Hold the application until the OIG decides whether the adverse legal action should result in an exclusion. If the OIG imposes an exclusion, recommend denial to the RO; see §14.3, Denial 1. If not, you may continue to process the application.

If the organization appears on the FID, process the application according to §16.1. If the organization appears in the HIPDB, process the application according to §16.2

2. If the provider indicates that the organization has had an adverse legal action imposed against it, make sure that the provider furnishes information concerning the type and date of the action, and what court(s) and law enforcement authorities were involved. Also, documentation that evidences the imposition/notification and resolution of the adverse action must be submitted (e.g., notification of disciplinary action, criminal court documents). If the organization was excluded but has since been reinstated, verify this through the OIG and ask the applicant to submit written proof (e.g., reinstatement letter) indicating that such reinstatement has in fact taken place.

D. Overpayment Information

This section pertains only to organizations with a 5 percent or greater ownership interest, or partnership interest in the enrolling provider. No overpayment information on organizations with managing control over the enrolling provider needs to be reported.

1. Verify whether the organization has any outstanding overpayments, regardless of whether the applicant answers "Yes" or "No" to this question. This can be accomplished by accessing the Provider Overpayment Report System (PORS), as well as any internal accounting and control systems you have.

2. If the provider indicates that the organization has outstanding overpayments with Medicare, initiate procedures for collection. Should the organization have non-Medicare overpayments, notify the appropriate Federal or State agency that the applicant is enrolling in the Medicare program to initiate that agency's standard recovery procedures

The provider must furnish the name or business identity under which the overpayment occurred and the Federal agency/program that posted the overpayment.

10.6 - Ownership and Managing Control Information (Individuals)-- (Rev. 7, 05-31-01)

Section 6. Ownership and Managing Control Information (Individuals)

Query all existing records in the provider file to determine if common owners correlate to multiple tax identifications, and to determine if different companies are reporting common names and/or addresses. Check all common owners against the OIG sanction, GSA Debarment list, FID, and HIPDB.

Before proceeding with the instructions for Section 6, you may wish to review the explanation of the term "ownership" in Section 5. Although the explanation there refers to the applicant as the "enrolling provider," the definitions and explanations have the same applicability to individuals.

For purposes of this application, the terms "officer," "director," and "managing employee" are defined as follows:

- **Officer**--any person whose position is listed as being that of an officer in the provider's "Articles of Incorporation" or "Corporate Bylaws," OR anyone who is appointed by the board of directors as an officer in accordance with the provider's corporate bylaws.
- **Director**--a member of the provider's "Board of Directors." It does not include a person who may have the word "Director" in his/her job title (e.g., Departmental Director, Director of Operations). Note, however, that a person who has the word "Director" in his/her job title may be a "managing employee," as defined below. Moreover, where a provider has a governing body that does not use the term "Board of Directors," the members of that governing body will still be considered "Directors." Thus, if the provider has a governing body titled "Board of Trustees" (as opposed to "Board of Directors"), the individual trustees are considered "Directors" for Medicare enrollment purposes.
- **Managing Employee**--Any individual, including a general manager, business manager, or administrator, who exercises operational or managerial control over the provider, or who conducts the day-to-day operations of the provider. For Medicare enrollment purposes, "managing employee" also includes individuals who are not actual employees of the provider but, either under contract or through some other arrangement, manage the day-to-day operations of the provider."

A. Individual with Ownership and/or Managing Control--Identification Information

Check to see whether the provider is adding, deleting, or changing information on an individual in this section. If one of these boxes is checked, make sure that an effective date is listed. If so, enter this data into your system. If not, continue processing the application and then return the application with a request for the effective date. Remember that individuals must be listed here in Section 6. No organizations should be listed in this section.

1. The name, social security number, date of birth, and Medicare identification number of the individual should be provided. Sections 1124(a)(1) and 1124A(a)(3) of the Social Security Act require that the provider furnish us with the individual's social security number.

In addition, the provider must furnish the effective date of ownership or control. All 5 percent owners and partners must provide the effective date of ownership. All officers, directors, and managing employees must furnish the effective date of control. Should the provider list an owning/managing individual in 6A1, it must also complete either 6A2, OR 6A3 and 6A4. If the provider fails to indicate in these sections which organization the individual is associated with, and what role that person has in the organization, verify this data with the provider.

2. If the individual listed in Section 6A is directly associated with the enrolling provider, the provider should indicate this in this section.

3. If the individual listed in Section 6A is directly associated with the enrolling provider, an organization listed in Section 5B (e.g., the owning/managing organization), the legal business name of that organization the individual is associated with should be listed.

4. If the provider lists the legal business name in Section 6A3, it should also indicate in Section 6A4 the relationship that individual has with the organization.

B. Adverse Legal History

1. For each individual listed in this section, check the name and EIN or Medicare/Medicaid numbers against the Medicare Exclusion Database (MED), the GSA monthly "List of Parties", FID and HIPDB. You cannot use any other validation source to do this search. The individual must be checked against the aforementioned database(s) regardless of whether the enrolling provider states in this section that the individual has never had an adverse legal action imposed against him/her. If the individual is excluded according to the MED or GSA list, recommend denial to the RO and explain the reason(s) for denial; see §14.3, Denial 1. If the provider indicates that the individual has had an adverse legal action imposed against him/her but the MED and GSA list does not report this, contact the OIG and/or your fraud unit to determine whether this can and should form the basis of an exclusion. Hold the application until the OIG decides whether the adverse legal action should result in an exclusion. If the OIG imposes an exclusion, recommend denial to the RO. If not, you may continue to process the application normally.

If the individual appears on the FID, process the application according to §16.1. If the individual appears in the HIPDB, process the application according to §16.2.

2. If the provider indicates that the individual has had an adverse legal action imposed against it, make sure that the provider furnishes information concerning the type and date of the action, and what court(s) and law enforcement authorities were involved. Also, documentation that evidences the imposition/notification and resolution of the adverse action must be submitted (e.g., notification of disciplinary action, criminal court documents). If the organization was excluded but has since been reinstated, verify this through the OIG and ask the provider to submit written proof (e.g., reinstatement letter) indicating that such reinstatement has in fact taken place.

C. Overpayment Information

This section pertains only to individuals with a 5 percent or greater financial interest in, or any partnership interest in the enrolling provider. No overpayment information on individuals that are merely officers, directors, or managing employees of the enrolling provider need to be reported.

1. Verify whether the individual has any outstanding overpayments, regardless of whether the provider answers "Yes" or "No" to this question. This can be accomplished by accessing the Provider Overpayment Report System (PORS), as well as any internal accounting and control systems you have.

2. If the provider indicates that the individual has outstanding overpayments with Medicare, initiate procedures for collection. Should the individual have non-Medicare overpayments, notify

the appropriate Federal or State agency that the applicant is enrolling in the Medicare program to initiate that agency's standard recovery procedures. The provider must furnish the name or business identity under which the overpayment occurred and the Federal agency/program that posted the overpayment.

10.7 - Chain Home Office Information--(Rev. 7, 05-31-01)

Section 7. Chain Home Office Information

All providers that are currently part of a chain organization or who are joining a chain organization must complete this section with information about the chain home office. A chain organization exists when multiple providers/suppliers are owned, leased, or through any other devices, controlled by a single business entity. This entity is known as the chain home office. Generally, the chain home office maintains and controls:

- uniform procedures in each facility for handling admissions, utilization review, and preparing and processing admission notices and bills;
- provider cost reports and fiscal records (e.g., a major part of the Medicare audit for each component can be performed centrally).

The information provided in this section is used to ensure proper reimbursement when the provider's year-end cost report is filed with the fiscal intermediary. In addition, the data are necessary to avoid overpayments and/or other administrative actions or penalties.

A. Check Box

This box should be checked if this section does not apply to the applicant. If this box is not checked, the provider must furnish information pertaining to the chain home office.

B. Type of Action this Provider is Reporting

Check to see whether the provider is changing information concerning a chain home office. If the box is checked, make sure that an effective date is listed.

The applicant/provider must indicate the type of action it is reporting about its relationship to the chain organization. For initial enrollment, the applicant must complete the remainder of Section 7. If the provider is no longer associated with the chain organization currently reported, it need only complete Section 7D. If the provider has changed from one chain to another, it must complete the remainder of Section 7 with information about the NEW chain home office. If only the name of the chain home office is changing and all other information remains the same, the provider need only complete Section 7D.

The applicant/provider must also list the effective date of the change.

C. Chain Home Office Administrator Information

The applicant/provider must complete this section if it is enrolling for the first time or is part of a new chain organization. The name, title (e.g., CEO, CFO, COB), social security number, and date of birth of the home office administrator must be submitted.

Check the administrator's name and SSN against the MED, the GSA monthly "List of Parties, the FID and the HIPDB. If the administrator is excluded or debarred from the Medicare program, continue processing the application and determine whether he/she is an owner, partner, director, officer, or managing employee within the provider's organization. (This is accomplished by checking Section 6 of the applicant's Form HCFA-855 or any existing files you have pertaining to the provider.) If the administrator is such a person, recommend denial to the RO. If not, you may continue to process the application as usual. If you need further assistance or have additional concerns, contact your fraud unit or the Regional Office.

If the administrator appears on the FID or HIPDB, process the application according to §16.1 and 16.2 respectively.

If the provider is changing information about an existing administrator (e.g., new job title) or is changing administrators outright, the effective date of the change must be provided.

D. Chain Home Office Information

Check to see whether the provider is changing information concerning an existing chain home office (e.g., new address, new phone number). If the box is checked, make sure that an effective date is listed.

The applicant/provider must furnish the chain home office's name, tax identification number, business address (e.g., corporate headquarters), telephone number, chain number, home office intermediary, and the end date of the home office's cost reports. In addition, check the home office's name and EIN against the Medicare Exclusion Database (MED), the GSA monthly "List of Parties" the FID and the HIPDB. If the home office is sanctioned or excluded from the Medicare program, continue processing the application and determine whether it is an owning or managing organization of the applicant/provider. (This is accomplished by checking Section 5 of the applicant's Form HCFA-855 or any existing files you have pertaining to the provider.) If the home office is in fact an owning or managing organization, recommend denial to the RO. If not, you may continue to process the application as usual.

If the applicant appears on the FID or HIPDB, process the application according to §16.1 and 16.2 respectively.

E. Type of Business Structure of the Chain Home Office

Check to see whether the provider is changing information concerning the business structure of the existing chain home office (e.g., changing its business structure from a partnership to a corporation). If the box is checked, make sure that an effective date is listed.

F. Provider's Affiliation to the Chain Home Office

Check to see whether the provider is changing information concerning its affiliation with the chain home office. If the box is checked, make sure that an effective date is listed.

10.8 - Billing Agency--(Rev. 7, 05-31-01)

Section 8. Billing Agency

A. Check Box

If the applicant indicates that it does not use a billing agent, indicate this in your system. If the applicant fails to check the box, request additional information; see §14.1.

B. Billing Agency Name and Address

1. Indicate the business name and tax identification number of the billing agency in your system. Query this name against the MED, GSA, FID and HIPDB databases . You cannot use any other validation source to do this search. If you find a match, refer this application to your Fraud unit.
2. List the "Doing Business Name" if applicable.
3. Maintain the business street address.

C. Billing Agreement/Contract Information

If the applicant indicates that he/she is using a billing agency, the applicant must answer all the questions concerning its agreement. If you wish to verify/validate information you may request a copy of the billing agency agreement. Although it is not necessary to review all billing agreements, periodically request copies of the agreements; for example, large practices should be reviewed prior to initial enrollment on a periodic basis. You could ask the practice again to provide an agreement when it adds members to the entity. All agreements must meet the requirements in MIM §3488 through §3488.4. In cases where violations are discovered, the provider must be notified that it is in violation of the law.

The following outcomes should be applied consistent to the answer.

1. Annotate who is coding the bills--either the billing agent or applicant.
2. If the applicant indicates that he/she does not have unrestricted access to its Medicare remittance notice, contact the applicant to inform him/her of their responsibilities for the bills submitted in their name.
3. If the applicant indicates that Medicare payment is going directly to it, verify that this corresponds with the pay-to-address on the application. If the pay-to-address is a post office box, verify with the applicant that it has ownership of the post office box. If payment is going directly to the bank, verify that the account is only in the name of the applicant and meets MIM §3488. If you find that the above is not true, request the applicant to answer question 3 "No" and to answer questions 4, 5, and 6 appropriately and inform the applicant that it must abide by requirements in MIM 3488.
4. If the applicant indicates that Medicare payment is going directly to the bank, verify that this corresponds with the pay-to-address on the Form HCFA-855A. Make sure that the answers to questions a), b), and c) are yes. If you find that the applicant is incorrect, request the applicant to answer question "No" and to answer questions 5 and 6 appropriately and inform the applicant that it must abide by requirements in MIM 3488. If the applicant indicates, "No" go to question 5.

5. If Medicare payment is going directly to the billing agent, make sure that the applicant answers questions in 5. If the billing agent cashes the check, make sure that the applicant indicates "Yes" for the 5 conditions, which are met in accordance with MIM 3488. If the applicant responds "NO" the billing agency does not cash the check, make sure that it responds to 5b. If in 5b it checks "NO," request the billing agreement to determine where payment is going. If the applicant answers "No" that Medicare payment does not go to the billing agent, verify that the applicant answers question 6.

6. Verify that the information submitted corresponds to the information in the pay-to-address. If it does not, follow-up with the applicant with their pay-to-address information. In reviewing the answer to the questions, if you find any inconsistencies or any reason to believe that the information is not correct, request a copy of the billing agreement. This is at your discretion and is not negotiable with the applicant. You do not have to have specific information to justify the request of a billing agreement. This request is solely your decision based on your review of this Form HCFA-855A or any other group affiliation that is associated with this enrollment. If an applicant does not correct its billing agreement, notify the applicant that its billing arrangement violates Medicare policy. If the applicant fails to come into compliance, follow the instructions in MIM 3488.

10.9 - Electronic Claims Submission Information--(Rev. 7, 05-31-01)

Section 9. Electronic Claims Submission Information

If the applicant indicates that it intends to file claims electronically, the applicant must submit a copy of its current EDI agreement with this application.

10.10 - Staffing Company--(Rev. 7, 05-31-01)

Section 10. Staffing Company

This section is to capture information about the staffing companies the provider uses or contracts with either under written contract or by an unwritten agreement.

A. Check Box

Determine if the applicant has appropriately checked the box as required.

B. Staffing Company Name and Address

Note the legal business name, DBA name (if applicable) and tax identification number of the staffing company in your system. Query this name against the MED, GSA, FID and HIPDB databases. If you find a match, refer this application to your Fraud unit. Also query your system to determine who else may be using this staffing company and provide that information to your Fraud unit.

C. Staffing Company Contract/agreement information

Enter the departments that the company staffs.

10.11 - Surety Bond Information--(Rev. 7, 05-31-01)

Section 11. Surety Bond Information

This section is to be completed by providers who are mandated by law to obtain a surety bond in order to enroll in and bill the Medicare program.

10.12 - Capitalization Requirements for Home Health Agencies (HHAs)-- (Rev. 7, 05-31-01)

Section 12. Capitalization Requirements For Home Health Agencies (HHAs)

If the applicant is a home health agency it must meet the capitalization requirements for enrollment purposes. Please verify that the home health agency has provided documentation supporting that it has sufficient initial reserve operating funds (capitalization) to operate for the first three months of operation in the program(s). If this information is completed, forward to the appropriate party responsible for verifying this information. If this section is not completed, continue to process the enrollment application.

10.13 - Contact Person--(Rev. 7, 05-31-01)

Section 13. Contact Person

This is the person you call if you have any questions regarding the information furnished in the application. If the applicant does not provide a contact person, call the individual who signed the application for any questions that need clarification.

10.14 - Penalties for Falsifying Information--(Rev. 7, 05-31-01)

Section 14. Penalties For Falsifying Information on This Enrollment Application

This section lists various criminal and civil penalties that can be imposed against a Medicare provider or supplier (or an applicant for enrollment in the Medicare program) for fraudulent activity. Familiarize yourself with this section, as doing so will enhance your ability to spot potential fraud and abuse.

10.15 - Certification Statement--(Rev. 7, 05-31-01)

Section 15. Certification Statement

A. Additional Requirements for Medicare Enrollment

The Certification Statement contains certain requirements that must be met in order for the provider to be enrolled in the Medicare program. By their signature(s), the authorized official and delegated official(s) bind the provider to all of the requirements listed in the Certification Statement and acknowledge that the provider may be denied entry to or revoked from the Medicare program if any requirements are not met or maintained.

B. Authorized Official Signature

For initial enrollment or revalidation the Certification Statement must be signed and dated by the authorized official of the provider. An authorized official is defined as an appointed official to whom the provider has granted the legal authority to enroll it in the Medicare program, to make changes and/or updates to the provider's status in the Medicare program (e.g., new practice locations, change of address), and to commit the provider to fully abide by the laws, regulations, and program instructions of Medicare. The authorized official must be the provider's general partner, chairman of the board, chief financial officer, chief executive officer, or president, or must hold a position of similar status and authority within the provider's organization. The authorized official can also be a person who is a direct owner of 5 percent or more of the enrolling provider. (See §5 for definition of a direct owner). The provider may only have one authorized official at any given time. In addition to meeting the requirements listed in this paragraph, the authorized official must be listed in Section 6.

If you are fairly certain that the authorized official signing the application has the authority to bind the organization (e.g., signatory is a CEO, president, or - if the applicant is a governmental entity - head of the County Health Department), you may continue processing the application. Should you have doubts about the authorized official's authority, contact the authorized official or the applicant's contact person to obtain more information about the official's job title and/or authority to bind. If you remain unconvinced about the official's authority to bind the applicant, you may either:

1. Request that someone else within the organization (e.g., CFO, chairman of the board, etc.) sign the application, OR

2. Obtain a written statement (e.g., affidavit or other attestation) from the general partner, CEO, CFO, president, board chairman or 5 percent direct owner attesting that the authorized official listed on the form does in fact have the authority to bind the organization. For instance, suppose the applicant is a governmental entity and you discover that the authorized official is an Assistant Deputy Director of a minor component of the County Health Department. It would be advisable to have the head of the County Health Department (if he/she refuses to sign the Form HCFA-855A) attest that the Assistant Deputy Director has the authority to bind the Department.

Note that attestations are required only if: (1) you are unconvinced of the authorized official's authority to bind *and* (2) no other high-ranking official (e.g., CEO, CFO) is willing to sign the Form HCFA-855A. In addition, document any contact you have with the authorized official, contact person, or other provider official when investigating whether the authorized official has the power to bind.

Only the authorized official(s) has the authority to sign (1) the initial Form HCFA-855 application on behalf of the provider and (2) the Form HCFA-855 application that must be submitted as part of the revalidation process. The delegated official has no such authority.

The signature of the authorized official must be original. Faxed or photocopied signatures cannot be accepted. If there is no original signature, continue processing the remainder of the application, and return it in order to secure an original signature. Check whether the provider is changing the authorized official currently on file and make sure that an effective date is listed. In order to change authorized officials, the provider must:

1. check the "Delete" box in Section 15B and provide the effective date of the deletion. In addition, the authorized official being deleted must provide his or her printed name, signature, and date of signature. Since you already have that official's job title, SSN, date of birth, and Medicare identification number on file, he/she need not supply this information again.

NOTE: If the deleted authorized official failed to provide his/her signature, contact the provider to find out why. If you become convinced that obtaining this signature would pose an undue burden on the provider (e.g., the deleted authorized official was terminated or has left the company), you may forgo the signature requirement. You should, however, remind the provider over the telephone that the deleted authorized official no longer has the authority to sign the Form HCFA-855A on behalf of the provider. Document that this reminder was given as well as the reason(s) why the signature of the deleted authorized official was unattainable.

2. Submit a copy of the page containing the Certification Statement, check the "Add" box in Section 15B and provide the effective date of the addition. Also, the new authorized official must provide the information requested in 15B, along with his/her signature and date of signature. When changing authorized officials, the new authorized official assumes from the prior authorized official all of the powers (e.g., the power to delegate authority to a delegated official) previously held by the latter, and also agrees to adhere to all of the requirements (including those outlined in Section 15B) listed in the Certification Statement. However, a change in authorized officials has no bearing on the authority of existing delegated officials to make changes and/or updates to the provider's status in the Medicare program.

If the provider is submitting a change of information (e.g., new practice location, change of address, new part-owner) and the authorized official listed on the form is different from the official you currently have on file, return the application in order to secure the signature of the latter person or the signature of a delegated official already on file. If the provider wants or needs a new authorized official, it must follow the procedures outlined above.

If the provider is changing information about an existing authorized official (e.g., change in job title), it must check the "Change" box and provide the effective date, along with the changed data. The authorized official must then sign and date the form.

10.16 - Delegated Official--(Rev. 7, 05-31-01)

Section 16. Delegated Official (Optional)

A delegated official is either: (1) a managing employee of the provider, or (2) holds a 5 percent direct ownership interest, or any partnership interest in the provider. This individual must have been delegated the legal authority by the authorized official listed in Section 15B to make changes and/or updates to the provider's status in the Medicare program, and to commit the provider to fully abide by the laws, regulations, and program instructions of Medicare. For purposes of Section 16 only, the term "managing employee" means any individual, including a general manager, business manager, or administrator, who exercises operational or managerial control over the provider, or who conducts the day-to-day operations of the provider. This does not include persons who, either under contract or through some other arrangement, manage the day-to-day operations of the provider but who are not actual employees. For instance, suppose Joe Smith is hired as an independent contractor by the provider to run its day-to-day-operations. Under the definition of "managing employee" for Section 6 (Ownership and Managing Control (Individuals)), Smith would have to be listed. However, under the Section 16 definition (as described above), Smith cannot be a delegated official because he is not an actual W-2 employee of the provider. Independent contractors are not considered "managing employees" under Section 16. In addition to meeting the requirements listed in this paragraph, the delegated official must be listed in section.

The delegated official should submit a W-2 form as evidence of his/her status as a "managing Employee." If a W-2 is unavailable (e.g., the delegated official is a new employee), the provider must submit other proof of employment, such as a pay stub (indicating that taxes are being withheld) or an employment contract. If the latter is submitted, review the contract to make sure that the delegated official is an employee and not an independent contractor. You may also request a copy of the W4 form completed with the employer name, EIN, employee name, and authorized signature. The signature must be an original signature and not a fax. In those situations that may cause you concern regarding the employer/employee relationship, you may

request the applicant provide you a copy of the W-2 at the end of the year to verify this information. The provider can have no more than three delegated official at any given time.

A. Check Box

If the provider chooses not to appoint a delegated official(s), it should check the box in this section. There is no requirement that the provider have a delegated official. Should no delegated officials be listed, however, the authorized official(s) remains the only individual(s) who can make changes and/or updates to the provider's status in the Medicare program.

B. Delegated Official Signature

1. If the provider chooses to add a delegated official OR to delete an existing one, the delegated official being added must provide all of the information requested in this section, including his/her signature and date thereof. If the delegated official is being deleted, he/she need only provide his/her name. A signature is not required. In both cases, the authorized official currently on record must provide his/her signature and date in Sections 15B and 16B2. The signature of the authorized official in Section 16B2 constitutes a legal delegation of authority to any and all delegated official(s) listed in Section 16.

Only the authorized official(s) has the authority to sign (1) the initial Form HCFA-855 application on behalf of the provider and (2) the Form HCFA-855 application that must be submitted as part of the revalidation process. The delegated official has no such authority. However, once a delegated official has been designated, he/she may make any changes and/or updates to the provider's status in the Medicare program. The authorized official, nevertheless, still retains the authority to make changes to the Form HCFA-855, if he/she chooses to do so.

If the provider is changing a delegated official, it must:

- check the "Delete" box and provide the effective date of the deletion. Only the deleted delegated official's name need be provided. A signature is not necessary. In addition, since you already have that official's job title, SSN, date of birth, and Medicare identification number on file, he/she need not supply this information again; and
- submit a copy of the page containing Section 16, check the "Add" box, and provide the effective date of the addition. The new delegated official must complete this section in full. In addition, the authorized official currently on record must provide his/her signature and date in Sections 15B and 16B2.

If the provider is changing information about an existing delegated official (e.g., change in job title), it must check the "Change" box and provide the effective date, along with the changed data. The authorized official must then sign and date the form in Section 15B. (Section 16B2 need not be completed.)

If the provider is submitting a general change of information (e.g., new practice location, change of address, new part-owner) and the delegated official listed on the change is different from the official(s) you currently have on file, return the application in order to secure the signature of the latter person (another delegated official, or the authorized official.) If the provider wants a new delegated official, it must follow the procedures outlined above. A provider can have no more than three delegated officials at any given time.

The changes and/or updates that may be made by the delegated official include situations where

the provider is contacted by the contractor in order to clarify or obtain information needed to continue processing the provider's initial or revalidating Form HCFA-855 application.

Delegated officials may not delegate their authority to any other individual. Only an authorized official may delegate the authority to make changes and/or updates to the provider's Medicare status.

C. Adverse Legal History

See Section 15C. The instructions for that section are applicable to 16C also.

10.17 - Attachments--(Rev. 7, 05-31-01)

Section 17. Attachments to the General Application

- Check licensure requirements to ensure that appropriate licenses have been included.
- Check dates when licenses and certifications expire. Deny all claims after the expiration date until such time as you receive the renewed licenses/certificates.
- Verify all information as presented with the State agency that issues licenses or certifications
- Verify that the information presented on the Form HCFA-855A is the same as on the license or certificate.

11 - Community Mental Health Centers (CMHCs)-- (Rev. 7, 05-31-01)

Benefit Improvement and Protection Act (BIPA) of 2000 Provisions

Section 431 of BIPA amended Section 1861(ff)(3)(B) of the Act concerning the qualifications that must be met by some CMHCs to participate in the Medicare program. As a result of this legislative change which became effective March 1, 2001, a CMHC that is precluded by State law from providing the core service related to screening described in Section 1913(c)(1)(E) of the Public Health Service Act (PHSA) must provide the screening under a contract with an approved organization or entity that is determined to be acceptable by HCFA on behalf of the Secretary. Consequently, in the case of a CMHC applicant operating in a State that by law precludes the CMHC from providing the preadmission screening, the FI is no longer required to contact the HCFA RO to make this legal capacity determination.

The HCFA RO, on behalf of the Secretary, may approve an entity or organization as a contractor for the purpose of the BIPA screening provision if the organization's or entity's contact with the CMHC meets prescribed contract terms. HCFA will not grant a "blanket approval" for an entity or organization to conduct screening under a contract with a CMHC, but instead, must review each contract to ensure that it meets the prescribed contract terms. A contractor may contact with more than one CMHA to provide screening, and a CMHC may contract with more than one entity or organization to provide screening.

Although the National CMHC Site Visit Contractor may recommend to HCFA that the CMHC's contract to conduct screening is accordance with Section 1861(ff)(3)(B)(i)(II) be approved, HCFA itself must determine is the screening is with an approved organization or entity. The CMHC must maintain documentary evidence that screening occurred in a particular case and provide a copy of the contract for screening to HCFA upon request.

CMHC Enrollment and Change of Ownership (CHOW) Site Visit Process and Coordination with National CMHC Site Visit Contractor

Site Visits for Initial Enrollment and CHOWS

This section is to tell you when and how to coordinate with the National CMHC Site Visit Contractor to initiate a CMHC site visit for initial enrollment and CHOW situations. A site visit is required for all CMHC applicants seeking enrollment in the Medicare program, as well as those seeking a CHOW. A limited number of site visits will be conducted in existing CMHC's that HCFA has cause to believe are not in compliance with all State and Federal requirements.

We retained a National CMHC Site Visit Contractor, IntegriGuard (a division of California Medical Review, Incorporated (CMRI)) to complete CMHC site visits. After you have completed your usual enrollment process and conclude that the CMHC applicants should be enrolled in the Medicare program. IntegriGuard can be contacted at the following address:

Program Manager

IntegriGuard Division

CMRI

CMHC Site Visit Task Order

One Sansome Street, Suite 600

San Francisco, California 94104

Phone: (415) 951-1008

Fax: (415) 951-1079

E-mail: cmhc@integriguard.org.

Initial CMHC Applicant Enrollment:

CMHCs require an on-site visit prior to enrollment. Follow your current procedures for provider enrollment, including communicating and sharing information with the State agencies (SA) (or for FIs in regional office (RO) IX, your RO) regarding enrollment up to and including verification of the Form HCFA-855A. If Form HCFA-855A cannot be verified, follow current procedures for recommending denial of enrollment.

In addition to your current provider enrollment procedures, check for a completed and signed CMHC attestation statement from the SA (or for FIs in RO IX, your RO). If the CMHC has not filed a completed attestation statement with the SA (or for FIs in RO IX, your RO), follow current procedures for recommending denial, and file a recommendation for denial, citing the reason.

If Form HCFA-855A has been verified, and the CMHC has filed a completed attestation statement and send a copy of Form HCFA-855A back to the SA (or for FIs in RO IX, your RO) for retention, and issue your recommendation for approval. Using Attachment B, "Community Mental Health Center Site Visit Request Form," contact the National CMHC Site Visit Contractor via e-mail to initiate a site visit of the CMHC applicant. Sending copies of the

request to the SA (or for FIs in RO IX, your RO), the appropriate RO Division of Medicaid and State Operations (DMSO), and to the RO provider enrollment contact.

Direct all calls and correspondence regarding the CMHC site visit process to the appropriate RO DMSO address.

Once the site visit is completed, the RO DMSO will contact you via the provider agreement tie-in notice to inform you of the outcome of the site visit review process and the effective date, if applicable.

Visits to Existing Medicare CMHCs:

There may be instances, such as a CMHC audit, which may prompt the RO DMSO or another FI unit (e.g., audit) to request a site visit of an existing CMHC. When asked to initiate a site visit use Attachment B, "Community Mental Health Center Site Visit Request Form," to send a written site visit request to the National CMHC Site Visit Contractor, indicating the reason for the visit.

The National CMHC Site Visit Contractor will contact you prior to the site visit for information about the CMHC, including:

- Any significant cost report audit information;
- Any significant medical review information;
- Any significant fraud information;
- HCIS data from the two most recent completed data years on the CMHC to be visited; and
- Any information regarding overpayments from the overpayments database.

If possible, provide this information with your request for the site visit, or upon request, or as soon as possible.

In instances where a site visit is completed for an existing CMHC that does not have Form HCFA-855A on file, send Form HCFA-855A to the CMHC and request that it be completed. Direct all calls and correspondence regarding the CMHC site visit process to the appropriate RO DMSO address.

CHOW Processing:

If the CHOW applies to a CMHC, do the following to facilitate and ensure a site visit is completed. Be aware that the date of the CHOW is the date of the CMHC sale. A CHOW without prior notification is automatically processed as an assigned CHOW as explained in the "CHOW With Assignment" section below.

CHOW Without Assignment:

If the CMHC buyer does not or will not be accepting assignment, the CMHC seller must submit Form HCFA-855A to apprise you of the CHOW as soon as possible. The CMHC buyer should submit a new Form HCFA-855A and be treated as an initial applicant, in accordance with Medicare Intermediary Manual (MIM) Section 3040.21 and all other applicable instructions and procedures for initial applicants, with one exception: contact the National CMHC Site Visit

Contractor 3 months after the date of the CMHC sale/CHOW to initiate the site visit.

Before initiating a site visit, check to ensure that the CMHC has not changed its address. If the CMHC has changed its address, notify the RO in writing. Use Attachment A, "Community Mental Health Center Notification and Approval of Address Change", and suspend the enrollment process. For workload purposes, you may deduct the amount of time it takes to receive notice from the RO DMSO that the CMHC has not left the community it was approved to serve. From the application processing time, start counting the deducted time from the day after the request is mailed and begin counting the application processing time again on the day the approval is received back from the RO DMSO to account for any time lapse you may experience in obtaining this information. Once the RO DMSO determines that the CMHC has not left the community it was originally approved to serve, continue the enrollment process. If the RO DMSO does not approve the change of address, follow current procedures for recommending denial and file a recommendation for denial, citing the reason.

CHOW With Assignment:

If the CMHC owners are or will be accepting assignment, the following should be done:

- The CMHC seller must submit Form HCFA-855A to apprise HCFA of the CHOW as soon as possible. The CMHC buyer must submit Form HCFA-855A;
- Once received, verify and process the Form HCFA-855A in accordance with current procedures; and
- If the Form HCFA-855 cannot be verified, follow current procedures for issuing a Recommendation for Denial.

Check for a completed and signed CMHC attestation statement from the SA (or for FIs in RO IX, your RO). If the CMHC has not filed a completed attestation statement with the SA (or for FIs in RO IX, your RO), follow current procedures for recommending denial, file a recommendation for denial, citing the reason.

Check to ensure that the CMHC has not changed its address. If the CMHC has changed its address, notify the RO in writing. Use Attachment A, "Community Mental Health Center Notification and Approval of Address Change" and suspend the enrollment process. For workload purposes, you may deduct the amount of time it takes to receive notice from the RO DMSO that the CMHC has not left the community it was approved to serve. From the application processing time, start counting the deducted time from the day after the request is mailed and begin counting the application processing time again on the day the approval is received back from the RO DMSO to account for any time lapse you may experience in obtaining this information. Once the RO DMSO determines that the CMHC has not left the community it was originally approved to serve, continue the enrollment process. If the RO DMSO does not approve the change of address, follow current procedures for recommending denial and file a recommendation for denial, citing the reason.

If Form HCFA-855A is verified, the CMHC has filed a completed attestation statement, and has not changed its address, send a copy of Form HCFA-855A back to the SA (or for FIs in RO IX, your RO) for retention, issue the recommendation for approval.

Three months after Form HCFA-855A verification, or sooner if the CMHC applicant is suspect but cannot be denied enrollment based solely on the information provided on the Form HCFA-

855A, using Attachment B, "Community Mental Health Center Site Visit Request Form," contact the National CMHC Site Visit Contractor via e-mail to initiate a site visit of the CMHC applicant. Send copies of the request to the SA (or for FIs in RO IX, your RO), the appropriate RO DMSO, and to the RO provider enrollment contact. The National CMHC Site Visit Contractor will contact you prior to the site visit for information about the CMHC prior to and after the CHOW, including:

- Any significant cost report audit information;
- Any significant medical review information;
- Any significant fraud information;
- HCIS data from the two most recent completed data years on the CMHC to be visited; and
- Any information regarding overpayments from the overpayments database.

Provide this information upon request or as soon as possible. You may also provide this information with your request for the site visit. Direct all calls and correspondence regarding the CMHC site visit process to the appropriate RO DMSO address.

Once the site visit has been completed, the RO DMSO will contact you with the outcome of the site visit review process. In addition, the RO DMSO may determine that the results of the site visit warrant action such as payment suspension.

Stock Language--Attachment A

Community Mental Health Center Notification and Approval of Address Change

Date

Dear HCFA Regional Office Division of Medicaid and State Operations:

In processing the following Medicare Community Mental Health Center (CMHC)'s change of ownership (CHOW) application, it was discovered that the CMHC applicant buyer has undergone a change in address. In order to complete the enrollment process, it is necessary for the Fiscal Intermediary (FI) to verify with you in writing that the CMHC applicant will still be serving the community served before the address change. Complete the regional office (RO) Division of Medicaid and State Operations (DMSO) portion of this form and return it to the FI contact person at the address, fax number, or e-mail address listed below. Thank you.

The following information has been reported by the CMHC applicant on the Form HCFA-855: (FI completes the following for the CMHC applicant)

Doing Business as Name:

Legal Name:

Current Address:

Previous Address:

Current Phone Number:

Previous Phone Number:

Owner(s) Name:

Managing Employee:

Contact Person:

CHOW date:

(FI completes the following for the FI)

FI Name:

Address:

Phone Number:

Fax Number:

Stock Language-Attachment B

Community Mental Health Center Site Visit Request Form

Date of request:

Check type of site visit:

- Initial applicant
- Change of ownership with assignment
- Change of ownership without assignment
- Other - (explain reason for visit)

Please complete the following for the CMHC applicant requiring a site visit:

Name:

Address:

Phone Number

Owner(s) Name:

Managing Employee:

Contact Person:

Please complete the following for the fiscal intermediary:

Name:

Address:

Phone Number:

Fax Number:

E-mail Address:

Contact Person:

Corresponding HCFA Regional Office:

HCFA Regional Office Contact:

11.1 - Deactivation of Billing Numbers for Inactive CMHCs--(Rev. 7, 05-31-01)

The following is to inform you about when to deactivate the Medicare billing number of inactive CMHCs and how to notify inactive CMHCs about billing number deactivation. Deactivation occurs when a CMHC's provider agreement remains in effect but the FI has suspended payment to the CMHC until the FI has received and verified the CMHCs updated Form HCFA-855A information. This also explains how inactive Medicare CMHCs may reactivate their billing numbers.

When a CMHC does not bill for a significant length of time, the HCFA and its FIs are unable to ensure that the data provided by the CMHC applicant at the time of enrollment are current. This inability to ensure correct provider data creates vulnerabilities for fraudulent and inappropriate use of the inactive billing number. Furthermore, FIs incur unnecessary costs to retain the enrollment and billing information of inactive CMHCs.

Action: A CMHC that has not billed 12 months is an inactive Medicare provider. Manually ascertain which CMHCs are currently inactive and determine if the CMHCs have been terminated or are undergoing termination procedures from the Medicare program. Establish a procedure to manually detect inactive CMHCs every six months thereafter. Deactivate the billing numbers of all inactive CMHCs that have not been terminated or are not undergoing termination and provide notice to the CMHCs that deactivation has occurred or will occur using the stock language provided in the attached deactivation letter. Notify the appropriate HCFA regional office of the deactivation by sending a copy of the attached letter. Also notify your Audit, Medical Review and Fraud Units about the deactivation action.

To resume status as an active Medicare CMHC provider, the inactive CMHC must completely revise its current (or complete a new enrollment application if there is not one already on file) Form HCFA-855A and may be subject to on-site review to verify enrollment and attestation information provided by the CMHC. To avoid incurring unnecessary costs for retaining inactive providers and billing number reactivation, the Form HCFA-855A should be submitted concurrently or after the CMHC resumes service to Medicare beneficiaries and bills for services rendered on their behalf. Any claims incurred before the reactivation of the CMHC billing number can be paid by the FI retroactively within the standard time limits for filing claims as specified in 42 CFR 424.44. Notify the appropriate HCFA regional office when a CMHC resumes status as an active Medicare provider.

If the CMHC elects to submit a letter requesting voluntary termination of its Medicare billing number, acknowledge the request and deactivate the requesting CMHC's billing number and refer the voluntary termination request to the appropriate HCFA regional office. Notify the appropriate HCFA regional office, as well as the State Licensing and/or Certification Agency.

Stock Language--Provider Billing Number Deactivation Letter

Medicare Community Mental Health Center

CMHC Address:

Dear Sir or Madam:

The fiscal intermediary (FI) acting on behalf of the Health Care Financing Administration (HCFA) to process and pay your Medicare claims, has observed that in the past 12 months no claims have been submitted under your Community Mental Health Center (CMHC) Medicare billing number, (insert billing number). Due to lack of activity, HCFA will deactivate your billing number, as of (add date of deactivation), rendering your CMHC an inactive Medicare provider. Deactivation occurs when a CMHC's provider agreement remains in effect but the FI has suspended payment to the CMHC until the FI has received and verified the CMHC's updated Form-885A HCFA information.

You may wish to resume your CMHC's status as an active Medicare CMHC provider. However, to ensure that current data are on file, it will be necessary for you to complete an enrollment application, Form HCFA-855A if you have never done so, or completely update your current Form HCFA-855A when the CMHC resumes service to Medicare beneficiaries and bills for services rendered on their behalf. Any claims incurred before the reactivation of the CMHC billing number can be paid by the FI retroactively within the standard time limits for filing claims as specified in 42 CFR 424.44. You may obtain the Form HCFA-855A from your FI, State Licensing and/or Survey and Certification Agency.

You may elect to submit a letter to the FI (insert fiscal intermediary address), State Licensing or Survey and Certification Agency (insert SA address) requesting a voluntary termination of your Medicare provider agreement, if you will no longer bill Medicare.

If you have any questions regarding this letter, please contact (insert name and phone number of FI contact).

FI Provider Enrollment Manager
cc: HCFA Regional Office

12 - State Survey/RO Process--(Rev. 7, 05-31-01)

Distribution of the new Form HCFA-855A

Effective upon notification by HCFA, intermediaries will distribute all Form HCFA-855s for the providers they enroll. This is for the successor version of the January 1998 form. This is a change from the previous policy.

You will answer all applicant inquiries concerning enrollment. If the applicant contacts you prior to Form HCFA-855A submission, advise the applicant that they are also required to contact the applicable State Agency or Regional Office, as applicable. Document that you have done this. Within 10 calendar days of your receipt of the Form HCFA-855A you must send a copy to the applicable State Agency, or the Regional Office if there is no State Agency involvement.

If you receive a Form HCFA-855A from a State Agency (a mistake unless it was a past version of the Form HCFA-855) review the application to determine if it has an original signed certification statement. If it does, then process the application. If it doesn't, promptly contact the applicant to obtain an original signed copy. Then review the signed copy.

13 - Changes in Requested Information-New Form HCFA-855 Data--(Rev. 7, 05-31-01)

Anytime a provider or supplier is adding, deleting, or changing information under the same tax identification number, it must report this change using the appropriate Form HCFA-855. The applicant should check the changed section on the application in Section 1A1 and identify itself. Only the reported changes need to be completed on the application. For example, if an applicant is changing its correspondence address and a contact person is not listed, assume that the contact person is the same person as identified in the initial enrollment. Do not require the applicant to provide you with a new one. However, with any written change, always require that the certification statement in Section 15 be signed and dated. All signed certification statements must be kept -in-house (either photo imaged or original) to verify the signatures against the original Form HCFA-855. The initial application's certification statement is a verification tool and should be checked with any change request. If the contractor determines that the certification statement has not been signed by the provider/supplier, alert your fraud unit for further action.

If you are contacted by a group who states that it is voluntarily terminating its billing number, make sure that you delete the reassignments attached to that group member.

If the applicant is making a change to its practice location, and that location is within the same carrier's jurisdiction but within another State, it must provide the State license with that change. (Not applicable for intermediaries.)

Any change to a Pay-to-Address requires the contractor to verify/validate this request. See section "Pay-to-Address" for further instructions.

Processing the Change of Information Application

The contractor must process 90 percent of applications that are requesting a change of information within 45 days or sooner. 99 percent of applications should be processed within 60 days. This process includes:

- receipt of the application in the mailroom and forwarding the application to the appropriate office for review
- contractor's review and verification of the requested change
- any request or contact needed with the applicant
- the requested change updated in both the contractor's system and UPIN registry

Anytime you receive a request for change, provide written (or via Email) confirmation that the change has been made. In certain situations the contractor has discretion when making this contact. For example, where an area code/zip code has been changed for the entire community, it is not necessary to send confirmation that this change has been made to the provider/supplier's file.

14 - Procedures for Request for Additional Information, Approval, Denial, or Transmission of Recommendations--(Rev. 7, 05-31-01)

14.1 - Request for Additional Information--(Rev. 7, 05-31-01)

You shall request additional information first verbally and (in most situations) followed-up with written communication. In situations where required documentation is missing (license, etc.), you can accept this documentation by fax. The contractor must review the application in its entirety prior to returning or contacting the applicant concerning the application. After contacting the applicant for additional information/clarification, make sure that you can distinguish any responses to written requests for additional information from new applications in the incoming mail. Failure to do so may cause you to not meet the timeliness requirement. Always require a new certification statement (signature and date) for information you request in writing. You may use the following stock language when requesting additional information:

Dear Applicant:

() This is a follow-up to a telephone conversation today, (date), requesting the information indicated below. Please make sure that along with the requested information, you include a newly signed certification statement and/or attestation statement. We must have an original signature. If we do not receive the required documentation within 14 days, the processing of your application will be delayed. If you have already sent the documentation, please disregard this letter.

() We have tried to contact you by telephone on (date) concerning your recent request to enroll in the Medicare program. During our review of your application, it was noted that certain information is either missing or cannot be verified. Prior to being approved for a billing number, we must receive the requested information indicated below within 14 days. Failure to provide this information within 14 days will delay the processing of your application. Please make sure that along with the requested information, you include a newly signed certification statement and/or attestation statement. We must have an original signature.

Form HCFA-855I - Application for Individual Health Care Practitioners

() 1A. General Application Information

() Reason for Submittal of this Application

() Social Security Number

() Are you currently enrolled in the Medicare program?

() Are you currently enrolled in another Federal health care program?

() 2. Practitioner Identification

() A. Personal Information

() B. Correspondence Address

() C. Residency Status

() D. Business Information

- E. Medical Specialty
- F. Audiologist Billing Independently
- G. Clinical Psychologist
- H. Occupational/Physical Therapist in Private Practice
- I. Physician Assistant Only
- J. Supervising and/or Collaborating Physician(s)
- 3. Adverse Legal Action
 - A. Adverse Legal History
 - B. Overpayment Information
- 4. Practice Location
 - A. Group Practice Information
 - B. Practice Location Information
 - C. Medicare Payment "Pay To" Address Information
 - D. Location of Patient Records
- 6. Managing Control Information
 - A. Check Here Box
 - B. Identifying information
 - C. Adverse Legal History
 - D. Identifying Information
 - E. Adverse Legal History
- 8. Billing Agency
 - A. Check Here Box
 - B. Billing Agency Name and Address
 - C. Billing Agreement/Contract Information
- 9. Electronic Claims Submission Information
 - A. Check Here Box
 - B. Clearinghouse Name and Address
- 10. Staffing Company

- A. Check Here Box
- B. Staffing Company Name and Address
- C. Staffing Company Contract/Agreement Information
- 13. Contact Person(s)
 - A. Check Here Box
 - B. Contact Name and Telephone Number
- 15. Certification Statement

You must sign and date the certification statement in order to be enrolled in the Medicare program.

Form HCFA-855B - Application for Health Care Suppliers that will Bill Medicare Carriers

- 1A. General Application Information
 - Reason for Submittal of this Application
 - Tax Identification Number
 - Is this supplier currently enrolled in the Medicare program?
 - Is this supplier currently enrolled in another Federal health care program?
- 2. Supplier Identification
 - A. Type of Supplier
 - B. Supplier Identification Information
 - C. Correspondence Address
- 3. Adverse Legal Action
 - A. Adverse Legal History
 - B. Overpayment Information
- 4. Practice Location
 - A. Practice Location Information
 - B. Mobile Facility and/or Portable Units
 - C. Base of Operations Address
 - D. Vehicle Information
 - E. Geographic Location where the base of operations and/or vehicle renders services
 - F. Medicare Payment "Pay To" Address

- G. Location of Patient Records
- 5. Ownership and Managing Control Information (Organizations)
 - A. Check Here Box
 - B. Organization with Ownership and/or Managing Control-Identification Information
 - C. Adverse Legal History
 - D. Overpayment Information
- 6. Ownership and Managing Control Information (Individuals)
 - A. Check Here Box
 - B. Individual with Ownership and/or Managing Control-Identification Information
 - C. Adverse Legal History
 - D. Overpayment Information
- 8. Billing Agency
 - A. Check Here Box
 - B. Billing Agency Name and Address
 - C. Billing Agreement/Contract Information
- 9. Electronic Claims Submission Information
 - A. Check Here Box
 - B. Check Here Box if enrolling for the first time and would like to submit claims electronically.
 - C. Clearinghouse Name and Address
- 10. Staffing Company
 - A. Check Here Box
 - B. Staffing Company Using this Supplier - Name and Address
 - C. Staffing Company Contract/Agreement Information
- 13. Contact Person(s)
 - A. Check Here Box
 - B. Contact Name and Telephone Number
- 15. Certification Statement

You must sign and date the certification statement in order to be enrolled in the Medicare

program.

Attachment 1

Attachment 2

Form HCFA-855R - Application for Reassignment of Medicare Benefits

1. General Application Information

2. Supplier Identification

3. Individual Practitioner Identification

4. Statement of Termination

5. Reassignment of Benefits Statement

6. Attestation Statement

Please attach the following:

Federal, State, and/or local (city/county) professional licenses, certifications and/or registrations

Federal, State, and/or local (city/county) business licenses, certifications and/or registrations

Professional school degrees or certificates, or evidence of qualifying course work

Documentation verifying IDTF supervisory Physician(s) proficiency

CLIA certificates and FDA mammography certificates

Adverse legal action documentation (e.g., notifications, resolutions, and reinstatement letters)

Current signed electronic data interchange agreements

Partnership agreement

Articles of Incorporation and/or corporate charters

Form HCFA-588 - Authorization Agreement for Electronic Funds Transfer

Form HCFA-855R - Individual Reassignment of Benefits

IRS documentation confirming the tax identification number and legal business name (e.g., CP 575, 501C(3), pay stub

Any additional documentation or letters of explanation as needed

Other

Form HCFA-855A - Application for Health Care Providers that will Bill Medicare Fiscal Intermediaries

1A. General Application Information

- Reason for Submittal of this Application
- Tax Identification Number
- Is this supplier currently enrolled in the Medicare program?
- Is this supplier currently enrolled in another Federal health care program?
- 2. Supplier Identification
 - A. Type of Supplier
 - B. Supplier Identification Information
 - C. Correspondence Address
- 3. Adverse Legal Action
 - A. Adverse Legal History
 - B. Overpayment Information
- 4. Practice Location
 - A. Practice Location Information
 - B. Mobile Facility and/or Portable Units
 - C. Base of Operations Address
 - D. Vehicle Information
 - E. Geographic Location where the base of operations and/or vehicle renders services
 - F. Medicare Payment "Pay To" Address
 - G. Location of Patient Records
- 5. Ownership and Managing Control Information (Organizations)
 - A. Check Here Box
 - B. Organization with Ownership and/or Managing Control-Identification Information
 - C. Adverse Legal History
 - D. Overpayment Information
- 6. Ownership and Managing Control Information (Individuals)
 - A. Check Here Box
 - B. Individual with Ownership and/or Managing Control-Identification Information
 - C. Adverse Legal History

- D. Overpayment Information
- 8. Billing Agency
 - A. Check Here Box
 - B. Billing Agency Name and Address
 - C. Billing Agreement/Contract Information
- 9. Electronic Claims Submission Information
 - A. Check Here Box
 - B. Check Here Box if enrolling for the first time and would like to submit claims electronically.
 - C. Clearinghouse Name and Address
- 10. Staffing Company
 - A. Check Here Box
 - B. Staffing Company Using this Supplier - Name and Address
 - C. Staffing Company Contract/Agreement Information
- 13. Contact Person(s)
 - A. Check Here Box
 - B. Contact Name and Telephone Number
- 15. Certification Statement

You must sign and date the certification statement in order to be enrolled in the Medicare program.

Please attach the following:

- Federal, State, and/or local (city/county) professional licenses, certifications and/or registrations
- Federal, State, and/or local (city/county) business licenses, certifications and/or registrations
- Professional school degrees or certificates, or evidence of qualifying course work
- Documentation verifying IDTF supervisory Physician(s) proficiency
- CLIA certificates and FDA mammography certificates
- Adverse legal action documentation (e.g., notifications, resolutions, and reinstatement letters)
- Current signed electronic data interchange agreements
- Partnership agreement

- () Articles of Incorporation and/or corporate charters
- () Form HCFA-588 - Authorization Agreement for Electronic Funds Transfer
- () Form HCFA-855R - Individual Reassignment of Benefits
- () IRS documentation confirming the tax identification number and legal business name (e.g., CP 575, 501C(3), pay stub
- () Any additional documentation or letters of explanation as needed
- () Other

If you have any questions concerning this letter, please contact _____,
 Provider Enrollment Specialist, assigned to processing your application

Thank you for your cooperation.

Sincerely,

(Provider Enrollment Specialist Name)
 Medicare Part B Contractor

In Section 7.1, a chart has been developed to use as a guide to help you when certain data fields are missing on the application. Please note that this chart is only a guide and the contractor is able to use discretion when processing the application. However, the chart reflects the minimum review you must provide. At any time you need further written confirmation or clarification, you may contact the applicant. This does not mean, however, you have the discretion to return the application every time a data element or supporting documentation is missing. You have the discretion to seek clarification but not to delay processing the application. If the only information missing is supporting documentation, you do not need to get a new certification signature/date.

14.2 - Approval--(Rev. 7, 05-31-01)

The carrier should notify the applicant that it has been enrolled as a Medicare supplier and forward to the applicant a Medicare billing number. Except for DMEPOS suppliers, pay all supplier claims that satisfy existing Medicare requirements including, when permissible, claims for services furnished prior to the enrollment date. For claims submitted prior to enrollment for physicians and non-physician practitioners, see MCM §3004 for the claim filing limit. Payment cannot be made for services prior to the date the applicant is appropriately licensed. For initial enrollment, the carrier should use the date that the supplier started practicing at the practice location as the date it can begin submitting claims.

NOTE: A DMEPOS supplier, however, can be paid only for claims furnished after the enrollment process has been completed and a supplier number has been assigned.

When an intermediary completes its review of the application, and determines it is complete and the supporting documentation is consistent with applicable requirements, notify the regional office and the State agency (for providers subject to State agency survey). This recommendation for approval must be provided by a letter. See procedures below on information that should be included in the letter.

Upon issuance of a recommendation for approval, the applicant should be informed that the intermediary has completed its initial review of the application. The applicant should be advised that the next step of the enrollment process involves a site visit or survey conducted by the State survey agency, the HCFA regional office, or by a contractor to determine the applicant's compliance with State and Federal participation requirements. This information can be provided orally or in writing.

14.3 - Denials--(Rev. 7, 05-31-01)

Carriers must only deny an application and intermediaries can only recommend a denial to the regional office if the following situations described below are discovered during the review process. Anytime an application is denied, it must be maintained as required in Section 13, Retention of Records. You must provide appeal rights to all applicants whose applications are denied. A recommendation to deny the application is made to the regional office and the State agency for State surveyed providers, when one of the conditions are discovered.

Denial 1

The applicant, owner, partner, managing organization/employee, officer, director, ambulance crewmember, Medical Director, and/or delegated or authorized official is excluded from a Federal program (as set forth in either §1862(e)(1); 42 U.S.C. §1395y(e)(1), 42 CFR §1001.1001, §1001.1901 or is/are debarred from participating in a Federal procurement or non-procurement program; (as set forth in §2455 of the Federal Acquisition Streamlining Act of 1994, Pub. L.No. 103-55 (1994).

Anytime you find an excluded party, notify your Fraud and Abuse Unit immediately. The Fraud and Abuse Unit needs to contact the Office of Inspector General's office with your findings for further investigation. For a previously excluded applicant that is requesting to reenroll in the program, contact the OIG to verify that it is now eligible to enroll in the Medicare program.

Denial 2

The applicant does not have license(s) or is not authorized by the Federal/State/local government to perform the services for which it intends to render. (In your denial letter or recommendation to deny, list appropriate citations, e.g., 1861(r) or 1861(s).)

Denial 3

The applicant does not have a physical business address where services can be rendered and/or does not have a place where patient records are stored to determine the amounts due such provider or other person (as set forth in 1833(e)).

Denial 4

The applicant does not meet HCFA regulatory requirements for the specialty. (In your denial letter, list appropriate regulation citation.)

Denial 5

The applicant does not qualify as a provider of services or supplier of medical and health services. An entity seeking Medicare payment must be able to receive reassigned benefits from physicians in accordance with the Medicare reassignment statute in §1842(b)(6) of the Act (42 U.S.C. 1395u(b)).

Denial 6

The applicant does not provide a valid social security number/employer identification number for the applicant, owner, partner, managing organization/employee, officer, director, ambulance crewmember, Medical Director, and/or delegated or authorized official . If the carrier determines that the applicant should be denied enrollment or if the FI recommends a denial to the RO because of failure to meet one or more of the above requirements, continue to process the application in its entirety and enter this information in your provider file.

Once you complete the process, carriers should inform the applicant of the reason(s) for denial and provide the applicant appeal rights; see §13. You can use the following stock language.

(Date)

(Name and Address)

(Document Control Number)

Dear Supplier:

Your request to participate in the Medicare program is denied. After careful review of your health care provider/supplier application it was determined that you do not meet the conditions of enrollment or meet the requirement to qualify as a health care supplier because (list the reason for denial as stated above). Therefore, your application is being denied and you cannot receive Medicare payment.

You may, of course, take steps to correct the deficiencies and reapply to establish your eligibility.

If you believe that this determination is not correct, you may request a hearing before a carrier-hearing officer. The carrier hearing is an independent review and will be conducted by a person who was not involved in the initial determination. You must request the hearing in writing to this office within 60 days of the date you receive this notice (presumed to be 5 days after the date of the notice.) The appeal should be sent or delivered to:

(CONTRACTOR'S ADDRESS)

You may submit with the appeal request any additional information that you believe may have a bearing on the decision. The hearing can be held in person or by telephone at your request. Failure to timely request a carrier hearing is deemed a waiver of all rights to further administrative review.

You may not appeal through this process the merits of any exclusion by another Federal agency. Any further permissible administrative appeal involving the merits of such exclusion must be filed with the Federal agency who took the action.

Sincerely,

(Provider Enrollment Specialist Name)

Medicare Part B Contractor

For certified suppliers/providers, you must recommend that the application be denied. To do so you must contact the appropriate RO and State agency in writing. Make sure that you inform the RO/State agency of your recommendation and that it is based upon one or more of the reasons for denial.

A recommendation for approval or denial submitted to the regional office, and to the State agency for providers subject to an onsite State agency survey, must include a copy of the final completed application (except when you are sure that they already have a final copy). A recommendation for denial or approval should have all relevant correspondence and/or documents attached.

Include the following information:

- State agency or RO control number (if available);
- Supplier/Provider NPI number (if available);
- OSCAR number (if available);
- Carrier/intermediary number;
- Carrier/intermediary contact name;
- Carrier/intermediary contact phone number;
- Date application recommended for denial/approval; and
- Reason for recommendation for denial (cite one of the reasons listed above)/recommendation for approval

15 - Time Frame for Application Processing--(Rev. 7, 05-31-01)

Processing the Initial Application

The contractor must process 90 percent of applications within 60 calendar days of receipt or sooner. Ninety-nine percent of applications should be processed within 120 calendar days of receipt. This process includes:

- receipt of the application in mailroom and forward to appropriate office for review
- review and verification of the application
- contact with the applicant (either telephone or written) for clarification or additional information
- the time it takes for the applicant to respond
- mailing/handling time to receive the requested information
- an onsite visit for suppliers who require one
- the time (10 days to process) for the fraud unit to respond to a provider enrollment's request

- making a decision (or recommendation) to assign or deny a billing number
- formal notification of the contractor's decision (and provide the appropriate appeal rights (see §13), as necessary)
- supplier site visits--an exception may be made if it is a site visit to a remote location. To obtain this exception, contact your regional office.

Timeliness expectations are not paramount over development and detecting fraud or abuse. If a contractor should encounter an application that requires developmental procedures not outlined in this manual, the contractor must document and support its action within the file. In limited exceptions, the contractors must contact its regional office provider enrollment contact person to request an extension for investigative purposes. If an extension is approved, the contractor will not be judged in this case for not meeting the timeliness requirements. If an application is pended for further investigation by the Fraud Unit, annotate this action in the file. The Fraud Unit has 10 days to process the provider enrollment unit's request. If the timeframe cannot be met, the Fraud unit must call the regional office provider enrollment contact person to request an extension for this particular case. All information requires documentation to support this action. Upon receipt of the action required by the Fraud Unit, immediately begin processing the application based on the recommendation.

You must update your provider file within 45 days from receiving any Form HCFA-855Rs that are not with an initial enrollment.

The contractor must update its provider file within 45 days from receiving any changed information 90 percent of the time. Ninety-nine percent of applications should be processed within 60 calendar days of receipt. This process includes:

- receipt of the application in mailroom and forward to appropriate office for review
- review and verification of the changed information
- contact with the applicant (either telephone or written) for clarification or additional information
- the time it takes for the applicant to respond
- mailing/handling time to receive any requested information
- an onsite visit for suppliers who may require one
- the time (10 days to process) for the fraud unit to respond to a provider enrollment's request
- Updating the system

In Section 15.1 is a matrix that may be used to help guide you when certain data fields are missing on the application. Please note that this chart is only a guide and the contractor must use discretion when processing the application. You may not, however, do less than what is indicated on the chart. At any time you need to have written confirmation or are unclear about the information presented, contact the applicant.

Process an application without contact

The carrier/intermediary must review the application in its entirety. If you find data elements that are missing and can validate the data from a valid source or confirm them from information elsewhere on the application, you may continue to process the application without contacting the applicant directly. An example would be if the country of birth is left blank on the application. If the carrier/intermediary can determine from the date of birth that the country is the United States, it is not necessary to return the application nor is it necessary to get a oral confirmation from the applicant. Please see attached chart for data elements that represent this category, under heading "Process without Contact if Blank." We have determined that just because information is missing or the carrier/intermediary is unable to verify the data, it doesn't necessarily require that the application be returned. However, data elements that fall within this category are few.

Oral information or clarification

After you review the application in its entirety, you must annotate what type of information is missing or needs clarification. If the data elements are listed on the attached chart under "Oral information ok," the carrier/intermediary may contact the applicant/contact person by telephone to inform the applicant that information is needed to complete the enrollment process. An example for the carrier would be if the applicant has not provided supporting documentation (such as a license). It is not necessary to request this information in a written letter. If for some reason the contractor has been unsuccessful in its attempt to contact the applicant directly, follow procedures for written requests. The contractor, however, should allow 1-week to make a telephone call. The carrier/intermediary should not return the original application. The carrier/intermediary should inform the applicant in writing that it will hold the application for 14 days to allow sufficient time for the applicant to return the requested information.

Since the contractor has developed the application and its entirety and has retained the data validation documentation on file, it only needs to validate the new information.

If after 1-week, the carrier/intermediary cannot make telephone contact with the applicant/contact person, the carrier/intermediary should send a letter to the applicant and retain the application on file. The carrier/intermediary should send a developmental letter informing the applicant what he/she needs to complete in order to finish processing the application. The carrier/intermediary must retain a copy of the developmental letter on file as well as the validation it developed from the data validation sources. Pend the file for at least 14 days to allow the applicant an opportunity to return the application with the requested information.

If the applicant fails to submit the information within the 14 days, the carrier/intermediary should review its timeliness requirements prior to closing the pended file. The contractor should allow as much time as it can to receive this information as it is better to process the information regardless if it exceeds the 14 days. Contractors should not process the applications within such tight timeframes causing them to close most applications, especially if there is time to meet the 60-day requirement. Anytime a file is close, document the reason for closing the file. If an applicant returns the requested information late, the carrier/intermediary should indicate this in the file. If the information verified in the closed folder is less-than 60 days old, the contractor will only need to verify the requested information and should not treat the application as a new one. You should accommodate the applicant to the best of your ability.

Request for written information

Certain documentation is critical in the pursuit of legal issues. The applicant must document and certify certain data elements, and therefore, missing information or clarification must be

submitted on a revised application to Medicare. All changed/missing data elements must be accompanied with a signed/dated certification statement. Such examples include the name, sanction information, and adverse legal information. Listed on the attached chart under "written information required" are situations where the carrier/intermediary must require written confirmation on the Form HCFA-855.

The carrier/intermediary should retain the original application on file. The reason to do so is to make sure that the information that the carrier/intermediary has validated through a data validation source is not compromised. The carrier/intermediary should send the applicant a blank application and send a letter annotating what data fields are missing or need clarification. Also when the carrier/intermediary returns the blank application, the carrier/intermediary must make a telephone call to the applicant/contact person to discuss the reason for the return. The use of the web can be used to obtain the requested information and can be obtained from HCFA's website. Instruct the applicant to download the file and complete the data element you need. Remind the applicant that it must also provide a signed certification statement or the application will be returned. The telephone call is to alert the supplier/contact person that additional information is required and to help facilitate the processing of the application. We also suggest that you mail the request for the additional information and make the telephone call concurrently. It is suggested to allow 7 days for the contact to be made. Again, allow the applicant at a minimum 14 days to submit the requested information.

Situations when both data requirements fall under two headings In an application that misses data requirements listed under both headings "Request verbal information or clarification" and "written information required," follow the procedures as a written request.

NOTE: Do not pay claims until the application is complete and the provider/supplier is enrolled.

Clarifications

Review of the application may result in questions or a need for information from the application which may not result in an actual change to the application. If you believe this is the situation, make a telephone call to request clarification. The determination to return the application with a formal letter, or a telephone request, as appropriate, is within your discretion.

In situations where you receive the Form HCFA-855R and the applicant has not completed the Form HCFA-855I, return the Form HCFA-855R. Request a completed Form HCFA-855I be submitted and have the Form HCFA-855R be resubmitted. Do not reassign benefits prior to having an individual applicant enrolled in the program.

15.1 - Matrix--(Rev. 7, 05-31-01)

Carrier

The following matrix is designed to help contractors identify those fields that an applicant must complete to enroll in the Medicare program as a provider/supplier.

Columns are marked with an "X" to identify when the carrier can process if

the data element is missing, when to get oral confirmation, and when to get written validation from the applicant. All documentation, attachments, licensure information and signatures must be submitted as required for that supplier's specialty.

If an applicant completes a section that is not required, it is not necessary to return the application. For new individuals who are joining a group, and neither the group nor the individual was enrolled prior to Form HCFA-855, both the individual and group must complete Form HCFA-855. Form HCFA-855R is to be completed by the additional individual only. The entire group does not complete Form HCFA-855R.

Intermediaries

You shall use the matrix as a guide to the maximum extent possible. However, the matrix does not specifically address many complex situations involved with matters concerning CHOWs and provider-based. In these instances, request all required information to be submitted in writing by following the request for written information, §14.1. Please note that when the information must be submitted in writing, you must first telephone the applicant to discuss the request for additional information.

Matrix - How to Process an Individual Application When Data Elements Are Missing - Form HCFA-855I

1. General Application Info.

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A. Reason for Submittal				
1. Check one	X, if clear			
2. SSN			X	
3. Enrolled in Program		X		
4. Enrolled in another Federal Program		X		

2. Practitioner Identification

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A. Personal Information				
1. Name			X	
2. Other Name	X, if clear, there is none		X (if there is another name)	

3. Date of Birth		X
4. Gender		X
B. Correspondence Address		X
C. Residency Status		
1. Are you a resident	X, if clear he/she is not a resident	
2-4. Graduation requirement questions		X, if checked yes
D. Business Information		
1. Check Box	X, if clear its not applicable	
2. Legal Business Name/TIN		X
3. Incorporated		X
E. Medical Specialty		
1. Physician Specialty		X
2. Non-physician Specialty		X
F. Supervising and/or Collaborating Physician		X
G. Clinical Psychologists		
Questions 1 - 4		X, if applicable
H. Psychologists Billing Independently		
Questions 1 - 4		X, if applicable
I. Occupational/Physica		

1 Therapist

Questions 1 - 5

X, if applicable

J. Physician
Assistants Only

X, if applicable

3. Adverse Legal Action(s)

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A. Adverse Legal History				
1. Question			X	
2. Question			X	
B. Overpayment Information				
1. Question			X	
2. Question			X	

4. Practice Location

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A. Group Practice Information				
Question 1.	X, if clear			
a-c. Name of Group			X	
Question 2.	X, if clear		X	
a-c. Name of Group			X	
B. Practice Location Information				
1. Name			X	
2. Address			X	

3. Do you own/lease X

4. Type of location X

5. CIIA, FDA X, if it appears that they may have a facility that has CLIA

C. Pay to Address X

D. Location of Patient Records

1. Question 1 X

2. Question 2 X, if one is checked X, if question one is not checked

5. Managing Control Information (Organizations)

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
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A. Check Box	X, assume not applicable			
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B-D. Organization with Managing Control

1. Legal Business Name			X, if applicable	
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2. "DBA Name"			X	
---------------	--	--	---	--

3. Business Address			X	
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6. Managing Employee Information

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
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A. Check box			X	
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B. Identifying Information X

C. Adverse Legal Information

1. Question 1 X

2. Question 2 X

D. Identifying Information X, assume there is only one

E. Adverse Legal Information if answered, it must be in writing

1. Question 1 X

2. Question 2 X

8. Billing Agency

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A. Check box	X, if clear			
B. Billing Agency Name and Address				
1. Legal Business Name, TIN			X	
2. DBA Name	X, if clear			
3. Street Address			X	
C. Billing Agreement/Contract			X Questions 1-6	

9. Electronic Claims Submission

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A. Check Box	X, if clear			

B. Check Box	X		
1. Name			X
2. DBA Name	X, if clear		
3. Address			X

10. Staffing Company

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A. Check box	X, if clear			
B. Staffing Name and Address				
1. Name			X	
2. DBA Name	X, if clear			
3. Address			X	
C. Contract Information				
1. Question 1.			X	
2. Question 2			X	

13. Contact Person

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A. Check Box	X, if clear			
B. Name and Telephone		X		
C. 2nd Name and Telephone		X		

15. Certification Statement

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
17. Attachments	X, if attachment is present and box is not checked	X, if needed request the appropriate attachment		

How to Process a Supplier Applications When Data Elements Are Missing - Form HCFA-855B

1. General Application Information

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A. Reason for Submittal				
1. Check one	X, if clear			
2. TIN			X	
3. Enrolled in Program		X		
4. Enrolled in another Federal Program		X		

2. Supplier Identification

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A. Type of Supplier				
1. Type of supplier			X	
2. PT/OT Groups			X	

Questions a-e

3. Reassigned Benefits		X		
B. Supplier Identification Information		X		
1. Legal Business Name				X
2. Doing Business As Name	X, assume none if blank			X
3. Type of Organization		X		
4. Incorporation Date	X, assume none if blank			X
C. Correspondence Address		X		
D. Accreditation	X, assume none if blank	X, if required		

3. Adverse Legal Action(s)

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A. Adverse Legal History				
1. Question			X	
2. Question			X	
B. Overpayment Information				
1. Question			X	
2. Question			X	

4. Practice Location

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A. Practice Location Information				
1. Name, Date Started			X	
2. Address			X	
3. Own/Lease			X	
4. What is this practice location?		X		
5. CIIA, FDA		X		
B. Mobile Facility and/or Portable Unit	X, assume none if blank			
C. Base of Operations	X, assume none if blank			
D. Vehicle Information				
1. Type Of Vehicle	X			
2-3. Type of Vehicle	X			
E. Geographic Location				
1. Initial Reporting and/or Additions	X, assume none if blank	X, if it shows a base of operations		
2. Deletions	X, assume none if blank			
F. Pay to Address			X	
G. Location of Patient Records			X	
1. Question 1			X	
2. Question 2		X, if stored elsewhere request the information in	X	

writing

5. Ownership Interest and/or Managing Control Information(Organizations)

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A. Check Box			X	
B. Identification Information				
1. Check Box			X	
2. Legal Business Name			X	
3. Doing Business As Name		X, to see if they have no DBA	X, If yes, get in writing	
4. Business Address			X	
C. Adverse Legal History				
1. Question 1			X	
2. Question 2			X	
D. Overpayment Information				
1. Question 1			X	
2. Question 2			X	

6. Ownership Interest and/or Managing Control Information (Individuals)

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A. Check box	X			
B. Identifying Information			X	

1. Name, SSN, DOB, etc.	X
2. Relationship	X
3. Name	X
4. Individuals role	X
C. Adverse Legal Information	
1. Question 1	X
2. Question 2	X
D. Overpayment Information	
Question 1	X
Question2	X

8. Billing agency

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A. Check box	X, if clear			
B. Billing Agency Name and Add.				
1. Legal Business Name, TIN			X	
2. DBA Name	X, if clear	X, if needed		
3. Street Address			X	
C. Billing Agreement/Contract			X Questions 1 - 6	

9. Electronic Claims Submission

Information	If Blank, Process Without	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
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Contact

- A. Check Box X, if clear
- B. Check Box X
- B. Name and Address
 - 1. Name X
 - 2. DBA Name X, if clear
 - 3. Address X
- C-D. As applicable

10. Staffing Company

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A. Check box	X, if clear			
B. Staffing Name and Address <ul style="list-style-type: none">1. Name2. DBA Name3. Address	X, if clear		X	
C. Contract Information <ul style="list-style-type: none">1. Question 1.2. Question 2			X, if applicable	X, if applicable

13. Contact Person

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A. Check Box	X, if clear			

B. Name and Telephone X

C. 2nd Name and Telephone X

15. Certification Statement

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A. Signature				X, If not signed
B. Authorized Official Signature				X

16. Delegated Official

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A. Check Box		X		
B. Delegated Official Signature				
1. Delegated Official			X	
2. Authorized Official			X	

17. Attachments X, if clear

Attachment I - Ambulance Services Suppliers

1. State License Information

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A. Geographic Service Area				

1. Initial Listings and/or Additions X, unless deletions are checked

2. Deletions x, If clear none apply

B. State License Information

1. Is this company licensed X

2. If no, why x, if stated yes above

3. If yes, license information X

2. Description of Vehicle

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A. Vehicle Information				
1. Type		X		
2. Vehicle equipment			X	
3. Vehicle Provide			X	
B. Same as Above				

3. Qualification of Crew

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A. Crewmember Information				
1. Name			X	
2. Training			X	
B-E--Same as above				

4. Basic Life Support

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A. Check Box		X		
B. Paramedic Intercept Services Information		X		
5. Certified Advanced Life Support				
A. Check Box		X		
B. Questionnaire				
1. Question 1			X, if checked it does apply	
2. Question 2			X, if checked it does apply	

6. Medical Director Information

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A. Check Box	X, If clear none apply			
B. Medical Director Identification			X, if applicable	

Attachment 2 -- Independent Diagnostic Testing Facility

1. Services Performed

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A. Standards Qualifications			X, if not answered or if checked no, return	

B. CPT - 4 and
HCPCS Codes

1-21.

X

2. Interpreting Physician Information

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A. Check Box		X		
B-I. Interpreting Physician Information			X	

3. Non-Physician Personnel

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A-F. Personnel Information				
1. Name			X	
2. Licensed			X	
3. Credentialing information			X	
4. Is this tech. Employed by a hospital?		X		

4. Supervising Physician(s)

Information	If Blank, Process Without Contact	If Blank, Get Oral Confirmation	If Blank, Get Written Validation	Return Unprocessable
A. Supervising Phys. Information				
1. Name, SSN, etc.			X	
2. Type of Supervision			X	

3. General supervision	X
B. Attestation Statement	
1. Question 1	
2. HCPCS Codes	X

Signature

16 - Verification and Validation of Information--(Rev. 7, 05-31-01)

Do not write on the original Form HCFA-855 applications. The use of a highlighter on the original application is also prohibited. It is acceptable to date stamp the pages of the application.

Telephone Development

When developing the application, refer to the Matrix in Section 15.1 for those data elements that have been identified as acceptable for telephone development. Upon contacting the applicant to obtain information, a report of contact must be prepared. The report of contact can either be a hardcopy or in an electronic format and, at a minimum, show the name of the person contacted, the name or initials of the person who made the contact, the date of the contact, and a summarization of what is being added. This report of contact must be made part of the permanent record and should be easily accessible. You must retain this information in accordance with the guidelines as outlined in Section 21, Retention of Records. Do not write directly on the Form HCFA-855 to capture any information not previously submitted.

In situations where you are aware of a zip code changing or an area code changing an entire district, it is not necessary to develop a report of contact for each applicant. However, a generic file (either electronic or hardcopy) should be kept to show that changes were made to the database that impacts the original Form HCFA-855. This file should also be easily accessible.

Non-telephone Development

When developing applications for information that may not be developed via telephone, you may use highlighter on a blank Form HCFA-855 to identify those sections that need to be completed. Note: The original application should never be returned to the applicant. A blank copy of the appropriate Form HCFA-855 should be sent with the highlighted areas identified to show what additional data is needed to complete the process. A developmental letter must also be sent to explain the request for additional information. Once you receive the additional information, you must add this information to the permanent record. The information must be retained in accordance with the guidelines as outlined in Section 21, Retention of Records.

To ensure the validity and accuracy of the data furnished on the Form HCFA-855, you must verify the application via the most reliable, readily available and cost effective means such as an electronic information service, Internet data files and State sources. The contractor must verify the names of all 5 percent or greater owners and corporate officers. Use a source, preferably a third party validation source, to obtain these names. Check all names that appear from the source against the information shown on the applicant's Form HCFA-855. If any additional names are

uncovered, they must be checked in the same manner as any name on the Form HCFA-855. If an uncovered name not on the applicant's application appears to be one that should be on the application, e.g., 5% or greater owner or corporate officer, contact the applicant. Request that the applicant list the name on the form. Do not issue a recommendation for approval (or approve the application) until the name is listed. Of course, if the name is found on the MED/GSA Debarment list, deny the application.

The contractors are also required to query the FID and HIPDB. You cannot use any other validation source to do this search. Data elements such as name, other name, professional and business license(s), professional school information, practice location addresses, ownership, incorporation dates, etc., should be validated.

If feasible, you should be allowed to search any question in your system by address. If you find a provider/supplier who has reincorporated itself under the name of another company but remained at the same address and who previously was denied enrollment, refer this to your Fraud and Abuse Unit. For ambulance service suppliers, validate State license and vehicle license and registration.

If a discrepancy is found between the information furnished by the applicant and a data validation source, try to query a second source to confirm the data. Possible second sources to validate include the IRS for tax identification number; the American Medical Association for medical license, board certification and education, the public phone directory; the State licensing board for professional and business license; or any reliable Internet data source.

If the discrepancy cannot be resolved, return the application as unverifiable information. If the applicant insists that the data provided were correct, you may want to do an onsite visit. Always print any validation reports that show a discrepancy and save the documentation with the original application for reference.

If the applicant has checked that he/she has been convicted of any health care related crime, convicted of a felony, etc, request a criminal record search from a data validation service. Pass any information you find to your Fraud unit for further development prior to enrolling the applicant. The Fraud unit will make the determination as to whether or not you should enroll the applicant.

The contractors should develop editing and matching procedures to identify situations that might indicate fraudulent or abusive practices. The contractors shall have the capability to produce reports from their findings, at HCFA's request, on an ad hoc basis. The following edits and matching procedures are required:

- correlation of all ownership information, such as owners, managers and related businesses, to identify individuals or businesses that are common to multiple providers/suppliers; and
- check all previous/current provider/supplier numbers and all previous/current locations for those providers/suppliers with revoked numbers for fraudulent or abusive practices

16.1 - Fraud Investigative Database--(Rev. 7, 05-31-01)

The contractor shall review the FID against all names listed on the application. This includes the applicant, owners, managing organizations/employees, partners, officers, directors, authorizing officials, etc. In instances where a name appears in the FID, provider enrollment staff are expected to alert the Fraud Unit while continuing to process the application. The Fraud Unit

should advise the provider enrollment staff on how the application should be handled while the investigation is being conducted and if administrative action is needed(e.g., flagging provider for prepay/post pay review) within 10 days. Never inform the applicant that a name has appeared in the FID as this information is strictly confidential.

If the provider enrollment unit has found a "hit" on the FID and is waiting for further action from its Fraud Unit, the processing time stops to allow the appropriate time to investigate this issue. However, once a decision on how to handle the application has been rendered, the provider enrollment staff must continue to process the application immediately after and within 14 days of receiving that decision. You may be permitted to recommend approval of the application since the individual/entity may not be excluded or debarred from the Medicare program.

16.2 - Healthcare Integrity and Protection Data Bank--(Rev. 7, 05-31-01)

Provider enrollment units are to obtain access to the HIPDB and to review all names and entities listed on the application (or obtained through the use of an independent verification source) against it. These persons and entities include the applicant, owners, managing employees, authorized officials, etc. If a reviewed name appears on the HIPDB and there is a question as to whether the adverse action is grounds for a denial, refer the matter to your Fraud Unit. While the matter is with the Fraud Unit, the processing time stops to allow the Fraud Unit appropriate time to investigate the issue. Once the Fraud Unit has decided how to handle the application, the provider enrollment staff must continue to process the application immediately.

If the adverse action clearly does not constitute grounds for denial, continue to process the application. Flag the application, however, so that the Fraud Unit may determine whether future claims submitted by the provider warrant heightened scrutiny.

16.3 - Social Security Death Index--(Rev. 7, 05-31-01)

Also, there are several ways to check if an applicant could be using a deceased supplier's SSN. For example, the Social Security Death Index can be found under www.genealogy.com. For the applicant's SSN, check to verify that a deceased supplier's SSN is not being misused. If you find this is the case, deny the application; see §14.3, Denial 6.

16.4 - Uncovering Fraud and Abuse--(Rev. 7, 05-31-01)

Criminal penalties may be imposed by the government against an individual or organization who in any matter within the jurisdiction of any department or agency of the United States knowingly and willfully falsifies, conceals, or covers up by any trick, scheme or device a material fact, or makes any materially false, fictitious, or fraudulent statement or representation, or makes or uses any false writing or document knowing the same to contain any false, fictitious, or fraudulent statement or entry. If you uncover such fraud or abuse on a Form HCFA-855, alert your Fraud and Abuse Unit.

16.5 - GSA Department--(Rev. 7, 05-31-01)

If you discover a potential hit on the GSA Debarment List and need to make a positive identity, contact the agency that took the action. Based on the information the agency has about the applicant, determine if it is the same person. Upon Contacting the agency, advise it you are trying to identify this person for a positive match because HCFA is prohibited from making payments to an entity that has been debarred from another Federal agency. If you are unable to make a confirmation, but it appears to still be questionable, refer this to your fraud unit. The fraud unit should investigate to determine if it is the same person/entity. If you cannot make a positive match, approve the application. Make sure that all actions regarding your investigation are documented.

17 - Special Processing Situations--(Rev. 7, 05-31-01)

17.1 - Mass Immunizers Who Roster Bill--(Rev. 7, 05-31-01)

If the State law allows a pharmacist to immunize, the carrier will enroll the pharmacist as an individual. If the pharmacist does not have a practice location (since most of his/her services are provided at local malls, community centers, etc.), request the applicant to enter the address where his/her records are stored. The address cannot be a post office box.

17.2 - Opt-Out Physicians--(Rev. 7, 05-31-01)

Opt-Out Physicians or Practitioners

Section 1802 of the Social Security Act, as amended by §4507 of the BBA of 1997, permits a physician or practitioner to "opt out" of Medicare and enter into private contracts with Medicare beneficiaries if specific requirements are met. For enrollment purposes, you can enumerate the "opt out" physician by using the data elements provided in the affidavit (if he/she does not have a UPIN). See Program Memorandum, B-98-29. In an emergency care or urgent care situation, a physician or practitioner who opts out may treat a Medicare beneficiary with whom he or she does not have a private contract. In those circumstances, the physician or practitioner must complete the application after the emergency services were provided.

Some practitioners who provide services under the Medicare program are required to accept assignment for all Medicare claims for their services. This means that they must accept the Medicare allowed charge amount as payment in full for their practitioner services. The beneficiary's liability is limited to any applicable deductible plus the 20 percent coinsurance. The practitioners' services to which mandatory assignment applies are services of:

- Physician assistants;
- Nurse practitioners;
- Clinical nurse specialists;
- Clinical psychologists;
- Clinical social workers;
- CRNAs; and
- Nurse midwives.

For the practitioner services of physicians and independently practicing physical and occupational therapists, the acceptance of assignment is not mandatory. Nor is the acceptance of assignment mandatory for the suppliers of radiology services or diagnostic tests. However, these practitioners and suppliers may nevertheless voluntarily agree to accept assignment on all Medicare claims. Such an agreement is known as a participation agreement. (See Exhibit 1.)

17.3 - Enrollment of Hospitals, Assignment of Billing Numbers--(Rev. 7, 05-31-01)

Hospital Form HCFA-855 As Processed by the Intermediary

Intermediaries shall review all Form HCFA-855A(s) for hospitals. This review includes all practice locations listed and departments listed. This is applicable for new applicants and for CHOWs. The intermediary shall mail a copy of the recommendation for approval or denial and

the Form HCFA-855A to any applicable carriers (those who will provide carrier billing numbers for the applicant). The intermediary shall document that this has been accomplished.

Hospital Form HCFA-855A changes (e.g. practice location address changes, additions and deletions), all of which are now required to be shown on the Form HCFA-855A, should be reviewed by the intermediary. Within five (5) working days of the completion of their review, the intermediary should advise the applicable carrier by telephone and provide them with a copy of the Form HCFA-855A. The intermediary shall document that this has been accomplished.

Hospital Form HCFA-855B(s) Received and Processed by the Carrier

Carriers shall review all Form HCFA-855B(s) for hospital owned clinics/physician practices and department billings. The carrier shall call the applicant to determine if the applicant will be billing any of these as provider based.

If the applicant will not bill the practice location or department as provider based, then process the application using the same procedures as for any other clinic/physician practice.

If the applicant will bill as provider based, advise the applicant that the hospital must report any changed practice location to hospital's intermediary. Advise the hospital that if they have not previously submitted a complete Form HCFA-855A, then one is required. The carrier should document that they have taken these actions.

For new hospital applications to be submitted on a Form HCFA-855B, the carrier shall 1) review, all Form HCFA-855R(s) attached and determine if there is an employer employee relationship, W-2 or 1099, and process accordingly, 2) review the application in accordance with the standard manual procedures and 3) prepare their system for prompt issuance of any applicant requested departmental billing numbers. The carrier shall only complete their final processing, (e.g., issuance of a billing number(s), final system process of the Form HCFA-855R(s)) promptly upon notice that a provider agreement has been issued. However, the application shall be considered as processed (as concerns enrollment processing time), upon completion of the review. Within five (5) working days of the completion of their review, the carrier should advise the applicable intermediary by telephone and provide them with a copy of the Form HCFA-855B. The carrier shall document that this has been accomplished.

For CHOWs (not applicable if the new owner will not accept assignment of the provider agreement) initially payment can continue, including reassignments of benefits. The carrier shall, on a priority basis, 1) review, all HCFA-855Rs attached and determine if there is an employer employee relationship, W-2 or 1099, and process accordingly, 2) review and verify the HCFA-855B in accordance with standard manual procedures and 3) prepare their system for prompt issuance of any applicant requested departmental billing numbers. New HCFA-855Rs are required in the case of a CHOW since the new owner must sign the HCFA-855R. However, the new owner shall be given at least 30 days after the effective date of the provider agreement's assignment/transfer for submission of the new HCFA-855Rs. The carrier shall only complete their final processing, (e.g., issuance of TIN change, any billing number(s) changes, and final system process of the HCFA-855Rs) promptly upon notice that the provider agreement has been assigned to the new owner/applicant.

Hospital Enrollment Communication Among Intermediaries, Carriers and the Regional Office

The hospital enrollment procedures above are designed to ensure that the intermediary, carrier and regional office have all the relevant required enrollment information for a hospital. This will facilitate any enforcement initiatives and or instructions concerning provider based status.

Transitioning From Provider Based to Free Standing

If a hospital clinic or outpatient department that is being paid as provider based desires to be converted to free standing status, a new HCFA-855B is required. The carrier shall have completed the HCFA-855B review prior to any payments being made to the new free standing entity. The intermediary should be advised of the change via a change to the hospital's HCFA-855A. To the maximum extent practical these changes should be given priority treatment. Both the carrier and intermediary shall coordinate a seamless transition between the provider based status and free standing status. We do not desire to stop payments for the services which are being continuously provided. Appropriate coordination and guidance for these transitions shall be provided by the regional office.

17.4 - Railroad Retirement Board (RRB)-- (Rev. 7, 05-31-01)

The RRB cannot process a claim for a Medicare beneficiary until it is determined that the physician/supplier has been enrolled in the Medicare program by a contractor. Therefore, if you receive a request to provide the RRB with a Medicare identification number, you must do so. You must cooperate and provide this information within 5 working days of the request. We encourage your to answer all questions timely to help facilitate the processing of RRB claims.

18 - Site Visits--(Rev. 7, 05-31-01)

In addition to the site visits required for all IDTF, DMEs, CORFs, etc. applicants, contractors may conduct site visits for other applicants seeking enrollment in the Medicare program as well as to verify the status of currently enrolled providers. The purpose of the visit will be to verify the applicant's/supplier's compliance with applicable Medicare provider/supplier enrollment requirements. We recommend that site visits be conducted to a least a random sample of providers. Site visits should always be unannounced and the contractor representative(s) should always conduct themselves in a professional manner, disclosing to the applicant appropriate identifying credentials and explaining the purpose of the visit. The following are examples of some of the items that may be verified at the time of the site visit:

- The applicant has a physical business address where services can be rendered and the site is appropriate for the services being provided;
- The applicant has identified all of the practice locations where the applicant is providing services;
- The applicant has a place where patient medical records are maintained as required to process and make payment for Medicare claims;
- The applicant has the appropriate business and/or professional license(s) to provide specific services at all practice locations;

- The applicant has an appropriate number of qualified individuals to provide designated services; and
- The applicant has all equipment necessary to provide designated services and all equipment is maintained in working condition.

The contractor will maintain records of applicant site visits to support decisions regarding the denial of a Medicare billing number, and the contractor will routinely analyze data to determine enrollment or other significant trends. Records will include actions taken regarding the disposition of the application, whether approved or denied; and any referral to other agencies for investigation or monitoring of fraud and/or abuse concerns, physical access issues, or health and safety concerns.

19 - Administrative Appeals--(Rev. 7, 05-31-01)

Carriers

Process for Physicians, Non-physician Practitioners, DMEPOS suppliers and Entities whose Medicare Enrollment Is Denied or Whose Billing Number Is Revoked.

A physician, non-physician practitioner, DMEPOS supplier or other entity, whose Medicare enrollment is denied or whose Medicare billing privilege is revoked, can request an appeal of that decision. This appeal procedure ensures that a physician, non-physician practitioner, DMEPOS supplier or entity that is not entitled to appeal rights under 42 CFR 498 receives a fair opportunity to be heard.

The appeals process can be found in 42 CFR 405.874. The administrative appeals process includes the right to a Medicare carrier hearing before a hearing officer who was not involved with the original carrier determination and the right to seek a review before an HCFA official designated by the HCFA Administrator.

If a Medicare carrier reviews the application and finds that a physician, non-physician practitioner, DMEPOS, or entity does not meet one or more of the requirements, the Medicare carrier denies the application and sends a denial letter explaining the reason for the denial to the physician, non-physician practitioner, DMEPOS supplier or entity. The letter explains the procedures for requesting a Medicare carrier hearing.

Similarly, when a Medicare carrier discovers that a physician, non-physician practitioner, DMEPOS supplier or entity no longer meets one of the requirements for a billing number, the physician's, non-physician practitioner's, DMEPOS supplier or entity's billing number is revoked. The carrier sends the physician, non-physician practitioner, DMEPOS supplier or entity a letter that explains that the billing number is revoked 15 days from the date the notice is mailed stating/ why the billing number is being revoked, and informs the physician, non-physician practitioner, DMEPOS supplier or entity of the procedures for requesting a hearing.

If a physician, non-physician practitioner, DMEPOS supplier or entity seeks review of the determination by filing a request for a carrier hearing, and there is a less than fully favorable decision by the hearing officer, the physician, non-physician practitioner, DMEPOS supplier or entity or the carrier may seek further review before an HCFA official. The decision of the HCFA official is the final administrative decision. An initial contractor determination, a decision of a contractor hearing officer, or a decision of a HCFA official may be reopened by the contractor or hearing officer in accordance with the procedures set forth at 42 CFR 405.841 and 405.842.

If, instead of filing or completing an appeal, a physician, non-physician practitioner, DMEPOS supplier or entity completes a corrective action plan and provides sufficient evidence to the carrier that it has complied fully with the Medicare requirements, the contractor may reinstate the physician's, non-physician practitioner's, DMEPOS supplier or entity's billing number. The contractor may pay for services furnished on or after the effective date of the reinstatement.

B. Contractor Hearing

A physician, non-physician practitioner, DMEPOS supplier or entity that wishes to request a contractor hearing, must file its request with the Medicare contractor within 60 days from the date of the receipt of the initial determination letter to be considered timely filed. The date the letter is received by the contractor is treated as the date of filing. Failure to timely request a contractor hearing is deemed a waiver of all rights to further administrative review. The request may be signed by the physician, non-physician practitioner, DMEPOS supplier or any responsible official within the entity.

If a timely request for a contractor hearing is made, a contractor hearing officer, not involved in the original determination to disallow a physician, non-physician practitioner, DMEPOS supplier or entity enrollment application, or to revoke a current billing number, must hold a hearing within 60 days of receipt of the appeal request, or later if requested by the physician, non-physician practitioner, DMEPOS supplier or entity. The physician, non-physician practitioner, DMEPOS, entity or the contractor may offer new evidence. The burden of persuasion is on the physician, non-physician practitioner, contractor or entity to show that its enrollment application was incorrectly disallowed or that the revocation of its billing number was incorrect. The contractor hearing officer's determination is based upon the information presented. The hearing is a thorough, independent review of the contractor's initial determination and the entire body of evidence, including any new information submitted. The contractor hearing can be held in person or by telephone at the physician's, non-physician practitioner's, DMEPOS supplier or entity's request.

The hearing officer issues a written decision as soon as practicable after the hearing and forwards the decision by certified mail to HCFA, the carrier, and the physician, non-physician practitioner, DMEPOS supplier or entity. The decision includes (i) information about the carrier's, physician's, non-physician practitioner's, DMEPOS supplier or entity's further right to appeal; (ii) the address to which the written appeal must be mailed; and (iii) the date by which the appeal must be filed (that is, 60 days after the date of receipt of the decision.)

A physician, non-physician practitioner, DMEPOS, contractor or entity may appeal the hearing officer's decision to HCFA for a final administrative review within 60 days after the date of receipt of the hearing officer's decision. Failure to timely request the final administrative review by HCFA is deemed a waiver of all rights to further administrative review. A contractor hearing officer's partial or complete reversal of a carrier's initial determination is not implemented pending the contractor's decision to appeal the reversal to HCFA, unless the contractor, in its sole discretion, and without prejudice to its right to appeal, decides to implement the reversal pending an appeal. The contractor implements a reversal if it decides not to appeal a reversal to HCFA, or the time to appeal expires. A contractor may implement a contractor hearing officer's partial reversal even if the physician, non-physician practitioner, DMEPOS supplier or entity has appealed the partial reversal to HCFA, or the time for the physician, non-physician practitioner, DMEPOS supplier or entity to file an appeal has not expired.

C. Claims Submitted Following Revocation

If a contractor finds that payment to an organization or other entity is precluded under the reassignment statute and regulations, and the billing number is revoked, subsequent claims submitted by the reassignee following revocation will be rejected. The physician or non-physician practitioner that furnished the health care service can bill the Medicare program for payment in accordance with the applicable rules for submitting claims.

NOTE: HCFA may take the appropriate steps to collect Medicare overpayments or pursue other appropriate legal remedies.

D. HCFA Review

If a timely request for a final HCFA administrative review of the contractor hearing officer's decision is made, a HCFA official, designated by the Administrator of HCFA, issues a decision based on the decision and the record established by the contractor hearing officer. The HCFA official may supplement the record by requesting and obtaining any additional information from the contractor, physician, non-physician practitioner, DMEPOS supplier or entity. The HCFA official's decision is (i) issued in writing as soon as practicable after the HCFA official determines that there is sufficient information to decide the appeal (or that no additional information is forthcoming), unless the party appealing the hearing officer's decision requests a delay; (ii) is forwarded by certified mail to the contractor and the physician, non-physician practitioner or entity; and (iii) contains information that no further administrative appeals are available. Any applicant or contractor who wishes to seek a hearing before a HCFA official (after the final determination of a contractor official) should address this request to:

HCFA
Office of Hearings
Hearing Officer
7500 Security Boulevard
Room C1-09-13
Baltimore, MD 21244-1850
Intermediaries

Appeal rights for prospective and existing providers can be found at 42 CFR §498 of the Medicare regulations. The regulation explains the appeal rights for certain prospective and existing providers following determinations by HCFA as to whether such entities meet and/or continue to meet the requirements for enrollment in the Medicare program.

You must assist the Regional Office in the issuance of denials, and must provide and review information as requested by the Regional Office concerning appeals of issued denials.

20 - Tracking Requirements--(Rev. 7, 05-31-01)

Once the Provider Enrollment, Chain, and Ownership System (PECOS) is operational, Medicare contractors will log in the entire application upon receipt. PECOS will respond to all tracking inquiries about the application, and the Medicare contractor responsible for the application can change an application's status as information is received. All others will have read-only access.

Medicare contractors will continue to submit quarterly reports via the CROWD system to HCFA. PECOS records will be available for daily and monthly statistical inquiries. Eight quarters of CROWD statistics will be reviewed for possible trends. The CROWD report is expected by April 15, July 15, October 15, and January 15. Refer to the Medicare Carriers Manual (CAR 3,13430) and the Intermediary Manual (INT 3 3898.17) for reporting instructions.

21 - Retention of Records--(Rev. 7, 05-31-01)

These instructions apply to documents relating to the enrollment of providers and suppliers into the Medicare program. These include, but are not limited to, the Form HCFA 855 enrollment forms and all supporting documents. Also included are attachments that are submitted with the application. These include but are not limited to:

- Copy(s) of Federal, State and/or local (city/county) professional licenses, certifications and/or registrations;
- Copy(s) of Federal, State, and/or local (city/county) business licenses, certification and/or registrations;
- Copy(s) of professional school degrees or certificates or evidence of qualifying course work;
- Copy(s) of curriculum vitae/resumes;
- Copy(s) of CLIA certificates and FDA mammography certificates;
- Copy(s) of controlled substances registrations from the Drug Enforcement Agency; and
- Copy(s) of Central Office letter issuing an indirect billing number to a managed care organization or plan.

HCFA contractors must dispose of the aforementioned records as described below:

- 1) Application is pending--destroy after a retention period of seven years.
- 2) Application is approved--retain for as long as the provider is enrolled. After enrollment has ended, retain for 15 years.
- 3) Application is denied--destroy after a retention period of 15 years after the denial.
- 4) Application is approved--but subsequently, the billing number is revoked--retain for 15 years.
- 5) Voluntary deactivation of billing number--destroy after a retention period of 15 years.
- 6) Provider/Supplier dies--destroy after a retention period of 7 years.

22 - Provider/Supplier Education--(Rev. 7, 05-31-01)

Provider Education and Training is divided into two categories: Program Management Provider Education and Training (PM-PET) and Medicare Integrity Program Provider Education and Training (MIP-PET). PM-PET involves activities undertaken to prevent billing errors while MIP-PET is remedial and concentrates primarily on providing feedback to providers based on data analysis and medical review results.

MIP-PET provides feedback to all providers and suppliers to assist them in detecting and avoiding waste, fraud, and abuse. It promotes education as a critical aspect in using progressive corrective action to resolve problems identified through review and emphasizes the use of data analysis to focus on other provider education and training activities. Medicare contractors should provide the following education and training assistance:

- one-on-one feedback to individual providers/suppliers on specific problems identified through the review of their Form HCFA-855;
- feedback to the larger provider/supplier community on widespread application errors;
- general information about provider enrollment activities through the use of bulletins and letters, in paper form as well as E-mail, to providers/suppliers; insert provider enrollment contacts and materials on the contractor's website;
- assure prompt, accurate, and courteous replies to all incoming phone calls and letters seeking educational information or clarification on the enrollment process; and
- interact and coordinate with other MIP units to determine the appropriate training and education required to provide proper feedback to both individual and groups of providers/suppliers.

As time and funding permits, participate in presentations at fraud and abuse programs and medical/specialty group programs.

23 - Web Site--(Rev. 7, 05-31-01)

The contractor must have a website for provider/supplier enrollment information. This website must interface with central office's website to access forms, manual instructions, and other information. At a minimum, the contractors should maintain newsletters and bulletins on this site concerning any provider enrollment issues/concerns. In addition, the contractors should post a list of frequently asked questions, contact people for provider enrollment questions, hot topics, specific requirements for provider/supplier types, etc.

All contractors should be working toward a web-based version of the application form. HCFA central office plans to work closely with the regional office staff to accomplish this effort.

24 - Security Safeguards--(Rev. 7, 05-31-01)

Keep all applications, related information, and documentation in a secure environment. For example, cabinets that are locked and have restricted access are acceptable. We would also accept an arrangement where the cabinets are not lockable, but the area is restricted to provider enrollment staff only. The area must be secured after hours. For any area that houses applications, related information, and documentation off-site, the file cabinets must be locked. Access to this information must be restricted to those persons who are authorized personnel, such as provider enrollment staff and other contractor personnel who have demonstrated a need to know about the information on the Form HCFA 855 (e.g., auditors reviewing cost reports, the fraud and abuse unit, the electronic funds transfer unit). However, the applications must be controlled and monitored through the provider enrollment staff. For example, if an application is being sent to the Fraud Unit for further review, the provider enrollment file must show that the application has been transferred to the Fraud unit. All applications must be adequately controlled and retrievable by the provider enrollment staff.

Applications should not be removed from the area to be worked on at home.

In addition, contractors must follow the administrative, technical, procedural and physical safeguards listed in the MCM and MIM to minimize any risks to individual privacy or other personal or property rights.

25 - Documentation--(Rev. 7, 05-31-01)

To ensure that proper internal controls are maintained and that important information is recorded in case of potential litigation, you must provide documentation in the following situations. Please note that the requirements listed below are in addition to, and not in lieu of, all other documentation or document maintenance requirements mandated by HCFA. For instance, you must retain copies of all written correspondence (including e-mails and faxes) pertaining to the provider/supplier, regardless of whether the correspondence was initiated by the contractor, the provider/supplier, State officials, etc.

Verification of Data Elements

1. Once you have completed your review of the application (e.g., approved/denied application, made recommendation for approval/denial, finished processing a change request), you must provide a written statement asserting that you have (1) verified all data elements on the application, and (2) reviewed all applicable names on the Form HCFA 855 against the FID, MED, GSA and HIPDB databases. This statement must be signed and dated. The statement can be drafted in any manner you choose so long as it certifies that the above-mentioned activities were completed. You must place the statement in the provider file when completed.

2. For each person and/or entity that appeared on the FID, MED, and/or GSA lists, you must document the following:

- The name of the person;
- the date on which the person/entity was checked against each database; and
- the findings of the review.

The findings of the review can be documented via a print screen, a document obtained from a third party source, or any file that confirms the action of an application be denied. Also document what the findings were (e.g., type and date of exclusion). Please note that if an individual/entity appears on any of the three databases, you must document the search results for the other databases as well. For instance, if Joe Smith appeared on the FID, you must document the above-bulleted information concerning your review of the MED and GSA lists for Joe Smith. In addition, you must still provide the written statement outlined in Paragraph 1.

Telephonic and Face-to-Face Contact

You must document any telephone contact you have with the provider/supplier, any representative thereof, or any other person regarding a provider/supplier. In addition, you must document any face-to-face conversation you have with the provider/supplier or any of its representatives. This includes, but is not limited to, situations that would result in a change to the application. Examples include:

- Contacting fraud unit personnel for an update concerning an application you referred to them;
- Telephoning an individual practitioner concerning a request for additional information;
- Requesting information from the State or another contractor concerning the applicant or enrollee;
- Contacting your HCFA Regional Office concerning a problem you are having with an applicant or an existing provider/supplier; and
- Conducting a meeting at your headquarters/offices with officials from an enrolling hospital concerning serious problems with its application.

Your documentation must indicate (1) the time and date of the call or contact, (2) who initiated contact, (3) who you spoke with, and (4) what the conversation pertained to. Concerning the last requirement, you need not write down every word that was said during the conversation. Rather, your documentation should merely be adequate to reflect the contents of the conversation.

Please note that the documentation requirements listed above apply to previously enrolled providers/suppliers and any person/entity who has already submitted an application to be enrolled. In other words, the documentation requirement only is required after the enrollee submits an initial application. For instance, if a hospital contacts you requesting information concerning how it should enroll in the Medicare program, this need not be documented because the hospital has not yet submitted an enrollment application.